

SCHEDULE OF AMENDMENTS		
KPI		
PARAGRAPH	PARAGRAPH HEADING	AMENDMENT
PART 1	INTRODUCTION	
1	<i>Purpose of KPIs</i>	OMIT - 2ND BULLET POINT – Not Applicable
2	<i>Incentivisation</i>	OMIT – Not Applicable
3	<i>Remedial Plan</i>	AMENDMENT – replace reference to 'Contract' with 'Framework'
4	<i>Minimum Acceptable Performance</i>	AMENDMENT – replace reference to 'Contract' with 'Framework'
PART 2	KEY PERFORMACE INDICATORS	
KPI 3	<i>Time – Responsive Maintenance, Routine Maintenance, Disrepair Works, Disability Adaptation Works and Optional Tasks completed in time</i>	OMIT – Not Applicable
KPI 4	<i>Time – Voids completed in time</i>	OMIT – Not Applicable
KPI 6	<i>First time fix (Responsive Maintenance and Routine Maintenance)</i>	OMIT – Not Applicable

KPI 7	<i>Recalls to Defects during the Defects Liability Period</i>	<i>OMIT – Not Applicable</i>
KPI 8	<i>Time - Responsive Maintenance appointments kept</i>	<i>OMIT – Not Applicable</i>
KPI 9	<i>Time - Planned Works, Major Works, Disrepair Works, and Disability Adaptation Works appointments kept</i>	<i>OMIT – Not Applicable</i>
KPI 10	<i>Time - Servicing Visit appointments kept</i>	<i>OMIT – Not Applicable</i>
KPI 11	<i>Time – Periodic Tasks completed during the KPI Measurement Period and attended at the time notified</i>	<i>OMIT – Not Applicable</i>
KPI 12	<i>Audit Checks passed</i>	<i>OMIT – Not Applicable</i>
KPI 14	<i>Safety – Provider’s accident rate</i>	<i>OMIT – Not Applicable</i>
KPI 15	<i>Default Notices issued</i>	<i>OMIT – Not Applicable</i>
Appendix A	<i>Example customer satisfaction questionnaire for Responsive Maintenance</i>	<i>AMENDMENT – Replace with Tai Tarian Example customer satisfaction questionnaire for Major Work / Planned Maintenance</i>