

Ref	Category	KPI Status	Criteria	Quarter 1	Jul-15	Aug-15	YTD
1.1	Defects - Repairs / Voids	PASS	Performance	99%	91%	100%	97%
			Target	98%	98%	98%	98%
1.2	Defects - Planned	PASS	Performance	100%	100%	100%	100%
			Target	98%	98%	98%	98%
2.1	Satisfaction - Repairs	PASS	Performance	95%	97%	97%	96%
			Target	90%	90%	90%	90%
2.2	Satisfaction - Planned	PASS	Performance	96%	97%	97%	97%
			Target	90%	90%	90%	90%
3	Formal Complaints	PASS	Performance	0.65%	0.26%	0.42%	0.44%
			Target	<1%	<1%	<1%	<1%
4.1	In Target - Repairs / Voids	PASS	Performance	95%	98%	98%	96%
			Target	98%	98%	98%	98%
4.2	In Target - Planned	TBC	Performance				
			Target	TBC	TBC	TBC	TBC
5	Health & Safety Incidents	PASS	Performance	100%	100%	100%	100%
			Target	100%	100%	100%	100%
6	Reducing Waste	PASS	Performance	92%	92%	92%	92%
			Target	75%	75%	75%	75%
7	Appointments Kept	PASS	Performance	96%	98%	98%	97%
			Target	98%	98%	98%	98%
8	Right First Time	PASS	Performance	88%	84%	84%	86%

