

Performance Report

June 2023



Picture of Lewisham Homes Resident Awards 2022 – Community Group of the Year (Sponsored by United Living): Rehoboth Community Outreach Club



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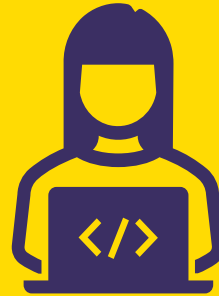
Highlights & Improvements

Complaints



Complaints responded to on time was **95%** in June 2023, **5% above target**. TSMs (excl. leaseholders) - Response for tenant cases received in June 2023 was **98% at Stage 1** and **96% at Stage 2**.

Staff Turnover



Staff turnover was **17.7% in June 2023 (rolling 12 months)**, **below the target figure of 20%** and **6.8% better** than the figure in June 2022.

Income Collection



Lewisham Homes & TMOs service charge collection was **30.7%** in June 2023, **above the target by 5.2%** and above target for the third month in a row.

Challenges

Disrepair



Total disrepair caseload currently stands at **414**, with **24 new cases opened** in June 2023 and **7 cases closed**.

Voids



Average days to turnaround **major voids** was **83 days in June 2023**, with the figure for **minor voids** at **70 days**. Void loss is at **1.16%**.

Income Collection



Lewisham Homes rent collected was **97.23% in June 2023**, which is higher than a year ago at 96.51% for June 2022, but is **below the target of 99%**.

TSM (Tenant Satisfaction Measures) Scorecard

Where applicable, RAG tolerance is based on 5% movement from the target with some exceptions (Compliance). Figures are in black if no target or was not a Performance Pack metric at the time.



No	Indicator	Frequency	Polarity	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Vs Prev Month	Target	YTD Status	+/-	
Customer Relations (percentages rounded to whole numbers)																					
1a	% of Stage 1 tenant complaints (received in month) responded to on time	Monthly	High is best	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	95%	98%	98%	98%	→	90%	98%	8%
1b	% of Stage 2 tenant complaints (received in month) responded to on time	Monthly	High is best	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	94%	96%	↑	90%	97%	7%
2a	Number of stage 1 complaints received in month per 1,000 stock in management (cumulative by month)	Monthly	Low is best	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3	13	24	N/A	11	24	-13	
2b	Number of stage 2 complaints received in month per 1,000 stock in management (cumulative by month)	Monthly	Low is best	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1.8	3.3	6.8	N/A	3.8	6.8	-3.0	
3a	ASB cases per 1,000 properties (cumulative by month)	Monthly	Low is best	8	10	16	19	22	25	28	30	32	34	2	5	8	N/A	13	8	5	
3b	ASB cases involving hate incidents per 1,000 properties (cumulative by month)	Monthly	Low is best	0.4	0.4	0.6	0.6	0.6	0.8	0.8	0.9	0.9	0.9	0.0	0.0	0.0	N/A	N/A	0.0	N/A	
Compliance																					
4	% of assets with gas safety checks	Monthly	High is best	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.9%	99.9%	99.9%	→	100%	99.9%	-0.1%	
5	% of Fire Risk Assessments completed	Monthly	High is best	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.4%	97.3%	99.7%	↑	100%	99.7%	-0.3%	
6	Asbestos - % of homes in buildings with an asbestos risk assessment survey or re-inspection	Monthly	High is best	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	99.6%	100.0%	↑	100%	100.0%	0.0%	
7	% of Water Risk assessments completed within timescale	Monthly	High is best	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	99.8%	100.0%	↑	100%	100.0%	0.0%	
8	% of passenger lift safety inspections (LOLER) completed	Monthly	High is best	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	96.9%	95.6%	96.8%	↑	100%	96.8%	-3.2%	
Repairs (percentages rounded to whole numbers)																					
9a	% of non-emergency responsive repairs completed on time	Monthly	High is best	Data currently not available due to technical issues. (Please refer to Key Observations page)																	
9b	% of emergency responsive repairs completed on time	Monthly	High is best	Data currently not available due to technical issues. (Please refer to Key Observations page)																	
10	% of homes that do not meet the Decent Homes Standard (annual)	Annual	Low is best	17% for 2022/23									N/A	N/A	N/A	N/A	10%	N/A	N/A		

TSM (Tenant Satisfaction Measures) Scorecard

Where applicable, RAG tolerance is based on 5% movement from the target with some exceptions (Compliance). Figures are in black if no target or was not a Performance Pack metric at the time.



