

HOUSING SELECT COMMITTEE			
Report Title	Brockley PFI – Annual Review Report 2018/19		
Key Decision	No	Item No.	6
Ward	Brockley, Ladywell, Crofton Park		
Contributors	Head of Strategic Housing		
Class	Part 1	Date:	4 June 2019

1 Summary

- 1.1 The Brockley Private Finance Initiative (PFI) contract commenced in September 2007 and involved the refurbishment of 1,830 dwellings situated in the Brockley neighbourhood, of which 1,273 are tenanted, 557 are leasehold and 8 freehold dwellings.
- 1.2 The PFI contract involves the refurbishment, management and maintenance of properties over a 20 year period.
- 1.3 The purpose of this report is to give a brief overview of the background of the Brockley PFI and the key achievements and progress which has been made during 2018/19.

2 Recommendation

- 2.1 It is recommended that Members note the contents of the report.

3 Background

- 3.1 The Brockley PFI contract went live on the 3 September 2007. The contract for refurbishing and maintaining the properties includes the provision for housing repair and maintenance, caretaking, cleaning, tenancy and estate management service for a period of 20 years.
- 3.2 The PFI contract has an overarching Project Agreement governing the refurbishment, operation and maintenance of the properties in Brockley. Sitting below the Project Agreement is the Output Specification.
- 3.3 The Output Specification sets out the requirements (or outputs) in connection with the works and services throughout the contract period. It also covers the availability standards (output requirements for the works and ongoing availability of the properties) and the services.
- 3.4 The relevant parts of the Project Agreement Output Specification are flowed down to Pinnacle and Rydon in the form of Management Agreements.
- 3.5 Regenter B3 (RB3) is a special purpose vehicle set up to deliver the Brockley PFI

contract.

3.6 The initial refurbishment of the properties was carried out by Higgins.

3.7 Housing management and estate services are delivered by Pinnacle.

3.8 Repairs and maintenance and continuing life cycle works are delivered by Rydon Maintenance.

4 Performance Indicators

4.1 Altogether there are 26 contractual Key Performance Indicators (KPIs), of which 19 are provided monthly and 7 on an annual basis. The list of the KPIs and the current performance against those KPIs up until March 2019 is provided in Appendix 1.

