Appendix 1

List of all Key Performance Indicators and Availability Standards
Monthly Performance Indicators

MKPI 1	Proportion of applications registered or amended in 10 working days.
MKPI 2	The proportion of home visits undertaken within 5 working days of tenant requests.
MKPI 3	Reception waiting time not to exceed 15 minutes
MKPI 4	Provide accessible office premises normally from Monday to Friday 9am to 5pm.
MKPI 5	Percentage of telephone calls answered within 15 seconds.
MKPI6	Percentage of correspondence items responded to within 10 working days.
MKPI7	Number of occasions of failure to deal with a substantiated report of a breach of a long lease in respect of the dwellings.
MKPI 8	Percentage of reactive actions identified through estate inspections completed within the agreed timescale.
MKPI 9	External common parts achieving EPA Cleaning Standard A.
MKPI 10	Internal common part achieving EPA Cleaning Standard A.
MKPI 11	All grassed external areas are maintained between 25mm and 60mm high.
MKPI 12	Removal of abandoned vehicles on estates within the PFI area in accordance with the relevant Authority policies.
MKPI13	Removal of graffiti within 4 working days of report.
MKPI 14	Percentage of rents and service charges (including current arrears) collected from tenants.
MKPI 15	Percentage of former tenants' rents and arrears case where the Authority's procedures for recovery have been followed.
MKPI 16	Response to requests for information from the Authority's Housing Benefit Officer responded to after 7 working days.
MKPI 17	Percentage of responsive repairs (not emergency) requested during the measurement period, for which the contractor both made and kept an appointment.
MKPI 18	Percentage of responsive repairs requested during the measurement period completed within the relevant repairs category timescales (for responsive repairs where an unavailability deduction is not incurred).
MKPI 19	Average time for letting minor void dwellings not to exceed 28 days.

Annual Performance Indicators Availability Standards

AKPI 1	Satisfaction of tenants and leaseholders with the opportunities for participation in management and decision making in relation to housing services provided by the Contractor.
AKPI 2	Compliance with requirement on tenancy audit
AKPI 3	Satisfaction of tenants and leaseholders with the overall housing management service provided by the Contractor.
AKPI 4	Crime and anti-social behaviour where no action is recorded by the Contractor.
AKPI 5	Percentage of satisfaction with the standard of caretaking and cleaning.
AKPI 6	Percentage of satisfaction with repairs and maintenance.
AKPI 7	Dwelling and common areas to be tested and maintained to retain safety certifications.