

" Top 10 Indicators "

Performance Indicator	Source	Target	November 2015	December 2015	January 2016	February 2016	March 2016	April 2016	May 2016	Against Target	Trend from last month
			Quarter 3			Quarter 4					
(1) % of qualifying repairs completed on time	Interserve FM	99.75%	99.21%	98.40%	100.00%	100.00%	100.00%	100.00%	100.00%		
(2) Average time taken to complete non-urgent repairs	Interserve FM	25 days	13.07	11.80	15.87	12.73	13.29	14.65	13.75		
(3) % of responsive (non-emergency) repairs for which an appointment was made and kept	Interserve FM	98.50%	99.19%	97.55%	99.11%	98.58%	97.64%	99.60%	98.20%		
(4) % Communal repairs completed within time-scale	Interserve FM	96.00%	86.47%	83.83%	90.00%	84.23%	81.36%	80.56%	80.73%		
(5) % of repairs completed on first visit	Interserve FM	75.00%	85.70%	86.36%	87.06%	84.79%	84.96%	89.56%	88.30%		
(6) % of emergency repairs completed on time	Interserve FM	99.30%	100.00%	99.22%	99.70%	99.79%	98.67%	99.35%	98.85%		
(7) % of urgent repairs completed on time	Interserve FM	98.50%	99.70%	97.76%	98.71%	99.06%	94.00%	96.79%	98.17%		
(8) % of routine repairs completed on time	Interserve FM	98.50%	87.95%	89.27%	87.61%	87.44%	85.08%	83.33%	89.23%		
(9) Number of void properties	Various	N/A	23	26	24	31	44	33	34		
(10) Number of estate inspections completed	HO's	N/A	27	100	13	21	110	TBC	TBC		