

Appendix 3 - Repair Contract Management Performance Q2 (2025-26)

Contractor KPI Ref	Measure	Target	Frequency	Performance	Notes
KPI 1	Customer satisfaction - overall	88%	Annual	95.41% (104 of 109 surveys reported 5 stars) September only	
KPI 2	Defects – from Client post inspections	92%	Annual		No defects have been identified at the end of September 2025
KPI 3	Time – Responsive maintenance, routine maintenance, disrepair works, disability adaptation works and optional tasks completed in time	Year 1 P1 – 100% P2 - 90% P3 – 85%	Annual	P1 = 79.74% (185 from 232) P2 = 78.23% (302 from 386) P3 = 91.39% (361 from 395)	Weak initial data collection methods lead to poor contractor performance reporting. To address this, the team have agreed clear and consistent data collection processes and standardised how data is gathered and reported and tracked.
KPI 4	First time fix (responsive repairs)	76%	Annual	100% (September only)	The contractor reported 220 jobs as being measured as a first time fix for September 2025. The team is currently reviewing the definition and the process by which first time fix can be reported and monitored going forward.
KPI 5	Recalls to completed repairs	Less than 5%	Annual	0.45% (September only)	1 recall from 221 jobs completed in September

KPI 6	Time – responsive repairs appointments kept	95%	Annual	100% (September only)	221 Jobs attended with 0 missed appointments
KPI 7	Completions notified, data provided and works invoice on time	98%	Annual		Completions notified being monitored through KPI 3
KPI 8	Complaints	95% stage 1 98% stage 2	Annual	0	The contractor has not had any formal complaints raised in Q2
KPI 9	Safety – provider's accident rate	600 per 100,000	Annual	0	The contractor has not reported any accidents for Q2
KPI 10	Default notices issued	Zero	Annual	0	No default notices issued