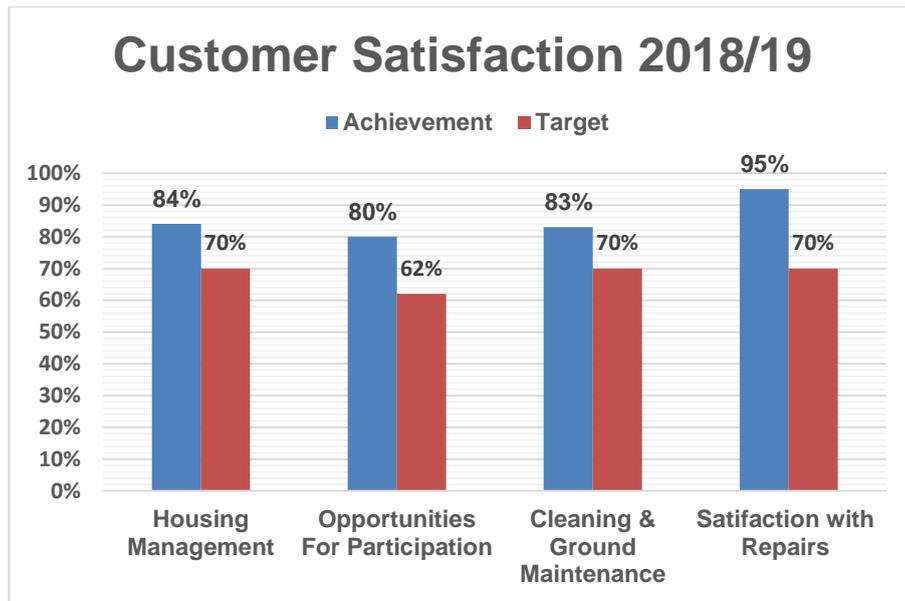
5 Customer Satisfaction

5.1 Ensuring our service meets and exceeds the expectations of our residents is at the heart of everything we do. Feedback from our customers is essential if we are to tailor our service to the ever-changing needs of our residents. Whilst the annual customer satisfaction survey is key to excellent service delivery, mechanisms for ongoing feedback such as learning from complaints and dialogue with residents' groups are vital as this allows us to quickly address any emerging issues, which may impact resident engagement.

5.2 Our annual customer satisfaction surveys are carried out through a combination of face-to-face, telephone and postal surveys. The results of Brockley satisfaction surveys for 2018-19 outperform the targets set.

5.3 The housing management team surveyed 508 residents and achieved 84% satisfaction with housing management, exceeding the 70% target. 80% of tenants stated they were satisfied with opportunities to participate in the service, again significantly above the target of 62%.

5.4 In addition to measuring satisfaction with repairs through the annual customer satisfaction surveys, Rydon also send an additional 500 surveys, which are contractually mandated, as a follow up to completed repairs. The results from these surveys are 95% satisfied. Customers are encouraged to share their views relating to the overall service which is communicated to Team Managers, Supervisors and Partners to improve the customer experience and address any general dissatisfaction with the repairs service.



5.5 Whilst these are strong figures there has been a slight drop in satisfaction since 2017-18. A 9% fall in overall satisfaction with the service and a 9% fall in opportunities to participate in the service. Although performance is still significantly above target, the results of the surveys have been reviewed to understand any specific reasons for the year on year reduction. Action plans are now in place to ensure we increase satisfaction in those areas.

5.6 Key initiatives within the action plans are:

- Collect personal contact details of residents to enable texting and emailing residents in the event of an emergency such as loss of water or electricity to a block or estate. – this will improve communication, which was highlighted as an area to improve.
- Deliver 5 planting schemes at Viney Road, Wickham Road, Clare Estate, Foxborough Gardens and Greatfield Close. This will increase resident engagement and increase satisfaction with the neighbourhood.

6 Customer Service

6.1 We have seen a reduction in the number of complaints received. In 2018-19 we received a total of 22 stage 1 complaints compared to 23 in 2017-18. Any lessons learned from the individual complaints are reviewed and shared at monthly team meetings and our processes reviewed if necessary.

6.2 The breakdown of the 22 stage 1 complaints are as follows:

Repairs	Leasehold	Tenancy
11	10	1

7 Tenancy Management

- 7.1 We received 18 reports of antisocial behaviour (ASB). The majority of ASB cases we receive relate to noise nuisance, followed by neighbour disputes. All cases are recorded and managed in line with the local authority policy and procedures.
- 7.2 Mediation is promoted as a tool to resolve ASB issues. We use Crime Concern UK to provide mediation services between residents. In the last 12 months, 2 cases have agreed to mediation and as a result, 1 case was successfully closed.
- 7.3 Regular meetings are held with the local Safer Neighbourhood Team (SNT). The SNT attend our Resident Panel meetings and our close working partnership with the SNT supports a joined-up approach to solving ASB cases. We also attend local ward based resident SNT meetings and Local Assembly meetings.
- 7.4 We have successfully gained 4 injunctions and in 1 case, this has resolved a long history of antisocial behaviour affecting both residents and staff. As a result, residents can once again have quiet enjoyment of their homes.
- 7.5 Over the last 12 months we have carried out 1 eviction on the grounds of antisocial behaviour.
- 7.6 We now attend ASB MARAC in Lewisham on a regular basis to ensure our serious cases have a multi-agency approach to resolve issues and utilise any additional resources which may be available such as mobile CCTV cameras.
- 7.7 There is high demand for public housing, and it is unacceptable that some tenants abuse their tenancy and profit from it by unlawfully sub-letting their property to someone else. We carry out robust auditing of tenanted properties to ensure the correct people are living in them. Regenter B3 are required to audit 20% of the tenanted properties in Brockley every year and we exceeded our target in 2018-19, visiting 269 properties. As a result of a proactive housing management team and a very strong partnership with Lewisham Council Fraud team, we have recovered 6 properties which have been handed back to provide a permanent home to a person or family. We have a further 6 cases currently being investigated by the Fraud team.
- 7.8 Our income recovery KPI is to exceed Lewisham Homes' income collection rate each month during the financial year. 2018-19 saw a marked improvement in the previous year performance on this contract. This is demonstrated in the monthly performance of the income service where we met the Income KPI, 11 months out of 12.
- 7.9 Currently there are 109 tenants on Universal Credit (UC) in Brockley. The total arrears at the time when the claimants made their application for UC was £103,543.69. Due to the delay of one month or more waiting period, the current arrears is £121,703.78. This is an increase of £18,160.10. It is clear, that since UC commenced in Lewisham in July 2018 the impact on debt is significant.

