

Appendix 1: Monthly and Annual KPIs for 2021/22 and 2022/23

KPI	Performance standard	Target	2021/22	2022/23
MKPI 1	Percentage of applications registered or amended within ten working days	95%	100%	100%
MKPI 2	Percentage of home visits undertaken within five working days of tenant requests	95%	100%	100%
MKPI 3	Percentage of tenants attended to within 15 minutes of arrival at office	65%	100%	100%
MKPI 4	Percentage of open office hours in the month	100%	100%	100%
MKPI 6	Percentage of correspondence items responded to within 10 working days	97%	100%	100%
MKPI 7	Number of occasions of failure to deal with a sustained breach of long lease	<=1	0	0
MKPI 8	Percentage of reactive actions identified through estate inspections completed within agreed timescales	98%	100%	100%
MKPI 9	Percentage of External common parts achieving EPA Cleaning Standard A	90%	98.31%	97.17%
MKPI 10	Percentage of Internal common parts achieving EPA Cleaning Standard A	90%	98.05%	97.52%
MKPI 11	Percentage of grassed external areas maintained between 25mm and 60mm high	85%	92.25%	92.15%
MKPI 12	Percentage of abandoned vehicles removed, accordance with Authority policy	90%	100%	100%
MPKI 13	Percentage of graffiti removed within 4 working days of report	95%	100%	100%
MPKI 14	Percentage of rents and service charges collected from tenants	0%-0.49%	102.42% (97.03 LH)	97.34% (101.79LH)
MKPI 15	Percentage of former tenant rents and arrears cases where the Authority's procedures for recovery have been followed	95%	100%	100%
MKPI 16	Percentage of responses to requests for information from the Authorities Housing Benefit officer responded to after 7 working days	<=1	0	0

MKPI 19	Average time for letting a minor void dwelling	28 Days or Less	24 days	23.33 days
KPI	Performance standard	Target	2021/22	2022/23
AKPI 1	Percentage of tenants and leaseholders satisfied with the opportunities for participation in management and decision making	62%	89%	67%
AKPI 2	Number for tenancy audits undertaken	>=257	267	269
AKPI 3	Percentage of tenants and leaseholders satisfied with the overall housing management service	70%	88%	80%
AKPI 4	Percentage of Crime and Anti-social behaviour cases where action is recorded	No target in the contract	100%	100%
AKPI 5	Percentage of residents satisfied with the standard of caretaking and cleaning	70%	88%	91%