**Schedule 1          KPI's**

**Key Performance Indicators**

| Standard | Measures | | Target |
|---|---|---|---|
| **Resident satisfaction** | Post-handover resident questionnaire | | 95% satisfaction amongst respondents |
| **Time** | Planning: 1st 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 |
| | *Defect free* | | *10* |
| | *Some defects with no significant impact on residents/client* | | *8* |
| | *Some defects with impact on residents/ client* | | *5/6* |
| | *Major defect with impact on residents/client* | | *3* |
| | *Totally defective* | | *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 | | |