A summary of issues as a result of UC are listed below:

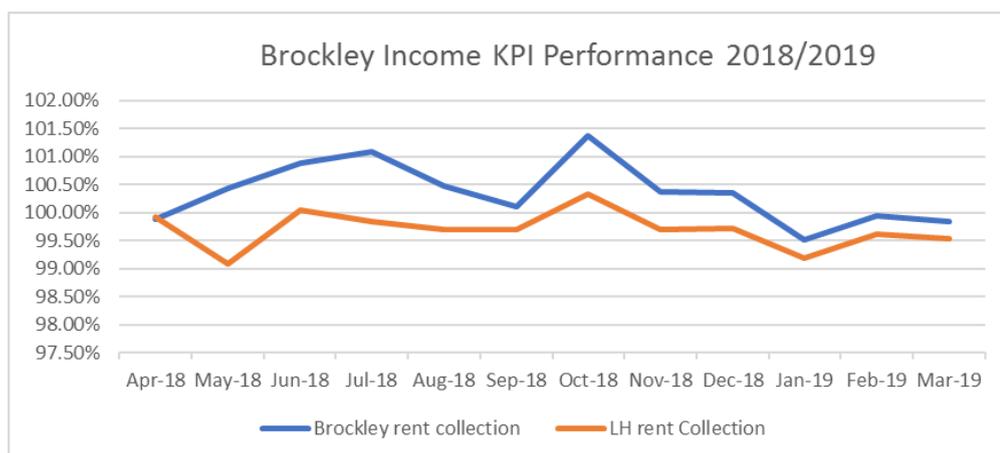
- One month or more waiting period is putting the tenants in arrears.
- Tenants who were in credit before UC are now in arrears due to the wait

period as we have been unable to request a direct payment because the tenant was in credit and there are no vulnerability issues.

- Income advisors request a direct payment for the housing element of UC, however this request is often not accepted and as a result creates further rent arrears.
- Lack of understanding in money management.
- Lack of information provided by the job centre.
- Where tenants in receipt of housing benefit have a change of circumstances they will automatically be moved to UC by housing benefit. There are often delays in notifying tenants of this change and again this results in tenants falling into arrears.

7.10 In order to address issues created as a result of UC and to address other arrears, we are taking the following action:

- Sign-post all UC claimants to our independent debt adviser.
- Applications to charities to reduce arrears.
- Income advisers have received training on managing UC cases.
- Actively refer cases to Credit Union in Lewisham to reduce risk of residents using "loan sharks" when in arrears.
- Close relations with Department of Work and Pensions' advisers to progress those UC cases being delayed.
- Income advisers requested access (still pending) to the UC portal, which will assist their management of all UC cases.



8 Leasehold Management

8.1 The leasehold management team collected 105% service charge against a KPI of 90%, outperforming the target set by 15%.

