

## Targets for 2017/2018



PI Code	PI Name	Proposed target 17/18 (16/17 target)
KP 1	Overall Satisfaction of tenants	95% (95%)
KP 2	Overall satisfaction of sheltered tenants	95% (95%)
KP 3	Careline calls answered in 1 minute	97.5% (97.5%)
KP 4	Collection rate for rents	99.7% (99.7%)
KP 5	Current rent arrears as % of rent due	1.77% (1.70%)
KP 6	Satisfaction with property condition	97% (97%)
KP 7	Void turnaround time	17 days (18 days)
KP10	Satisfaction with Estate Services	90% (90%)
KP11	Satisfaction with outcome of ASB complaints	93% (93%)
KP12	Responsive repairs completed in target times	99% (99%)
KP13	Jobs completed right first time	97% (97%)
KP15	Average time to complete all jobs	8.5 days (7 days)

PI Code	PI Name	Proposed target 17/18 (16/17 target)
KP16	Tenants satisfied with jobs completed	99% (99%)
KP17	Gas safety certificates	100% (100%)
KP19	% non-decent council homes	0% (0%)
KP20	Improvement Programme completed	100% (100%)
KP21	Satisfaction of tenants with repairs and maintenance	88% (90%)
KP22	Satisfaction that views are listened to and acted upon	80% (80%)
KP23	Leaseholder satisfaction with South Essex Homes	82% (82%)
KP24	Working Days Lost Due to Sickness Absence	7.25 (7.75 days)
KP25	Complaints responded to within 10 days	100% (100%)
KP29	Satisfaction with Neighbourhood	91.5% (90%)
KP30 NEW	Satisfaction that rent provides value for money	90% (86.4%)
KP31 NEW	Percentage of respondents very or fairly satisfied with the overall quality of their home	90% (87.35%)
KP32 NEW (was KSS25)	Tenants satisfied with viewing and letting process	97% (97%)
KP33 <b>NEW</b>	Tenants satisfied that service charges provide value for money	80% (n/a new indicator)
Local N20	Anti-Social Behaviour cases successfully resolved	99.6% (99%)
Local R2	Number of evictions for rent arrears	-

<b>PI Code</b>	<b>PI Name</b>	<b>Proposed target 17/18 (16/17 target)</b>
Local R7	Write-offs (cash value)	-
Local R13	Current rent arrears (in cash)	To be calculated when rent roll is known which will reflect value of KP5 target against collectible debit (£552,000)
Local R13a	Former tenant arrears	£440,000 subject to review (£440,000)
Local R14	FTAs as a percentage of debit	1.2% (1.2%)
Local R66b	% of Tenants in arrears over 7 weeks	-
Local SP8	Occupancy rate for hostels	-
Local V3	Void loss as % of debit	-
Local V3 (F1)	Void loss	-
Local V8	Percentage of property void & relettable	-
Local V21	Proportion of lettable voids empty for over four weeks	-
Local V22	Percentage of tenants underoccupying due to spare room subsidy who we have contacted	-
Local V22 (F1)	Number of tenants underoccupying due to spare room subsidy who we have contacted	-
Local V22 (F2)	Total number of tenants underoccupying due to spare room subsidy	-