

	Key Performance Indicator	Tenant Perception / Outcome based	Target	September	October	November	Comment	Progress against previous month
HO1	% Home with a Gas safety certificate	Outcome Based						
HO2	% of complaints resolved within timescale	Outcome Based						
HO3	% of tenants satisfied with landlord service in month	Tenant Perception						
HO4	Satisfaction that the landlord listens to tenant views and acts upon them	Tenant Perception						
HO5	Satisfaction with the landlord's approach to	Tenant Perception						
HO6	Number of Non Emergency Repairs completed within the month	Outcome Based						
HO7	% of repairs completed within target timescale	Outcome Based						
HO8	overall Satisfaction with repairs	Tenant Perception						

HO9	Percentage rent collected from current tenants as a percentage of rent due	Outcome Based
HO10	Rent arrears of current tenants as a percentage of rent due	Outcome Based
HO11	Rent arrears of former tenants as a percentage of rent due	Outcome Based
HO12	Number of Households living in temporary accommodation	Outcome Based
HO13	Average re-let times for homes	Outcome Based
HO14	Number of residents involved in formal/informal consultaton	Outcome Based
HO15	Dwellings let	Outcome
HO16	% of tenants satisfied with opportunities to be involved	Tenant Pereption
HO17	Leasehold Service Charge arrears	Outcome Based
HO18	Net Cost of Temporary Accomodation	Outcome Based

HO19	Discretionary Housing Payments Made £	Outcome Based
HO20	% of Annual Planned investment Programme	Outcome Based
HO21	Number of Homes EPC D and below	Outcome Based
HO22	% of Scheduled Tenant Visits carried out	Outcome Based
HO23	% of Estates Meetings Required at standard inspection	Outcome Based
HO24	% of Successful Homeless preventions	Outcome Based
HO25	Number of Households living in B&B in excess of 6 weeks	Outcome Based
HO26	Number of Moved in to Permanent social housing	Outcome Based
HO27	Number of moves into permanent private accommodation	Outcome Based
HO28	Number of New Council homes completed	Outcome Based

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