8.2 There no major works cases which needed to be taken to County Court or First

Tier Tribunals during the financial year.

8.3 There was no breach of lease falling outside of the time to be resolved.

9 Estate Management

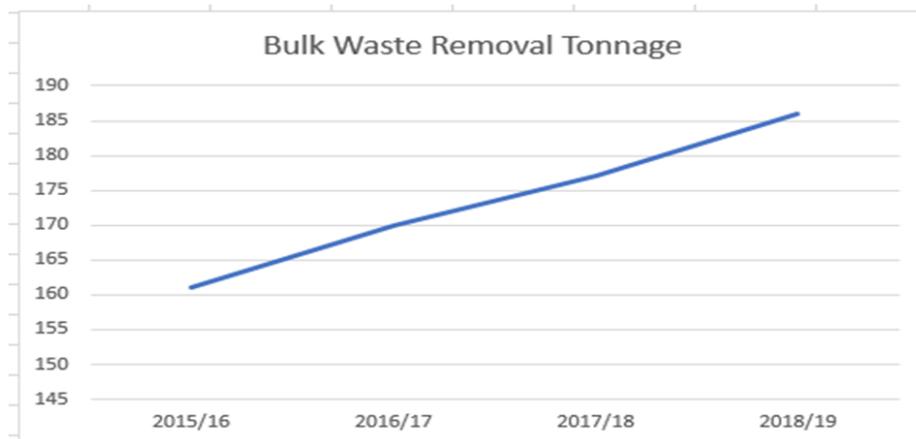
9.1 Our survey results show that 83% of residents are satisfied with the caretaking and cleaning services, this is 13% above target. The grounds maintenance service result is 88% which is 18% above target.

9.2 Inspections of estates are carried out on a weekly, monthly and quarterly rota. Checks include the quality of cleaning, gardening and repairs in communal areas. We actively encourage resident scrutiny of our services as this supports our vision for continually improving service delivery.

9.3 Our grounds are maintained to a good standard. The crew continue to supply garden clearances to street properties with elderly and vulnerable tenants. We also supply a Japanese Knotweed service to those properties where the presence of this weed is identified.

9.4 The bulk waste team disposes of mattresses, white goods and hazardous white goods in separate streams as identified by current legislation. The team removes hazardous white goods on a quarterly basis via a registered external contractor. There has been a steady increase in the amount of lumber and fly tipping on our estates.

9.5 We plan to create a meadow on the Clare Estate and a spring bulb display on Wickham Estate. Residents are actively involved in these projects and it is planned that these projects will be delivered in summer 2019 and flowering in June 2020.



10 Void Management

10.1 There was a total of 22 routine voids during 2018-19 with an average re-let time of 23 days. therefore outperformed the target by 5 days. There have been a further 11 full void properties.

10.2 All void properties have been re-serviced and brought up to the contractual 'Decent Homes Plus' standard by Rydon.

10.3 There is a minimum letting standard set out so that residents are aware of what to expect from the Landlord when a home is provided. Decent Homes Plus standard ensures that the property is maintained and improved above the minimum standard set by the Government.

11 Asset Management

11.1 Properties within the Brockley PFI were brought up to the Decent Homes standard when Higgins completed the refurbishment of properties. We are now in the management and maintenance phase of the contract.

11.2 Rydon has appointed an independent surveying consultant to survey all properties internally as well as externally. This will allow future lifecycle planning with more accuracy.

11.3 All external surveying is completed, and a programme of works is in the planning and prompt delivery phases. Once complete this programme will be published, subject to resident consultation during 2019-20 being completed.

12 Repairs and Maintenance

12.1 The repairs team remains a vital part of the day to day running of the Contract with a strong management involvement from Director level all the way through to the customer facing operatives on the front line of service delivery. The front-line service delivery is delivered by a diverse team of operatives with years of experience and qualifications shared between them with many a year of service dedicated to the PFI contract.

