

Brockley PFI Payment Mechanism Indicators							
	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	2012/13
MKPI 1 Proportion of applications registered or amended in 10 working days (minimum of 20 applications)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
MKPI 2 Proportion of home visits undertaken within 5 working days of tenant requests							
MKPI 3 Percentage of tenants attended to within 15 minutes of arrival	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
MKPI 4 Percentage of open office hours in the month	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
MKPI 5 Percentage of telephone calls answered within 15 seconds	95.2%	95.6%	96.1%	95.3%	97.6%	98.4%	96.3%
MKPI 6 Percentage of correspondence items responded to within 10 working days	97.8%	100.0%	98.0%	97.1%	100.0%	96.0%	98.0%
MKPI 7 Number of occasions of failure to deal with a sustained breach of long lease in dwellings						0.0%	
MKPI 8 Percentage reactive actions identified through inspection completed on time							
MKPI 9 Percentage of external common parts on HRA land & within PFI area achieving EPA cleaning 'A'	96.5%	96.3%	98.0%	96.5%	95.3%	96.5%	96.5%
MKPI 10 Percentage of internal common parts on HRA land within PFI area achieving EPA cleaning 'A'	96.8%	93.7%	93.4%	95.7%	96.4%	93.0%	94.8%
MKPI 11 Percentage of grassed areas that are maintained to between 25mm & 60mm high	96.1%	97.5%	97.3%	95.9%	94.6%	98.0%	96.6%

Appendix 2

MKPI 12 Percentage of abandoned vehicles within PFI area removed within time							
MKPI 13 Percentage of graffiti incidents reported that were dealt with within 4 working days	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%
MKPI 14 Percentage of rent and service charges collected - percentage difference from rest of Lewisham	2.4%	-0.7%	-0.9%	-0.6%	-0.5%	-0.1%	
MKPI 15 %of former tenant rent & arrears cases where recovery procedures have been followed	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
MKPI 16 % of requests for information from Authority HBOs not responded to within 7 working days							
MKPI 17 % of responsive (not emergency) repairs requested where an appointment was made & kept	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	99.8%
MKPI 18 Percentage of responsive repairs requested that were completed within relevant timescale	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	99.8%
MKPI 19 Average number of days to let minor void dwellings	22	17	32	21	22	15	20