

<b>Brockley PFI Key Performance Indicators</b>							
	<b>Apr-13</b>	<b>May-13</b>	<b>Jun-13</b>	<b>Jul-13</b>	<b>Aug-13</b>	<b>Sep-13</b>	<b>YTD 2013/14</b>
<b>MKPI 1 Proportion of applications registered or amended in 10 working days (minimum of 20 applications)</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	<b>100.0%</b>
<b>MKPI 2 Proportion of home visits undertaken within 5 working days of tenant requests</b>							
<b>MKPI 3 Percentage of tenants attended to within 15 minutes of arrival</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	<b>100.0%</b>
<b>MKPI 4 Percentage of open office hours in the month</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	<b>100.0%</b>
<b>MKPI 5 Percentage of telephone calls answered within 15 seconds</b>	92.8%	91.5%	96.1%	93.1%	94.3%	93.9%	<b>93.5%</b>
<b>MKPI 6 Percentage of correspondence items responded to within 10 working days</b>	100%	100.0%	100.0%	100.0%	100.0%	100.0%	<b>100.0%</b>
<b>MKPI 7 Number of occasions of failure to deal with a sustained breach of long lease in dwellings</b>	-	-	-	-	-	-	-
<b>MKPI 8 Percentage reactive actions identified through inspection completed on time</b>	-	-	-	-	-	-	-
<b>MKPI 9 Percentage of external common parts on HRA land &amp; within PFI area achieving EPA cleaning 'A'</b>	95.12%	93.2%	95.7%	95.0%	96.5%	96.9%	<b>95.4%</b>
<b>MKPI 10 Percentage of internal common parts on HRA land within PFI area achieving EPA cleaning 'A'</b>	93.9%	95.5%	91.7%	91.6%	92.4%	93%	<b>92.9%</b>
<b>MKPI 11 Percentage of grassed areas that are maintained to between 25mm &amp; 60mm high</b>	100.0%	98.1%	100.0%	100.0%	100.0%	100.0%	<b>99.7%</b>

Appendix 2

<b>MKPI 12 Percentage of abandoned vehicles within PFI area removed within time</b>	-	-	-	-	-	-	-
<b>MKPI 13 Percentage of graffiti incidents reported that were dealt with within 4 working days</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	<b>100.0%</b>
<b>MKPI 14 Percentage of rent and service charges collected - percentage difference from rest of Lewisham</b>	1.4%	0.9%	1.2%	0.6%	0.2%	0.9%	<b>0.9%</b>
<b>MKPI 15 %of former tenant rent &amp; arrears cases where recovery procedures have been followed</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	<b>100.0%</b>
<b>MKPI 16 % of requests for information from Authority HBOs not responded to within 7 working days</b>	-	-	-	-	-	-	-
<b>MKPI 17 % of responsive (not emergency) repairs requested where an appointment was made &amp; kept</b>	100.0%	100.0%	100.0%	100.0%	99.6%	100.0%	<b>99.9%</b>
<b>MKPI 18 Percentage of responsive repairs requested that were completed within relevant timescale</b>	100.0%	100.0%	99.6%	98.2%	99.3%	100.0%	<b>99.5%</b>
<b>MKPI 19 Average number of days to let minor void dwellings</b>	25	22	15	28	18	21	<b>22</b>