12.2 The responsive repairs and maintenance contract provides a wide range of works, to ensure the property assets are effectively managed and residents' homes are maintained.

12.3 Repairs are reported and recorded through our dedicated Contact Centre by the residents during office hours. 99% of repair appointments that were made were kept.

12.4 Rydon deliver, free of charge works to vulnerable, frail, disabled and elderly residents some of which might include, replacing light bulbs, replacing locks where residents have locked themselves out of their property along with providing a safety testing service of Christmas lights during the Festive period.

Repairs Breakdown:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total YTD
repairs completed within category	453	388	349	429	442	544	472	549	422	588	544	473	5653
repairs competed out of priority	2	2	1	7	3	0	0	0	0	1	0	0	16
Category 1 - emergency OOO	0	0	0	0	0	0	0	0	0	0	0	0	0
Category 2 -emergency normal	6	4	1	8	3	5	3	3	4	12	5	0	54
Category 3 - one day repair	151	100	115	138	166	123	93	143	87	152	123	111	1502
Category 4 - three day repair	19	6	21	58	52	59	76	62	52	64	59	47	575
Category 5 - Twenty one day	237	224	176	195	185	244	203	240	178	262	244	228	2616
Category 6 -126 days	0	0	0	0	0	0	0	0	0	0	0	0	0
Category 7- 7 day repair	7	4	5	8	9	18	4	11	3	10	18	12	109
Category 8- 10 day repair	27	31	20	22	17	25	29	43	40	33	25	27	339

13 Lifecycle and planned work

13.1 Following a period of refurbishment by our partners Higgins Construction (years 1-4) there has been a lull in programmed replacement works with only reactive lifecycle works being undertaken.

13.2 As such Rydon commissioned the services of a respected surveying practice to undertake an assessment of both internal and external elements to identify areas where investment works are required.

13.3 **Internal Work:** the programme of internal surveys has now been completed. Of the 1,273 number of tenanted dwellings on the PFI site we have assessed 1,240 dwellings. Despite numerous documented attempts, which included the assistance of our Housing Management partner, defined in the no access protocol, we have not been able to access 33 dwellings to review the condition of internal components.

13.4 Although these properties are deemed to be 'Available' under the contract, Rydon will persist with our attempts to gain access where the opportunity presents itself. Where lifecycle works are deemed required, they will be delivered either programmed or undertaken reactively.

13.5 For the homes we have managed to assess, we have identified a programme of kitchen and bathroom replacement works, which we have awarded to our sub-contractor and completed the programme in December 2017. This first phase of works included 77 kitchens, 56 bathrooms and 19 separate WC's.

- 13.6 For phase 3 we have identified a further 1 bathroom and 11 kitchen and bathrooms combined.
- 13.7 **External Work:** we have completed a programme of external surveys to 1830 properties in 534 physical buildings (blocks and houses) within the PFI site.
- 13.8 Rydon have reviewed all of these to rationalise, allocate and programme the works identified by the consultants.
- 13.9 This information has allowed us to prioritise areas where investment works are required, and Rydon have reviewed these surveys to rationalise, allocate and programme the works identified by the consultants over the next few years.
- 13.10 These works were divided in to 2 work streams, High level works requiring scaffolds to be erected, and low level works which are more communal by nature.
- 13.11 We have programmed works to 127 buildings and completed works on 93 to date at high level. The works generally consist of re- pointing, brickwork, concrete/stone restoration, rendering, window repairs/replacement gutter and downpipes. Aesthetic decoration should be noted is not part of the current contract and is not included in any planned works.
- 13.12 We have also programmed works to 195 buildings and completed works on 152 to date at low level. The works generally consist of paving, re- pointing, brickwork, concrete/stone restoration.
- 13.13 During contract year 12 which finished on the 31st May 2019 Rydon have undertaken the following items of lifecycle works on a reactive basis:
- 31 Kitchen renewals
 - 33 Bathroom renewals
 - 39 Boiler renewals
- 13.14 Moving forward we anticipate a marked increase in lifecycle works, both planned and reactive, as the stock begins to show that it is some 10 years out of a refurbishment programme. We will be consistently reviewing elements throughout the remainder of the contract to ensure we are delivering correctly targeted investment work.
- 13.15 Planned maintenance certificates are electronically filed and retained.
- Applicable regulations consist of:
 - The Gas Safety (Installation and Use) Regulations 1998
 - IET Wiring Regulations BS 7671:2018
 - IET rules and regulations and to NICEIC/ECA standards (BS5266)
 - Regulatory Reform (Fire Safety) Order 2005
 - Relevant Building Regulations
 - Management of health & safety at work regulations 1999 (MHSWER)
 - Provision and use of work equipment regulations 1998 (PUWER)

