

Key Performance Indicator Definitions

KPI	Name	Purpose	Definition	Method
1	Tenant Satisfaction	To determine the overall level of tenant satisfaction with the service received from the Contractor	How satisfied the tenant was with the overall service	Every tenant is provided with a tenant satisfaction form covering the works that have been completed in the property. The responses to the forms received within the month are collected by the Contractor. Only the response to the specific question is considered for this KPI. Should the level of response be below that required by Trivallis KPI10, the Contractor The Contract Manager will record the actual
2	On Time Completion	To measure the Contractors ability to work to the programme and communicate amendments	The number of properties that are recorded as Complete (inclusive of any agreed programme changes)	handover date of each property on the master programme. The actual completion date will be compared to the projected Completion date (including any changes to programme). Any actual Completions received after the projected Completion date will be recorded as late
3	Completion at first inspection	To determine the ability of the Contractor to complete installation works correctly first time	The level of properties accepted at first inspection	Works are inspected at Completion by the Surveyor. Any Defects are recorded on a Certificate, a copy of which is retained by both Trivallis and the Contractor. The forms are collated on a monthly basis by Trivallis and the number of forms and number recorded as zero Defects is recorded
4	Contract Paperwork	To determine if the Contractor has met all the requirements for the provision of paperwork and data to Trivallis	Determines if the Contractor has as a minimum: (a) Submitted the valuation to Trivallis on time (b) Submitted the Corporate KPI data by the 1st of each month (c) Scanned all handover paperwork relevant to each property and uploaded the documents to the Trivallis system - handover paperwork consists of Record of Completed Works form, all test certificates and asbestos report (d) Any other requirement as laid out in the Partnering	Trivallis will assess on a monthly basis whether the contractor as met the criteria.

5	Site Management	To measure the level of site management by the Contractor	To ensure a safe site for Contractor, Trivallis and Tenant	Trivallis will assess by the Surveyor on a monthly basis, against 10 set criteria, via a data collection sheet. A mark of 1 will be scored for each criteria met, a maximum score of 10.
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Calculation	Period	Owner	Supplier performance expected level
(Total number of responses recording "Satisfied" for question on satisfaction form in month / Total number of responses received in month) x 100	Monthly	Trivallis	95%
(Total number of properties Completed on time in month / Total number of properties Completed in month) x 100	Monthly	Trivallis	95%
(Total number of properties accepted at first inspection in month / Total number of properties Completed in month) x 100	Monthly	Trivallis	95%
Yes / No	Monthly	Trivallis	95%

Total score given by Trivallis in a month	Monthly	Trivallis	95%
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