Housing management Key Performance Indicators

Key

RAG ratings

At or above target	
Within 5% of target	
Below target by 5% or more	

Categories

C-19 temporary target	C-19
Key Performance Indicator	KPI

Type	No.	Theme	Indicator	Target	Reporting Frequency	Current Performance/ number	Trend	Previous Performance								Comments
								2020				2021				
								Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
C-19	A	Response to coronavirus	Issue fortnightly bulletin to all residents	1 p.w	Monthly	100%	↔	100%	100%							
C-19	B	Response to coronavirus	Contact all residents once a month with `wellbeing 'call	70 p.c.m.	Monthly	70	↔	100%	100%							Includes calls where no contact made - emails now being sent to follow up `failed' calls
C-19	C	Response to coronavirus	Confrm all contractors able to respond/arrange contingencies	100% of companies confirmed	Monthly	100%	↔	100%	100%							
KPI	1	Resident Satisfaction	% satisfaction with overall service	85%	6 monthly	N/A	↔	N/A	N/A							Pending results of November surveys
KPI	2	Tenancy Management	% of tenancies sustained for more than 12 months	95%	Monthly	98.57%	↔	98.41%	98.57%							One tenant with a May 2019 TSD died in December. 69 out of 70 tenancies sustained.
KPI	3	Resident Engagement	Number of Pinnacle-led/resident-led community events staged per year	4 (cumulative)	Quarterly	1	↑	0	1							On-site events paused during lockdown - target for 2021 to be adjusted to reflect limited time. September roadshow contribution accounted for.
KPI	4	Income Management	% of rent collected	101%	Monthly	104%	↔	104%								
KPI	5	Income Management	Rent arrears	2%	Monthly	4.40%	↑	5.56%								
KPI	6	Lettings	Average void re-let time	25 days	Montlhly	N/A	↔	N/A	N/A							No voids to date in 2020/21.
KPI	7	Repairs	% of all repairs completed on time	95%	Monthly	100%	↔	100%								
KPI	8	Repairs	% of all repairs completed at first appointment	90%	Monthly	80%	↓	95%								Two visits couldn't be completed first time. One needed further works following visit, other needed part to be ordered and returned to complete.Both completed in time frame.
KPI	9	Health and Safety	% fire risk assessments completed	100%	Monthly	100%	↔	100%	100%							
KPI	10	Compliance	Valid legionella risk assessments	100%	Monthly	100%	↔	100%	100%							
KPI	11	Compliance	Valid electrical safety certificates	100%	Monthly	100%	↔	100%	100%							