- Lifting operations and lifting equipment regulations (LOLER)
- Regulations (ACOPs ISO 9001:2008)
- British Standards: BS 5306-3 / BS 5839-6 2004 / BS 9990/2006 / (BS7430:1998)

13.16 The frequency of the inspections is set out below. We track each works order to ensure the required follow-on works are carried out.

Inspection Streams	Scope	Inspection Frequency
GAS SAFETY INSPECTION CP12	Statutory	Annually
PERIODIC TESTING (NICEIC)	H & S	5 Yearly
DRY RISERS	Statutory	Monthly
DRY RISERS	Statutory	Annually
EARTHING SYSTEM	H & S	3 Yearly
EMERGENCY LIGHTING NICEIC	Statutory	Monthly
EMERGENCY LIGHTING NICEIC	Statutory	Annually
FIRE ALARM TESTING	Statutory	Weekly
FIRE ALARM TESTING	Statutory	Quarterly
FIRE EXTINGUISHER	Statutory	Monthly
FIRE EXTINGUISHER	Statutory	Annually
LANDLORDS SUPPLY	H & S	5 Yearly
LATERAL MAINS	H & S	5 Yearly
LIFT INSPECTION INSURANCE	Statutory	6 Monthly
LIFT INSPECTION MAINTENANCE	H & S	Monthly
LIGHTING PROTECTION	H & S	Annually
PORTABLE APPLIANCE TESTING (PAT)	H & S	Annually
SWITCHGEAR AND LV DISTRIBUTION BOARDS	H & S	3 Yearly
WATER TANK HOUSING RISK ASSESSMENTS	Statutory	By-Annual
WATER TANK INSPECTIONS	Statutory	6 Monthly

14 CP12 – Gas Safety Inspections

14.1 The CP12 process runs on a 10 month cycle and begins 2 months before the gas safety certificate is due to expire. This gives the team time to follow the process and make further attempts to complete the CP12 where necessary. In some cases, we will cold call a property a further 4-5 times where it has not been possible to gain entry. At the end of the financial year only 3 households had outstanding CP12 certificates outstanding and all 3 cases were currently with legal services, seeking access.

14.2 New regulations came into force 6 April 2018. The landlord gas safety check can be carried out up to 2 months before the date the check needs to be carried out but still retain the original deadline date (as if the check had been carried out exactly 12 months after the previous check). We are currently in the process of contacting tenants and moving their winter CP12 renewal date into this summer. This will allow us to plan our resource to a fixed workload and provide a better

service in the winter when breakdowns are prevalent. It also benefits the tenants as they will know what date they are due each year which in turn will reduce no access.

14.3 As an example, if last year's check is conducted on the first of December 2018, the property can be presented for a check as early as the first of October 2019, and yet the date of expiry will still be the first of December next year (2020). This adds flexibility to the old system and allows the contractor to plan resource to a fixed workload. The bulk of servicing can be carried out during the summer months leaving more availability during the winter months when breakdowns and repairs will take priority providing a better service for our customers. We take steps to gain entry before the certificate expires and regularly cold call properties that have missed 3 appointments.

