## Appendix 2a KPIs by VFM theme

The table below contains a list of KPIs, split by VFM theme and indicating which are benchmarkable and which quartile is being aimed for in terms of comparison with peer organisations.

The Regulator of Social Housing's emerging Tenant Satisfaction Measures (TSMs) are shown in *italics*. Indicators either currently, or expected to be, benchmarkable with peers are highlighted in blue.

## Second	PERFORMANCE – aiming for quartile 2 or above compared with peers	SATISFACTION – aiming for quartile 1 compared with peers
Complaints per 1,000 homes  ASB cases per thousand homes  Repairs completed within target timescale  Average time taken to relet minor void CBC properties (excluding FA and JDC) in days  Rent lost through CBC dwellings becoming vacant excluding temp furnished  % Center of the customer year to date  Complaints closed at Stage 1 - % within agreed timescales  % of stage 1 complaints upheld (fully or partially)  % Contact Centre Calls Answered within 60 seconds  Number of digital transactions  Percentage of contact centre calls answered  Average number of working days lost to total sickness  Leavers as % of average number of employees since start of the year Average and to end" repairs time in days  % repairs completed on first visit  % of tenancise ending in less than 12 months  Number of dioxinate remaining & employment customers sourced employment or training  Number of more penetated on behalf of Housing Options customer  Evictions due to rent arrears as a % of all tenancies  Current arrears as % of rental income (excluding court costs)  CBC Rent collected from current and former tenants as % rent due (excl arrears brought forward)  COST PER PROPERTY - (aiming at median levels or better compared with peers)  Louising management  responsive repairs and voids works  Premises  Time Absence of the satisfaction of tenants with communal areas about the maintenant the areas shoult the maintenant the areas as % of all the maintained  % tenants satisfaction that the home is well maintained  % tenants satisfaction with the time taken to complete repair in the last 12 months  wastisfaction with the time taken to complete repair in the last 12 months  to them  to them  **cenants satisfaction with the time taken to complete repair in the last 12 months  to them  to them  to them  Secondary the time tall and the last 12 months  to them  to them  Secondary the time tall and the last 12 months  to them  The state of the survey of		
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