

Corporate Plan 2004 / 2005

5 Key Performance Indicators


[Other Chapters](#)

The HA has developed a range of Key Performance Indicators (KPIs) to help evaluate and monitor our performance in implementing the key programmes and activities. We have critically examined the appropriateness of the KPIs adopted in the previous years in the light of the new housing policy framework. For 2004 / 2005, we have decided to adopt 16 KPIs. Their targets and past performance are set out below.

KPI	2002 / 2003 Target (Year-end Performance as at 31.3.2003)	2003 / 2004 Target (Mid-year Performance as at 30.9.2003)	2004 / 2005 Target
(1) No. of New PRH / HOS Flats to be Provided	36,100 (29,032)	23,800 (7,860)	21,000
(2) Average Waiting Time for PRH (Year)			
Overall	3.5 (2.3)	3 (2.1)	3
Elderly	2 (1.0)	2 (0.9)	2
(3) Annual Average Cost per PRH Unit under HD Management (\$)			
Direct management cost	Below 4,400 (4,185)	Below 4,400 (4,280) ^[7]	Below 3,800
Actual maintenance cost	Below 3,300 (2,667)	Below 3,200 (2,241) ^[7]	Below 3,000
(4) % of Rent Arrears			
Domestic	Below 2.5 (3.8)	Below 3 (4.9)	Below 3
Commercial	Below 3 (4.4)	Below 3 (5.7)	Below 3
(5) % of Overcrowded Families ^[8] against Total PRH Families	Below 2 (1.4)	Below 1.7 (1.3)	Below 1.6
(6) Vacancy Rate (%)			
PRH	Below 1.5 (1.04)	Below 1.5 (1.2)	Below 1.5
Commercial	Below 6	Below 6	Below 6

	properties	(6.18)	(6.3)	
(7)	Average Void Period of Vacated PRH Flat (Day)	Below 70 (65)	Below 70 (54)	Below 70
(8)	Average Development Lead Time for Housing Projects (Month)	51 (56)	55 (56.8)	60 ^[9]
(9)	Average Number of Defects per Flat at Handover	Not Exceeding 3 (0.62)	Not Exceeding 1 (0.2)	Not Exceeding 1
(10)	Accident Rate in Construction Sites (no. of accidents per 1,000 workers)	Not Exceeding 80 (38) ^[10]	Not Exceeding 50 (26.3) ^[10]	Not Exceeding 30
(11)	Media Enquiries Handled			
	General enquiry (within 48 hours)	-	-	95%
	Enquiry requiring the collection of detailed information (within 10 days)	-	-	100%
(12)	No. of Training Days per Staff Member	5 (5.2)	5.5 (2) ^[11]	5.5
(13)	Training Investment per Staff Member (\$)	3,000 (2,850)	3,000 (766) ^[12]	2,800
(14)	Overall Evaluation of Training Courses' Effectiveness	75% with Rating of Very Effective or Above (76.8%)	75% with Rating of Very Effective or Above (76%)	75% with Rating of Very Effective or Above
(15)	Paper Consumption per Staff Member (Ream)	12.3 (12.1)	11.9 (6.9)	11.7
(16)	Volume of Domestic Waste Paper Collected from Estates for Recycling (Tonne)	23,000 (20,999)	23,500 (9,970)	23,500

