

Schedule 1 KPI's
Key Performance Indicators

Standard	Measures	Target	
Resident satisfaction	Post-handover resident questionnaire	95% satisfaction amongst respondents	
Time	Planning: 1 st pre-application meeting to validation	Variable target based on initial estimate for planning submission	
	Planning: from validation to approval	13 weeks	
	Construction time: (excess time over contract completion date)	108% total days on site compared to contractual days on site	
	Construction time: (excess time over valid extensions granted)	0%	
Construction costs	Predictability	Feasibility to tender	95% - 105% of estimated cost
		Tender to completion	98% - 102% of accepted tender
	Cost per metre ²		For information
	Whole Life costs		Less than 80% of the construction costs
Quality of Design	HCA Housing Quality and Design Standards	100% of units meet standard	
	Lifetime Homes	100% of units meet standard	
	Secure by Design		Achievement of Part 2 for all schemes
			Full certification for schemes with more than 40 units
	Building for Life	Minimum score of 14	
Code for Sustainable Homes	Level 3 as minimum		
Defects	Resident satisfaction (from post-occupation resident survey)	98% satisfaction amongst respondents	
	Defects at beginning of snagging	Score of 8 or above on scale below	
	Defects at handover	Score of 10 on scale below	
	<i>Defect free</i>	10	
	<i>Some defects with no significant impact on residents/client</i>	8	
	<i>Some defects with impact on residents/ client</i>	5/6	
	<i>Major defect with impact on residents/client</i>	3	
	<i>Totally defective</i>	1	
	Defects completed on time	Emergency	100%
		Urgent	85%
Routine (end of defects)		100%	
Site Issues	Health & Safety	Zero reportable	
	Considerate contractors	Small sites < 40 units Minimum score of 32, no less than 4 in each section	
Waste management	Waste generated on site	Maximum of 11 tons per £100k contract value if extenuating circumstances. Target = 6 tons per £100k contract value	
	Waste send to landfill	Up to 6 tons/£100k contract value	
	Waste Management data to be collated and entered onto the WRAP portal to ensure continuous improvement		