



PERFORMANCE MEASURES SCHEDULE – WORKING DRAFT

1 Current Performance Measures

1.1 The Performance Measures set out in this clause 1.1 will apply during the Term (unless and until future performance measures apply in accordance with clause 2 of this Schedule [8]).

Tier 1 – Providers with at least 100 Properties

Tier 2 – Providers with at least 20 but less than 100 Properties

Tier 3 – Providers with less than 20 Properties

Property management Performance Measures

Area/Focus	No.	Type of Services Agreement	Name	Description	Method of Measurement	Measurement Period	Consequence of failure) to apply to Tier 1, Tier 2 and Tier 3 (unless otherwise specified)
Delivering what was agreed	P1	Capacity	Availability of Properties	<ul style="list-style-type: none"> 90% of Properties are Available during the Measurement Period. 	<ul style="list-style-type: none"> Availability Reports submitted fortnightly by the Provider. Service Records can be reviewed/audited by MSD. 	Fortnightly (to apply in respect of every day on which the threshold is breached).	<ul style="list-style-type: none"> Loss of IRRS per day of Unavailability for all tiers. Unavailability deduction \$100* per day only for Tier 1 and Tier 2.

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Area/Focus	No.	Type of Services Agreement	Name	Description	Method of Measurement	Measurement Period	Consequence of failure) to apply to Tier 1, Tier 2 and Tier 3 (unless otherwise specified)
Delivering what was agreed	P2	Capacity	Turnaround Period	<ul style="list-style-type: none"> Turnaround Period is met in respect of Available Vacant Properties. 	<ul style="list-style-type: none"> Availability Reports submitted fortnightly by the Provider. Service Records can be reviewed/audited by MSD. 	Fortnightly (to apply in respect of every day where the Turnaround Period has not been met).	<ul style="list-style-type: none"> Loss of payment in respect of that Property under the Total Vacant Day Payment calculation for each day the Turnaround Period has not been met. Enhanced monitoring (process set out in Operational Manual).
Delivery what was agreed	P3	Capacity	Satisfactory resolution of responsive maintenance requests	<ul style="list-style-type: none"> More than 90% of responsive maintenance jobs are completed in accordance with prescribed periods (i.e. graded for urgency). 	<ul style="list-style-type: none"> Annual Report submitted by the Provider. Service Records can be reviewed/audited by MSD. 	Annually	Enhanced monitoring (process set out in Operational Manual).

* This amount is subject to annual adjustment on and from the Commencement Date in accordance with the annual movement (increase or decrease) in the consumer price index for rentals in the applicable city or region in which the Properties are located, as published by Statistics New Zealand.

Tenancy management Performance Measures

Area/Focus	No.	Type	Name	Description	Method of Measurement	Measurement period	Consequence of failure to apply to Tier 1, Tier 2 and Tier 3 (unless otherwise specified)
Housing the right people	T1	Spot / Capacity	Meeting priority needs	<ul style="list-style-type: none"> For Tier 1, more than 80% of Tenants placed during the Measurement Period were listed as Category A (as described in the Operational Manual) as at the time of placement. For Tier 2 and Tier 3, more than 70% of Tenants placed during the Measurement Period were listed as Category A (as described in the Operational Manual) as at the time of placement. 	<ul style="list-style-type: none"> Annual Report submitted by the Provider. Service Records can be reviewed/audited by MSD. 	Annually	None
Improved Tenant support	T2	Spot / Capacity	24/7 assistance for Tenants provided	<ul style="list-style-type: none"> There is a 24/7 telephone service for Tenants for help and support, and which is operational 100% of the time. 	<ul style="list-style-type: none"> Performance Report submitted by the Provider. Service Records can be reviewed/audited by MSD. 	Four weeks	Enhanced monitoring (process set out in Operational Manual).

Area/Focus	No.	Type	Name	Description	Method of Measurement	Measurement period	Consequence of failure to apply to Tier 1, Tier 2 and Tier 3 (unless otherwise specified)
Improved Tenant support	T3	Spot / Capacity	Tenant complaints	<ul style="list-style-type: none"> More than 95% of Tenant complaints have been responded to within the prescribed period. 	<ul style="list-style-type: none"> Performance Report submitted by the Provider. Service Records can be reviewed/audited by MSD. 	Four weeks	Enhanced monitoring (process set out in Operational Manual).
Improved Tenant support	T4	Spot / Capacity	Tenant induction	<ul style="list-style-type: none"> All Tenants receive an induction. 	<ul style="list-style-type: none"> Performance Report and Inspection Reports submitted by the Provider. Service Records can be reviewed/audited by MSD. 	Per occurrence	Enhanced monitoring (process set out in Operational Manual).

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Area/Focus	No.	Type	Name	Description	Method of Measurement	Measurement period	Consequence of failure to apply to Tier 1, Tier 2 and Tier 3 (unless otherwise specified)
Providing the right type of housing	T5	Spot / Capacity	Tenancy utilisation	<ul style="list-style-type: none"> More than 70% of the Provider's Tenancies meet the target for the number of bedrooms for a family of the relevant size (as set out in the Operational Manual), or less than 95% of the Provider's Tenancies miss the target for a family of the relevant size (as set out in the Operational Manual) plus or minus one bedroom. 	<ul style="list-style-type: none"> Annual Report submitted by the Provider. Service Records can be reviewed/audited by MSD. 	Annually	None
Improved Tenant management	T6	Spot / Capacity	Rent (IRR) collection rate	<ul style="list-style-type: none"> IRR collection rates were higher than 95% over the Measurement Period. 	<ul style="list-style-type: none"> Performance Report submitted by the Provider. Service Records can be reviewed/audited by MSD. 	Four weeks	Enhanced monitoring (process set out in Operational Manual).

2 Future Performance Measures

2.1 MSD and the Provider acknowledge that the Performance Measures set out in clause 1.1 of this Schedule [8] are based on MSD's understanding of the public housing services sector in New Zealand as at the Commencement Date. Accordingly, the Provider agrees that MSD may, at its

discretion, amend the Performances Measures set out in clause 1.1 of this Schedule [8] (including by way of adding new Performance Measures or amending or removing any Performance Measures) by notice in writing to the Provider, provided that:

(a) to the extent MSD is updating the "Consequences of failure" column in respect of one or more of the Performance Measures set out in clause 1.1 of this Schedule [8], the relevant updated "Consequences of failure" may include:

- (i) any of the existing "Consequences of failure" specified for the Performance Measures; and/or
- (ii) an Unavailability Deduction up to an amount no greater than [150%] of the highest Unavailability deduction specified in clause 1.1 of this Schedule [8],

and such updated "Consequences of failure" for the relevant Performance Measures are to apply for all or some of the subsequent Years of the Term; and

(b) to the extent MSD wishes to otherwise amend the Performances Measures set out in clause 1.1 of this Schedule [8], MSD must comply with the following principles:

- (i) [●]; and
- (ii) [●].

2.2 In electing whether to amend the Performance Measures set out in clause 1.1 of this Schedule [8] pursuant to clause 2.1 of this Schedule [8], MSD will take into account the information previously received by MSD from the Provider in relation to the application of the Performance Measures under clause 1.1 of this Schedule [8] to ensure the Services are delivered to meet the needs of Public Housing Clients to the standard required by MSD.