

Appendix A.
Year 2 – Q3 December Year End

1.1. Suggested KPIs

	TARGET	ACTUAL	
CSAT			
% CSAT Return	> 40%	79%	
Performance feedback	90%	91%	8 and above is satisfied, 5 and below to be investigated
Defects / Handovers	2nr. / prop	Average 0.5	
Programme related, property turnaround			
Kitchen	10 days	85%	
Roof	7 days	90%	
Bathroom	7 days	98%	
DFG	10 days (avg.)	93%	
Heating	3 days	N/A	
Response Times (D2D)		Electrical	Maintenance
Call Out (OOH)	2 hours	100%	NA
0	4 hours	NA	NA
1	24 hours	100%	100%
2	3 working days	99%	100%
3	5 Working Days	99%	50%
4	20 Working Days	100%	44%
VOID Properties			
£500	1 week	2	
£2,000	2 weeks	28	
£5,000	3 weeks	56	
>£5,000	By agreement	86	
+ 5 days additional where full decs required			