

## Appendix 1

<b>Service area</b>	<b>Performance measure</b>
Repairs	Number of non-emergency and emergency repairs completed within target timescale
Repairs	Resident satisfaction with repairs
Repairs	Average cost of a responsive repair
Voids	Average re-let time in days
Voids	Average cost of void repair
Voids	Void loss (as a percent)
Voids	Resident satisfaction with lettings service (to be developed)
Compliance	% of domestic properties with a satisfactory EICR
Compliance	% of homes with a valid gas safety certificate
Anti-social behaviour	Resident satisfaction with handling of anti-social behaviour
Complaints	Proportion of Stage 1 and Stage 2 complaints responded to within the Housing Ombudsman complaint handling code timescales, including the number of complaints overall
Complaints	Resident satisfaction with complaint handling
Housing options	Average number of days households are spending in B&B and how many are spending over 6 weeks
Housing options	Average number of days households spend in TA
Housing options	How many people on waiting list in different bands and different bed sizes
Housing options	Proportion of cases where homelessness prevented
Financial measure	Arrears %