14.4 Our systems have been upgraded to include a CP12 booking suite. This is up and running, making us more efficient with planning, booking and recording the work.

15 Fire Safety

15.1 Following the impact of the tragic fire at Grenfell Tower, we worked closely with the London Borough of Lewisham (LBL) to ensure compliance with fire safety standards.

15.2 Rydon were instructed by LBL in December 2016 to carry out a procurement exercise to undertake the FRAs across all the PFI stock. Following successful tender, FFT were appointed in March 2017 to undertake the FRAs and provide a schedule of works for all the actions observed.

15.3 All surveys were completed and master overview presented to LBL. Following the discussions taken place between LBL and Rydon, LBL instructed Rydon to procure costs for the following items highlighted from the FRAs:

1. Fire- rated flat entrance doors
2. Removing/Relocating Fire extinguishers
3. Signage
4. Compartmentation works
5. Communal Lock Changes
6. Communal Electrical works
7. Removal of security gates
8. Replacing fire rated glass
9. Removal of redundant hose reel
10. Replacement of UPVC cladding with fire resisting cladding
11. Wall Coverings - Removing wall paper etc. from communal area and making good

The following works are in progress:

1. Fire- rated flat entrance doors
2. Communal Lock Changes
3. Compartmentation works
4. Removal of security gates
5. Wall Coverings - Removing wall paper etc. from communal area and making good

15.2 All of the works outstanding and or in progress works are either with the Authority to instruct or await further consultation through external tender.

The following works have been completed:

1. Removing/Relocating Fire extinguishers
2. Replacement of UPVC cladding with fire resisting cladding
3. Replacing fire rated glass
4. Removal of redundant hose reel
5. Signage
6. Communal Lock Changes

15.3 Following the independent Fire Risk Assessment of all Brockley Regenter properties 55 properties were identified as needing to remove their security grilles on their flat entrance doors. There are just 4 properties with remaining grilles which are waiting for a visit from the fire brigade to make a final assessment.

15.4 We are currently awaiting Government legislation on fire safety requirements for front entrance doors. Once we receive this information we can commence a programme to ensure compliance to meet any new requirements.

16. Resident Involvement

16.1 The Resident Panel is committed to finding better ways to listen and respond to residents and the things that matter most to them.

16.2 Over the past 12 months RB3 have supported the local community through the following initiatives:

- Sponsored the Big Lunch at Tyrwhitt Road.
- Sponsored the Hilly Fields Summer Fayre.
- Promoted recycling in Lewisham with a planting event around Wickham Gardens.
- Undertook a bench marking exercise with visits from Residents

Associations in Kingston Upon Thames to identify any cross learning.

- Staff at the Brockley office and residents, raised money for charity including Macmillan Coffee Morning and Save The Children Charity.

16.3. The Resident Panel reviewed the current involvement structure to develop a model which better serves the needs of residents.

16.4 The review of the Resident Panel intends to better focus on 3 key areas:

- Improving services,
- Measuring performance
- Greater resident involvement

16.5 Terms of Reference and Code of Conduct of the Resident Panel have been reviewed during 2018-19.

16.6 We have commenced the process of setting up and supporting 6 new Tenants and Residents Associations (TRAs).

16.7 These are in the following areas:

- 99-113 Ermine Road
- Viney Road
- Lilac House
- Tressillian Road (street properties)
- Almond House
- Geoffrey Court

16.8 During 2019-20, Regenter B3 working with the Resident Panel and Leasehold Forum will finalise and deliver an action plan to achieve the 3 key areas identified above. The action plan will include continued involvement at Local Assembly meetings and better working with community partners such as Good Food Lewisham and Sugar Smart Lewisham.

17. Financial Implications

17.1 There are no specific financial implications arising from the report.

18. Legal Implications

18.1 There are no specific legal implications arising from the report.

19. Equality Implications

19.1 There are no direct equalities implications arising from the report.

19.2 The RB3 estate office at Endwell Road is Equalities Act compliant and includes access for wheelchairs, WC, parking and has a hearing loop system in place.

