

Partnership Overall

KPI Ref. No.	Description	Target	Sept 12 Performance	DOTFP
ROKI 1A	Overall Customer Satisfaction	95.00%	99.38%	↑
ROKI 1C	Response rate	60.00%	70.38%	↑
ROKI 1D	Overall satisfaction with adaptation works	98.50%	100.00%	↑
ROKI 1E	Customer complaints	8.00	5.00	↓
ROKI 2A	% of emergency repairs completed within target total	99.00%	99.48%	↑
ROKI 2B	% of urgent repairs completed within target	99.00%	99.62%	↑
ROKI 2C	% of routine repairs completed within target	98.00%	98.76%	↑
ROKI 2D	Average number of days to complete minor voids	15.00	9.99	↓
ROKI 2E	Average number of days to complete major voids	22.00	14.20	↓
ROKI 2F	% of total responsive repairs completed within target	99.00%	99.08%	↑
ROKI 2G	Average time taken to complete routine repairs	28.00	9.48	↓
ROKI 2H	% of total planned and capital repairs completed within target	93.00%	100.00%	↑
ROKI 2I	Average time taken to complete adaptation works	96.00%	97.87%	↓
ROKI 3A	% of Repairs Completed to An Acceptable Standard	94.00%	95.57%	↑
ROKI 3Ba	% of responsive repairs completed "Right First Time"	92.00%	94.09%	↑
ROKI 4a	% of responsive repairs where an appointment has been made was kept	98.50%	97.84%	↑
ROKI 5A	Accident Incident Rate (AIR)	100.00%	100.00%	↑