

## 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.

PERFORMANCE – aiming for quartile 2 or above compared with peers	SATISFACTION – aiming for quartile 1 compared with peers
<i>Complaints responded to within complaint handling code timescales</i>	<i>% tenants satisfied with landlord approach to handling anti-social behaviour</i>
<i>Complaints per 1,000 homes</i>	<i>% tenants satisfied CBH listens to their views and acts upon them</i>
<i>ASB cases per thousand homes</i>	<i>% tenants satisfied with landlord approach to handling complaints</i>
<i>Repairs completed within target timescale</i>	<i>% satisfaction of tenants with communal areas about the maintenance of the areas</i>
<i>Average time taken to relet minor void CBC properties (excluding FA and JDC) in days</i>	<i>% tenants satisfaction that the home is well maintained</i>
<i>% Rent lost through CBC dwellings becoming vacant excluding temp furnished</i>	<i>% tenants satisfaction that the home is safe</i>
<i>% closed ASB cases that were resolved</i>	<i>% satisfaction with a repair in the last 12 months prior to the survey</i>
<i>Income generated on behalf of customer year to date</i>	<i>% satisfaction with the time taken to complete repair in the last 12 months</i>
<i>Complaints closed at stage 1 - % within agreed timescales</i>	<i>Overall tenant satisfaction (%)</i>
<i>% of stage 1 complaints upheld (fully or partially)</i>	<i>% tenants satisfied that CBH makes a positive contribution to your neighbourhood?</i>
<i>% Contact Centre Calls Answered within 60 seconds</i>	<i>% tenants feeling landlord keeps them informed about things that matter to them</i>
<i>Number of digital transactions</i>	<i>% tenants feeling landlord treats them fairly and with respect</i>
<i>Percentage of contact centre calls answered</i>	<i>% tenants finding CBH easy to deal with</i>
<i>Average number of working days lost to total sickness</i>	Engaged Colleagues Score Best Companies
<i>Leavers as % of average number of employees since start of the year</i>	
<i>Average SAP rating (2009 methodology)</i>	
<i>% homes meeting EPC - C at year end</i>	
<i>Number of additional homes supplied</i>	
<i>Number of downsizers moved</i>	
<i>Average "end to end" repairs time in days</i>	
<i>% repairs completed on first visit</i>	
<i>% of tenancies ending in less than 12 months</i>	
<i>Number of training &amp; employment customers sourced employment or training</i>	
<i>Number of successful homelessness outcomes</i>	
<i>Income generated on behalf of Housing Options customer</i>	
<i>Evictions due to rent arrears as a % of all tenancies</i>	
<i>Current arrears as % of rental income (excluding court costs)</i>	
<i>CBC Rent collected from current and former tenants as % rent due (excl arrears brought forward)</i>	
COST PER PROPERTY - (aiming at median levels or better compared with peers)	COMPLIANCE – aiming to maintain compliance
housing management	<i>% dwellings non-decent at the end of the period</i>
responsive repairs and voids works	<i>Gas safety checks / % dwellings with a valid gas safety certificate</i>
Premises	<i>Fire safety checks</i>
IT	<i>Asbestos safety checks</i>
HR	<i>Water safety checks</i>
Finance	<i>Lift safety checks</i>
	<i>Electrical safety checks</i>