

**Quarter 1 2020/21 Performance Snapshot**



	Measure	Target	Completed	In Target	Performance (KDI 12)	RFT	(KDI 7) Target	Combined 'P1' Performance (KDI 7)	Trend (vs YTD)
Responsive Repairs	Routine Repairs P3 (20 Days)	N/A	418	295	71%	374	95%	100%	
	Urgent P2 - 3 Days		674	610	91%	644			
	Emergency P1 (2 Hours)		487	485	100%	484			
	OOH		210	208	99%				
Gas Repairs	P3 - Routine 20 Days	N/A	61	58	95%	61	95%	97%	
	P2 - Urgent 3 Days		311	280	90%	308			
	P1 - Emergency 2 Hours		229	229	100%	229			
	OOH		16	16	100%				
Voids	V4 - 60 Days	N/A	3	2	67%		Minor - 7 Day	Medium - 20 Days	Trend
	V3 - 20 Days	98%	35	35	100%	Received	0	0	↓
	V2 - 10 Days		5	5		Completed	0	0	↓
	V1 - 5 Days		18	18		Open	0	0	↓
	0 Day Voids	N/A	12						
Total No. of Jobs On Hold due to COVID19		717							

		Appointments Made & Kept (P2 & P3) (KDI 6)			
		Made	Kept	Performance	Target
Responsive Repairs	P2 - Urgent	794	788	98%	97%
	P3 - Routine	566	551		
Gas/Heating Repairs	P2 - Urgent	305	299		
	P3 - Routine	84	83		

Average Time to Complete a Repair (Calendar Month)	
Response	29
Gas	8
Voids	124
Not inclusive of E.O.T	

Appointments Not Kept by Tenants (RR)	127
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Appointments not kept by Tenants (GR)	46
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		Scheduled	Completed	No Access	Non Compliant	Stage 3	Target (excluding NA)	Performance (Ex NA)	Trend
Compliance	LGSR's	2372	1969	390	0	0	100%	100%	→
	Boiler Replacements	0	19	0	0				
	Emergency Lighting (Monthly)	795	783	12	0		100%	100%	→
	Emergency Lighting (Yearly)	86	86	0	0		100%		→
	Distribution Boards	95	95	0	0		100%		→
	PAT Testing	0	0	0	0				
	Fire Alarm (Quarterly)	22	22	0	0		100%	100%	→
	Fire Alarm (Weekly) Test Panels	312	296	16	0			100%	
	Legionella/Water (Testing)	60	58	2	0		100%	100%	→
	Lifts (Monthly Check	51	51	0	0		100%	100%	→
	Lifts - Call Points Check(Weekly)	51	51	0	0				
	Stairlift Surveys	0	2	0	0				

<b>Tenant Recharges (Repairs)</b>	4
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<b>Tenant Recharges (Gas)</b>	0
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		Calls Taken	Calls Lost (KDI 4)	Target (KDI 4)	Performance (KDI 4)	Average Wait (KDI 5)	Target	Performance	Longest Wait Time	Shortest Wait Time
Call Data	Repairs	3079	92	5%	3.1%	00:01:28	00:03:00	00:01:42	00:27:29	00:00:01
	Gas	623	30			00:01:44			00:17:52	00:00:03
	Out of Hours	537	8			00:00:11			00:00:47	00:00:07
	Repairs Enquiry	2752	135		5%	00:02:04			00:39:09	00:00:10
	Gas Servicing	1208	70		6%	00:02:31			00:34:01	00:00:12
	Planned Works	265	13		5%	00:02:28			00:20:19	00:00:11

Void Average Days Turnaround (Based on working quarter & no EOT)	
V1 - 5 Days	3
V2 - 10 Days	4
V3 - 20 Days	13

Customer Section
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Customer Complaints (KDI 8, 9 &10)		
Complaints received in quarter		33
Number of stage 1 complaints received in Quarter		33
Number of responses to stage 1 complaints within 10 working days (Due)		33
Number of stage 2 complaints received in Quarter		0
Number of responses to stage 2 complaints within 10 working days (Due)		0
Number of stage 3 complaints received in Quarter		0
Number of responses to stage 3 complaints within 20 working days		0
Complaints upheld in Quarter		17
Complaints not upheld in Quarter		0
Complaints part upheld in Quarter		0
Complaints resolved in Quarter		11
Complaints escalated to disrepair		6
Complaints - Work In Progress		16
Customer Satisfaction (Repairs)		#VALUE!
How many orders did we complete	2406	
How many residents took part in survey	1	0%
Number of satisfied residents following Repairs works	1	100%
Number of unsatisfied residents following Repair works	0	0%
Number of impartial residents following repair works	0	0%

<b>Customer Satisfaction (Planned Works)</b>		<b>Performance %</b>
How many residents took part in survey	0	
Number of satisfied residents following Planned works	0	#DIV/0!
Number of unsatisfied residents following Planned works	0	#DIV/0!
Number of impartial residents following Planned works	0	#DIV/0!
<b>No. of Compliments received by residents</b>		1
<b>Complints vs Jobs Raised</b>		<b>Performance %</b>
Completed Jobs in Quarter	2406	
Number of Upheld Complaints in Quarter	17	0.71%

<b>Post Inspection Summary (KDI 15)</b>		<b>Performance %</b>
No of Jobs Completed in Quarter	2406	
Total No. of Inspections Completed	257	11%
Total No. of DLO Post Inspections	230	10%
Total No. of SubContractor Post Inspections	27	11%
<b>Total No. of Recalls in Quarter</b>		9

<b>Average Daily Calls to the Call Centre</b>
49
10
9
44
19
4