



Department for  
**Communities**  
www.communities-ni.gov.uk

An Roinn  
**Pobal**

Department for  
**Commonities**

**From: The Minister**

**Level 9  
Causeway Exchange  
1-7 Bedford Street  
Belfast  
BT2 7EG**

Telephone: (028) 9051 2662  
e-mail: [private.office@communities-ni.gov.uk](mailto:private.office@communities-ni.gov.uk)  
Our ref: AQW 23054/17-22  
Date: October 2021

Andy Allen MLA  
Northern Ireland Assembly  
Parliament Buildings  
Ballymiscaw  
Stormont

Dear Andy

**AQW 23054/17-22 – INFORMATION TO BE PLACED IN THE ASSEMBLY LIBRARY**

Due to the volume of detail required to answer AQW 23054/17-22, the information attached at Annex A has been placed in the Assembly Library.

Is mise le meas,

**Deirdre Hargey MLA  
Minister for Communities**

## Annex A

Please find in the attached Annex A a full breakdown of the key performance indicators used by the Housing Executive for both its planned and routine maintenance work.

CT016 Maintenance and Improvement Services 2016 – Response Maintenance	
KPI	Description
KPI 1	Customer Satisfaction – overall – Responsive Maintenance
KPI 2	Employer's Post Inspections – Pass Rate - Responsive Maintenance
KPI 3	Time – Responsive Maintenance completed in time
KPI 4	Time – Voids completed in time
KPI 5	Time – Adaptations completed in time
KPI 6	Safety – Contractor's accident rate Responsive & Planned
KPI 7	First time fix (Responsive Maintenance)
KPI 8	Recalls to Defects in the Defects Liability Period - Responsive
KPI 9	Time – Responsive Maintenance appointments kept

## Annex A

CT068a Maintenance and Improvement Services 2020 – Response Maintenance	
KPI	Description
KPI 1	Customer Satisfaction – overall
KPI 2	Quality Employer's Post Inspections – Pass Rate
KPI 2	Cost Employer's Post Inspections –Pass Rate
KPI 3	Time – Core Works completed on Site in time
KPI 4	Time – Voids completed on Site in time
KPI 5	Time – Adaptations completed on Site in time
KPI 6	Time – Task Order Completion in time
KPI 7	Time – Responsive Maintenance appointments kept
KPI 8	Default Notices issued – Core Works for contract Lots 1-5

CT016 - Maintenance and Improvement Services – Planned Maintenance	
KPI	Description
KPI 11	Quality and accuracy of Survey (including pricing) – Planned Works
KPI 12	Defects – from Employer post inspections – Planned Works
KPI 13	Time – Delivered within Planned Programme
KPI 14	Recalls to Defects in the Defects Liability Period – Planned Works
KPI 15	Cost Predictability – Over Claims – Planned Works
KPI 16	Predictability Estimated Costs - Planned Works

## Annex A

CT009 - Major Adaptions Contract	
KPI	Description
KPI 1	Quality – Quality of Workmanship per month
KPI 2	Service Quality – Refusal of Task Orders per month
KPI 3	Time – Adherence to Programme - Commencements
KPI 4	Time – Adherence to Programme - Completions
KPI 5	Accuracy of Expenditure / Assessments
KPI 6	Time Predictability – Defects Correction

CT041 – ECM Contract 2018		
KPI		Description
Time	KPI 1	Time – Design and Build delivered in accordance with the programme schedule
	KPI 2	Time – Recalls to Defects in the Defects Liability Period
Cost	KPI 3	Predictability of Estimated Costs
Quality	KPI 4	Quality/Accuracy of Surveys/ Design
	KPI 5	Quality of Construction from Employer Post Inspections
	KPI 6	Not used
	KPI 7	Customer Satisfaction
	KPI 8	Default Notices Issued

## Annex A

CT051 – Bathroom Replacement 2019	
KPI	Description
KPI 1.1	Accuracy of Surveys
KPI 2.1	Quality of Workmanship
KPI 2.2	Customer Satisfaction
KPI 2.3	Over Claims
KPI 3.1	Adherence to Programme
KPI 3.2	Defects Corrections

CT052 –ECM Programme 2019/20		
KPI		Description
Time	KPI 1	Time – Design and Build delivered in accordance with the programme schedule
	KPI 2	Time – Recalls to Defects in the Defects Liability Period
Cost	KPI 3	Predictability of Estimated Costs
Quality	KPI 4	Quality/Accuracy of Surveys/ Design
	KPI 5	Quality of Construction from Employer Post Inspections
	KPI 6	Not used
	KPI 7	Customer Satisfaction
	KPI 8	Default Notices Issued

## Annex A

CT071 – ECM Works Contract 2018		
KPI		Description
Time	KPI 1	Time – Design and Build delivered in accordance with the programme schedule
	KPI 2	Time – Recalls to Defects in the Defects Liability Period
Cost	KPI 3	Predictability of Estimated Costs
Quality	KPI 4	Quality/Accuracy of Surveys/ Design
	KPI 5	Quality of Construction from Employer Post Inspections
	KPI 6	Not used
	KPI 7	Customer Satisfaction
	KPI 8	Default Notices Issued

Heating Contract KPI Key	
KPI	Description
KPI 1	Customer satisfaction overall – Routine and Responsive Maintenance and Periodic Servicing
KPI 2	Employer’s post inspections – Pass rate – Routine and Responsive Maintenance /Periodic
KPI 3	Time– Responsive Maintenance and Periodic Servicing completed in time
KPI 4	Safety – Contractor’s accident rate –all
KPI 5	First time fix ( Responsive Maintenance and Periodic Servicing)
KPI 6	Time – Responsive Maintenance/Periodic Servicing- appointments kept

## Annex A

Heating Contract KPI Key	
KPI	Description
KPI 7	Customer satisfaction – Renewal of heating appliances and heating installations
KPI 8	Quality and accuracy of Survey (including pricing) –Renewal of Heating Appliances and Heating Installations