

Annex A

The table below shows the KPI list as of September 2021:

KPI	2021 Target
Average repairs completion times (days)*	10
Average repairs per property*	3
Appointments made and kept	95%
Recalls (component manufacture failure or poor installation)	98%
Heating repairs average completion times	7
Heating repairs average repairs per property	1.5
Heating repairs appointments made and kept	95%
Heating repairs recalls	95%
Average void completion time – small works	7
Average void completion time – medium works	14
Average void completion time – large works	21
Gas servicing – properties with void certificates	100%
Resident satisfaction – repairs	85%
Call handling – answered	95%
RIDDOR Reportable Incidents	0

*Regularly reported as part of the corporate quarterly dashboard