

**KEY**  
**Housing Strategic Plan 2020-25**  
**Appendix 6**  
**Performance Management Framework and Reporting**

The framework encompasses three main areas of activity:

**Board Reporting**

As an overview, on an annual basis the Board considers and approves the Annual Return on the Charter which provides an overview of Key's performance as a landlord. This is contextualised in our annual performance report which provides comparative benchmarking information with other landlord and is again considered in detail by the relevant Board Review Group.

Similarly, the outcome from our annual tenant satisfaction surveys is reported in detail to the Review Group.

These are supplemented by regular routine reporting of key performance indicators to the Review Group and these are as follows

<b>Indicator</b>	<b>Target</b>
Gross Rent Arrears as percentage of rent due	As budget
Percentage of rent loss due to properties being empty	As budget
Average length of time taken (in days) to re-let properties	56 days
Percentage of Emergency repairs completed within target timescales (8 hours)	100%
Percentage of Urgent Repairs completed within target timescales (24 hours)	90%
Percentage of Routine Repairs complete within target timescales (10 days)	90%
Average length of time taken (in hours) to complete emergency repairs	To be determined
Average length of time taken (in days) to complete non emergency repairs	To be determined
Percentage of properties that require a gas safety check and record completed within 365 days	100%
Percentage of anti-social behaviour cases reported in the last year which were resolved*	Not applicable
Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2*	100%

\* These have been amended to reflect the updated reporting introduced in the revised Annual Return on the Charter by the SHR from 2020

As an additional component, following an internal audit conducted in 2019 which considered our approach to quality as a landlord, it has been agreed to report feedback from tenants to the Housing Review Group in relation to response repairs, our planned replacement programme and our work on stage 3 adaptations.

### Reporting to Tenants

A series of reporting measures are in place (most notably our annual performance report and newsletter inserts on the outcome from satisfaction surveys). In addition, there is a dedicated section on our web site which provides a commentary to tenants on our approach to performance, as well as providing relevant statistical information

During the lifespan of the Plan it is planned to further review our approach to this reporting to ensure that we are providing meaningful information to our tenants. Details will be considered by the My Home Group and it is projected that this will include reporting on value for money indicators as highlighted as a separate objective within the Plan

### Internal Management Reporting

The third strand will see the review of our reporting scheme for managers to measure and assess performance in key delivery areas. This again will build on existing indicators and will require the development of further performance indicators for our property maintenance service.