

## Appendix 1

Indicator	Target	Measurement
No of unauthorised visitors refused/stopped entry into the block	10 per month	KPI/Monthly meeting
% of residents satisfied with the overall service provided by the concierge service	75%	Resident Satisfaction Survey
% of residents satisfied with the concierge VFM	75%	Resident Satisfaction Survey
Number of complaints received	2 per month	KPI/Monthly meeting
% of complaints upheld	Info only	KPI/Monthly meeting
No of ASB video packages reported for resident safety	10 per month	KPI/Monthly meeting
No of Enviro crime packages reported to identify, apprehend and prosecute offenders	5 per month	KPI/Monthly meeting
No of Safeguarding incidents logged to protect resident from harm	12 per year	KPI/Monthly meeting
No of fire hazards reported to Responsible Person and unsafe item removed in common parts	5 per month	KPI/Monthly meeting
No of communal Health and Safety repairs reported	4 per month	KPI/Monthly meeting
No of major emergencies logged [fire/flood/evacuation] and escalated to Responsible Person	Info only	KPI/Monthly meeting
No of cleaning hazards logged to make sure the block and their surroundings are clean and tidy	5 per month	KPI/Monthly meeting
No of subletting/illegal occupations reported to identify tenant[s] not occupying a property	1 per month	KPI/Monthly meeting