

TPC 2005 (Amended 2008)

Appendix 3

**Part 1 – KPIs and Targets
(See clause 2.5 of Partnering Terms)**

The KPIs and Targets shall comprise:

	<u>Key Performance Indicators</u>	<u>Target</u>
1.	Residents satisfaction survey response success rate (surveys completed as a percentage of total jobs that can be surveyed).	15%
2.	Residents satisfaction (percentage satisfied from total surveys completed).	96%
3.	Defects	5%
4.	Average time to complete non-urgent repairs.	10 days
5.	Average time to complete all repairs.	6 days
6.	Urgent jobs completed on target.	98.5%
7.	All jobs completed on target.	95%
8.	Appointments both made and kept for response maintenance.	90%
9.	Percentage of cost added through variations.	20%
10.	Percentage of responsive jobs completed right first time.	85%
11.	Average days added by extension of time.	3 days
12.	Accident incident rate (Number of staff employed: number of reportable incidents).	0

13.	Percentage of jobs varied by volume.	30%
14.	Percentage of jobs extended by volume.	10%
15.	Average time for arranging an inspection of void works (starting on when keys are due in, which is always a Monday, and completion of the void inspection).	2 days
16.	Average void time for Contractor work (excluding major works i.e. 2 or more items of capital expenditure).	6 days
17.	Percentage of voids completed on target.	98%

The above sets out the proposed key performance indicators to be applied to the contract from the commencement date. The indicators include both Service Provider and Client Representative performance on this contract. The Client Representative measures all the above indicators from the Northgate OHMS system except 10 and 12 – these two must be measured by the Service Provider and the Client Representative shall inspect to verify that data collection is correctly undertaken.