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| **Key Performance Indicators – 0050 – Windows & Doors** |  |  |
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| **No.** | **Key Performance Indicator** | **Definition**  | **Measurement**  | **Target** | **Monitoring Frequency** |
|  Customer Satisfaction   |
| 1 | Standard of Work  | Number of defects recorded at handover per component replacement | Monitored through handover/snagging process | -3 per property | Monthly  |
| 2 | Time to complete work within property  | % of Properties completed to North Star’s satisfaction within agreed target | Monitored through handover/snagging process | 90% | Monthly |
| 3 | Adherence of agreed programme  | Number of days programme delayed/duration of programme in days | Monitored through handover/snagging process | 95% | Weekly  |
| 4 | Customer satisfaction | Customer satisfaction results to be received via Rant and Rave software. | Monthly Statistic | 93% | Monthly |
|   | Complaints  |   |   |   |   |
| 5 | Formal Complaints  | Number of upheld formal complaints as a percentage of services and repairs carried out in each month. | Monthly Statistics  | No more than 1 | Monthly  |
| 6 | Informal Complaints  | Number of upheld informal complaints as a percentage of services and repairs carried out in each month. | Monthly Statistics | No more than 4  | Monthly  |
|   | Policies  |   |   |   |   |
| 7 | Invoices  | Number of jobs invoiced within 30 days of job completion  | Monthly Statistics  | 99% | Monthly |
| 8 | Monthly Reporting  | Monthly statistics to be provided to support key KPI’s | To be received by North Star by 7th day of the following month  | 100% | Monthly  |
| 9 | Social Value Commitments | Adherence to the Social Value act as submitted within the ITT  | Checks to be carried out by North Star Communities Team | 100% | Quarterly  |
| 10 | Living Wage  | All employees which work on North Star sites to be paid the living wage. | Annual declaration to be completed  | 100% | Annually  |
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| Performance Measurement  |
| Targets are generally set for the first year of the contract, setting targets for the second year towards the end of the first year. Performance will be monitored monthly unless otherwise stated in the KPI (Key Performance Indicators). Contractors will be required to provide monthly reports to assist with measuring these KPI's and they should be submitted to North Star no later than the 7th working date of each month. One default notice per Key Performance Indicator will be recorded against the contractor should they fail to meet the target set for each indicator. Where more than 5 default notices are recorded in any one month or more than 12 in any 6-month period, North star reserve the right to terminate the contract in accordance with Break Provisions - Employer or Contractor. |
| Annual Performance Review    |
| The annual performance review shall be undertaken by North Star and shall comprise of a review of any default notices which may have been issued in accordance with the criteria set out in this document together with the service providers overall performance in meeting North Star's requirements in:\*Conforming in meeting priorities \* Maximising tenant satisfaction\* Minimising the number of broken appointments\* Maximising the quality of financial information\* Maximising the quality of workmanship and materials\* Minimising the number of complaints The annual performance review will also incorporate a review of the contractors Health & Safety records, together with their ability for making continuous improvements and development of working practices through IT systems. |