

Key:			May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD 2011/12	Target 2011/12	R.A.G Rating	Outturn 2010/11	
THE VARIANCE FOR THIS PI IS BETWEEN 0% AND <5% OF TARGET																				
THE VARIANCE FOR THIS PI IS BETWEEN 5% AND <10% OF TARGET																				
THE VARIANCE FOR THIS PI IS GREATER >= 10% OF TARGET																				
PI Reference & Description	Frequency	Polarity	PROPERTY SERVICES																	
LKPI 120 (HIP BPSA E4, BV63) The average SAP rating of HRA dwellings (using the SAP 2005 measure)	Annual	Maximise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBC		TBC
LKPI 77 No of HRA rented homes made decent during the year	Quarterly	Maximise	N/A	129	N/A	N/A	347	N/A	N/A	170	N/A	N/A	631	N/A	N/A	N/A	TBC		1,277	
LKPI 121 (NI 158) (EX BV 184a) (CPA - H1) (HIP BPSA E13) % of HRA rented dwellings non decent at the end of the financial year. (Based on new NI guidance)	Quarterly	Minimise	N/A	34.43%	N/A	N/A	32.70%	N/A	N/A	31.96%	N/A	N/A	29.19%	N/A	N/A	N/A	TBC		29.19%	
LKPI 67 % of all new tenants stating they were satisfied with the condition of the property	Quarterly	Maximise	N/A	56.34%	N/A	N/A	53.49%	N/A	N/A	39.51%	N/A	N/A	52.38%	N/A	N/A	N/A	79.00%		49.61%	
LKPI 79 (HIP BPSA E7) % of dwellings with a valid Gas Safety Certificate (CP 12's Excluding carcasses)	Monthly	Maximise	99.34%	98.21%	98.29%	98.28%	98.82%	98.97%	99.50%	99.50%	99.43%	98.91%	98.66%	98.88%	99.23%	99.23%	100.00%		98.66%	
LKPI 06 % of Responsive Repairs Appointments Kept (excluding TMOs)	Monthly	Maximise	97.88%	97.63%	98.15%	98.70%	97.73%	97.18%	98.82%	98.82%	98.75%	97.71%	97.67%	97.70%	98.33%	98.02%	98.00%		97.20%	
LKPI 2B % of Emergency Repairs jobs completed within target (24 hours)	Monthly	Maximise	91.33%	92.21%	90.83%	87.95%	88.46%	91.03%	92.37%	94.16%	95.97%	93.59%	95.37%	N/A	N/A	N/A	94.50%		92.62%	
LKPI 139 % of all repairs completed within target	Monthly	Maximise	94.87%	95.14%	95.34%	95.62%	94.16%	95.07%	94.48%	95.42%	96.67%	96.69%	98.45%	N/A	N/A	N/A	96.50%		95.51%	
LKPI 140 Average End to End Repair Time (in days)	Monthly	Minimise	5.72	5.45	6.23	3.93	4.64	6.75	7.00	7.12	6.10	5.91	6.06	N/A	N/A	N/A	6.00		5.95	
LKPI 161 (HIP BPSA D28) Proportion of emergency and urgent repairs (RTR) as a % of all jobs raised	Monthly	Minimise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBC		TBC	
LKPI 162 (HIP BPSA D29) Proportion of non urgent repairs (non RTR) as a % of all jobs raised	Monthly	Maximise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBC		TBC	
LKPI 03 Ex BV 72, (HIP BPSA E5) % of urgent repairs completed within Gov't time limits	Monthly	Maximise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBC		TBC	
LKPI 04(Ex BV 73, HIP BPSA E6) Average time taken to complete non-urgent repairs (in calendar days)	Monthly	Minimise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBC		TBC	
LKPI 89 % of repairs completed on first visit (based on tenant satisfaction)	Quarterly	Maximise	N/A	76.49%	N/A	N/A	77.59%	N/A	N/A	78.00%	N/A	N/A	80.30%	N/A	N/A	N/A	82.00%		77.73%	
LKPI 11 Resident Satisfaction with quality of work	Quarterly	Maximise	N/A	89.47%	N/A	N/A	87.65%	N/A	N/A	91.97%	N/A	N/A	87.00%	N/A	N/A	N/A	82.00%		87.45%	
LKPI 141 Average repair cost per property	Annual	Minimise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	£112.50		TBC	
LKPI 13 (HIP BPSA E2) Average weekly cost of maintenance per unit	Annual	Minimise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	TBC		TBC	
LKPI 132 (HIP BPSA D26) % Expenditure on planned to responsive maintenance	Annual	Maximise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	40.00%		TBC	
LKPI 131 (HIP BPSA D25) % Expenditure on responsive to planned maintenance	Annual	Minimise	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	60.00%		TBC	
LKPI 09 % of calls to Repairs Contact Centre (RCC) answered	Monthly	Maximise	95.67%	71.42%	70.84%	80.86%	72.88%	77.90%	75.45%	56.46%	40.49%	74.50%	81.73%	89.40%	88.22%	88.70%	94.00%		83.63%	
LKPI 133 All tenants satisfaction with the landlord's responsive repair service (Non-STATUS call back survey)	Quarterly	Maximise	N/A	74.68%	N/A	N/A	73.62%	N/A	N/A	63.38%	N/A	N/A	72.00%	N/A	N/A	N/A	72.00%		71.05%	
LKPI 143 Satisfaction of leaseholders with the communal repairs and maintenance service	Monthly	Maximise													N/A	N/A	N/A			
LKPI 144 % of tenants satisfied with disabled adaptations to their home	Annual (Intermediate) Q2 & Q4	Maximise	N/A	80.00%	N/A	N/A	91.66%	N/A	N/A	83.33%	N/A	N/A	N/A	N/A	N/A	N/A	88.00%		85.27%	
LKPI 69 % of minor adaptations completed with time scales (9.5 weeks)	Monthly	Maximise	70.59%	92.86%	70.00%	61.54%	94.12%	92.86%	100.00%	100.00%	100.00%	100.00%	50.00%	88.00%	83.00%	86.00%	91.00%		87.07%	
LKPI 70 % of major adaptations completed with time scales (28 weeks)	Monthly	Maximise	100.00%	100.00%	100.00%	95.45%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	91.67%	100.00%	100.00%	100.00%	91.00%		87.11%	