20. Crime & Disorder Implications

20.1. There are no crime and disorder implications arising from the report.

21. Environmental Implications

21.1. Any further works carried out by RB3 as part of the life cycle programme should lead to greater energy efficiency, reduced maintenance costs and lower fuel bills for residents. It will also reduce the level of harmful gases being released into the atmosphere as improved insulation and more efficient boilers are installed. The average Standard Assessment Procedure rating of the homes in the Brockley PFI area is 77, which is above the contractual obligation of a minimum of 70.

22. Conclusion

21.1 RB3 have met and exceeded their contractual obligation. There are no grounds for complacency and RB3 will strive to improve services to residents and increase satisfaction levels. Our key theme for the year ahead is to increase participation in the service with tenants and leaseholders, to fully understand what residents want and tailor our services accordingly.

23. Background documents and originator

23.1 There are no background documents to this report.

23.2 Please contact Michael Moncrieff Housing & Partnership Manager, on 020 8314 3747.

Appendix 1

Our overall performance is measured through a series of key Performance Indicators (KPI's). The table below shows Regenter's performance for 2018/19, with the target met across all indicators.

KPI	Performance standard	2018/ 2019	Target	Target met
MKPI 1	Percentage of applications registered or amended within ten working days	100%	95%	
MKPI 2	Percentage of home visits undertaken within five working days of tenant requests	100%	95%	
MKPI 3	Percentage of tenants attended to within 15 minutes of arrival at office	100%	100%	
MKPI 4	Percentage of open office hours in the month	100%	100%	
MKPI 5	Percentage of repair related telephone calls answered within 15 seconds	94%	92.5%	
MKPI 6	Percentage of correspondence items responded to within 10 working days	100%	95%	
MKPI 7	Number of occasions of failure to deal with a sustained breach of long lease	100%	Less than 1	
MKPI 8	Percentage of reactive actions identified through estate inspections completed within agreed timescale	100%	98%	
MKPI 9	Percentage of External common parts achieving EPA Cleaning Standard A	100%	90%	
MKPI 10	Percentage of Internal common parts achieving EPA Cleaning Standard A	100%	90%	
MKPI 11	Percentage of grassed external areas maintained between 25mm and 60mm high	100%	85%	
MKPI 12	Percentage of abandoned vehicles removed, accordance with Authority policy	100%	95%	
MPKI 13	Percentage of graffiti removed within 4 working days of report	100%	95%	
MPKI 14	Percentage of rents and service charges collected from tenants	105%	90%	
MKPI 15	Percentage of former tenant rents and arrears cases where the Authority's procedures for recovery have been followed	100%	95%	
MKPI 16	Percentage of responses to requests for information from the Authorities Housing Benefit officer responded to after 7 working days	100%	97%	
MKPI 17	Percentage of responsive repairs appointment made and kept	100%	95%	
MKPI 18	Percentage Responsive repairs carried out within priority times	100%	95%	
MKPI 19	Average time for letting a minor void dwelling	17 days	28 days or less	

KPI	Performance standard	2018/ 2019		Target met
AKPI 1	Percentage of tenants and leaseholders satisfied with the opportunities for participation in management and decision making	80%	62%	
AKPI 2	Number for tenancy audits undertaken	263	257	
AKPI 3	Percentage of tenants and leaseholders satisfied with the overall housing management service	84%	95%	
AKPI 4	Percentage of Crime and Anti-social behaviour cases where action is recorded	100%	70%	
AKPI 5	Percentage of residents satisfied with the standard of caretaking and cleaning	83%	70%	
AKPI 6	Percentage of satisfaction with repairs and maintenance	95%	70%	
AKPI 7	Percentage of safety certification for dwellings and common areas that are not overdue	100%	99%	