

## Repairs Key Performance Indicators

Throughout the partnership contract there are a range of measures and indicators designed to drive continuous improvement in performance. The following is a list of Key Performance Indicators (KPI) and the performance against these over the past few months.

These types of contracts, by their very nature, require initial bedding in period and as such there is a suspension period of 5 months before which any incentivisation/penalties can be applied to the contractor.

	Description	Target	Dec	Jan	Feb
<b>KPI 1</b>	% properties with valid Landlords Safety Certificate	100%	98.9%	98.9%	98.9%
<b>KPI 2</b>	% of tenants satisfied with the repairs service	93%	72%	77%	80 %
<b>KPI 4</b>	Average number of calendar days to complete a standard void	10 calendar days	20.6 calendar days	22.3 calendar days	14.7 calendar days
<b>KPI 5</b>	Right First Time	85%	91%	92.3%	91.8%
<b>KPI 6a</b>	Repairs completed on time – Priority 1 repairs (Emergency)	92%	95.2%	94.7%	93.7%
<b>KPI 6b</b>	Repairs completed on time – Priority 2-5 repairs	90%	90.0%	87.9%	93.0%
<b>KPI 7</b>	% of appointments kept	98%	87.5%	83.9%	96.9%
<b>Call Centre *</b>	% of calls answered within 20 seconds	80%	45.5%	50.2%	63.0%

**Additional points to note:**

**Legacy Jobs:**

- MITIE received approximately 1500 jobs which were held back from the former incumbent contractors as they would not have been completed by the end of the contract, and as such were part of the demobilisation process from the previous contracts.

**Additional communal lighting repairs:**

- High level of communal lighting repairs. It is reported that MITIE have completed approximately 1250 communal lighting jobs as of 20/03/2014. A good example is of two blocks in the Edward Woods estate with 171 and 142 lights that largely needed re-lamping, this again is part of the legacy of uncompleted works from the previous repairs contracts.