

5. Key Performance Indicators




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We put in place 16 Key Performance Indicators (KPIs) last year to help evaluate and monitor our performance. We have critically reviewed these KPIs in the light of new work priorities of the Housing Authority (HA) and found that most of them are still applicable. For 2006 / 07, 15 KPIs^[7] are adopted with suitable adjustments to some of the targets. The past performance and proposed targets of these KPIs are set out below.

KPI	2004 / 05 Target	2005 / 06 Target	2006 / 07 Target
	(year-end performance as at 31.3.2005)	(mid-year performance as at 30.9.2005)	
(1) Number of New Public Rental Housing / Home Ownership Scheme (PRH / HOS) flats to be Provided	21 000 (22 000)	20 000 (11 400)	7 200 ^[8]
(2) Average Waiting Time for PRH (years)			
Overall	3 (1.8)	3 (2)	3
Elderly	2 (1.0)	2 (1.1)	2
(3) Annual Average Cost per PRH Unit under Housing Department Management (\$)			
Direct management cost	Below 3,800 (3,731)	Below 3,700 (3,595)	Below 4,000 ^[9]
Actual maintenance cost	Below 3,000 (2,128)	Below 2,800 (1,894)	Below 2,800 ^[10]
(4) % of Rent Arrears			
Domestic	Below 3 (5.7)	Below 4.5 (6.36) ^[11]	Below 4.5
Commercial	Below 3 (6.7)	Below 5 (6.7)	Below 5 ^[12]
(5) % of Overcrowded Families ^[13] against Total PRH Families	Below 1.6 (1.0)	Below 1.0 (0.9)	Below 1.0
(6) Vacancy Rate (%)			
PRH	Below 1.5 (1.7)	Below 1.5 (2.3)	Below 1.5
Commercial properties	Below 6 (6.8)	Below 6 (7.28)	Below 7 ^[14]
(7) Average Void Period of Vacated PRH Flat (days)	Below 70 (59)	Below 70 (61)	Below 70

(8) Average Development Lead Time for Housing Projects (months)	60 (60)	60 (60)	60
(9) Average Number of Defects per Flat at Handover	Not exceeding 1 (0.46)	Not exceeding 0.8 (0.25)	Not exceeding 0.8
(10) Accident Rate in Construction Sites (number of accidents per 1 000 workers)	Not exceeding 30 (29.2)	Not exceeding 25 (22.6)	Not exceeding 25
(11) Media Enquiries Handled			
General enquiries (within 48 hours)	95% (100%)	95% (95%)	95%
Enquiries requiring the collection of detailed information (within 10 days)	100% (100%)	100% (100%)	100%
(12) Training Investment per Staff Member (\$)	2,800 (1,730)	2,200 (711)	2,000 ^[15]
(13) Overall Evaluation of Training Course Effectiveness	75% with rating of very effective or above (78%)	75% with rating of very effective or above (75%)	75% with rating of very effective or above
(14) Paper Consumption	11.7 reams per staff member (14.3 reams per staff member)	7.5% lower than the consumption in 2002 / 03 (78 081 reams) ^[16]	10% lower than the consumption in 2002 / 03
(15) Volume of Domestic Waste Paper Collected from Estates for Recycling (tonnes)	23 500 (16 896)	16 000 (7 087)	16 000

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