No	Indicator	Frequency	Polarity	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Vs Prev Month	Target	YTD Status	+/-
Customer Satisfaction (<i>percentages rounded to whole numbers</i>)																				
11	Tenant satisfaction with the overall service	Quarterly	High is best			48%			39%		38%				57%		↑	65%	57%	-8%
12	Tenant satisfaction that their landlord listens to their views and acts upon them	Quarterly	High is best			38%			35%		35%				44%		↑	60%	44%	-16%
13	Satisfaction that the landlord keeps tenants informed about things that matter to them	Quarterly	High is best			55%			55%		50%				74%		↑	60%	74%	14%
14	Agreement that the landlord treats tenants fairly and with respect	Quarterly	High is best			64%			54%		61%				61%		→	65%	61%	-4%
15	Tenant satisfaction with landlord's complaints handling	Quarterly	High is best			29%			11%		11%				19%		↑	55%	19%	-36%
16	Tenant satisfaction with time taken to complete most recent repair	Quarterly	High is best			47%			49%		40%				51%		↑	55%	51%	-4%
17	Tenant satisfaction with landlord's repairs service	Quarterly	High is best			51%			51%		38%				62%		↑	60%	62%	2%
18	Tenant satisfaction with landlord's handling of ASB	Quarterly	High is best			48%			40%		37%				48%		↑	55%	48%	-7%
19	Tenant satisfaction with landlord actions to keep communal areas clean and well maintained	Quarterly	High is best			43%			49%		34%				64%		↑	55%	64%	9%
20	Tenant satisfaction that the home is well maintained	Quarterly	High is best			N/A			44%		35%				58%		↑	60%	58%	-2%
21	Tenant satisfaction that the home is safe	Quarterly	High is best			N/A			53%		47%				65%		↑	65%	65%	0%
22	Tenant satisfaction that the landlord makes a positive contribution to neighbourhoods	Quarterly	High is best			50%			46%		46%				62%		↑	60%	62%	2%

Performance Scorecard

New indicators for 2023/24

Where applicable, RAG tolerance is based on 5% movement from the target with some exceptions (Indicator No. 1, 4, 18). Figures are in black if no target or was not a Performance Pack metric at the time.



No	Indicator	Frequency	Polarity	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Vs Prev Month	Target	YTD Status	+/-
Income and Arrears Collection																				
1	Lewisham Homes rent collected	Monthly	High is best	96.51%	97.30%	97.67%	97.64%	97.87%	98.03%	97.86%	96.54%	98.12%	98.04%	98.19%	97.28%	97.23%	↓	99.00%	97.23%	-1.77%
2	Lewisham Homes & TMOs service charge collected	Monthly	High is best	30.7%	38.5%	45.8%	52.9%	59.8%	66.7%	73.4%	79.3%	86.0%	94.8%	13.0%	21.4%	30.7%	N/A	25.5%	30.7%	5.2%
3	Shared ownership rent & service charge collected	Monthly	High is best	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	25.0%	N/A	N/A
4	LH acquisitions rent collected	Monthly	High is best	92.67%	93.36%	91.76%	92.39%	93.67%	94.95%	95.71%	93.01%	95.72%	95.93%	101.16%	93.47%	92.46%	↓	95.00%	92.46%	-2.54%
5	True current tenant arrears at the end of the month (HM)	Monthly	Low is best	5.69%	5.61%	5.63%	5.74%	5.75%	5.69%	5.91%	7.14%	5.87%	5.62%	6.08%	6.14%	6.23%	↓	5.50%	6.23%	-0.73%
Customer Relations (percentages rounded to whole numbers)																				
6	Complaints (stage 1 & 2) responded to on time	Monthly	High is best	51%	64%	89%	98%	92%	87%	77%	88%	93%	95%	97%	97%	95%	↓	90%	96%	6%
7	Percentage of FOI responded to on time (including Internal Reviews)	Monthly	High is best	60%	25%	100%	100%	100%	80%	100%	0%	100%	100%	N/A	100%	86%	↓	100%	90%	-10%
8	Councillor & MP enquiries responded to on time	Monthly	High is best	33%	78%	87%	87%	84%	83%	64%	87%	94%	91%	93%	89%	90%	↑	90%	91%	1%
Voids																				
9	Average days to turnaround all voids (calendar days)	Monthly	Low is best	78	73	35	42	33	50	24	35	55	39	45	56	45	↑	40	51	-11
10	Average days to turnaround major voids (calendar days)	Monthly	Low is best	66	78	41	71	44	99	42	74	77	78	63	98	83	↑	40	89	-49
11	Average days to turnaround minor voids (calendar days)	Monthly	Low is best	30	38	35	30	29	44	49	49	57	60	53	65	70	↓	30	64	-34
12	Void rent loss as a percentage of annual rent roll	Monthly	Low is best	0.63%	0.67%	0.67%	0.69%	0.69%	0.71%	0.71%	0.74%	0.76%	0.78%	1.13%	1.15%	1.16%	↓	0.60%	1.16%	-0.56%
Human Resources																				
13	Staff sickness (days rolling 12 months) - all staff	Monthly	Low is best	11.8	11.6	10.4	10.7	10.7	10.7	10.3	10.8	11.2	11.2	11.1	10.9	11.8	↓	11.0	11.8	-0.8
14	Staff sickness (days rolling 12 months) - office based	Monthly	Low is best	6.6	7.0	7.1	6.8	7.2	7.7	8.1	8.0	8.8	9.0	9.4	9.5	10.8	↓	8.0	10.8	-2.8
15	Staff sickness (days rolling 12 months) - field based	Monthly	Low is best	20.9	19.7	16.2	17.5	16.7	15.9	14.4	15.7	15.4	14.8	14.0	13.2	13.0	↑	16.0	13.0	3.0
16	Staff turnover (rolling 12 months)	Monthly	Low is best	24.5%	24.4%	24.0%	22.3%	20.8%	21.1%	20.6%	20.2%	19.6%	17.9%	17.2%	17.0%	17.7%	↓	20%	17.7%	2.3%

Performance Scorecard

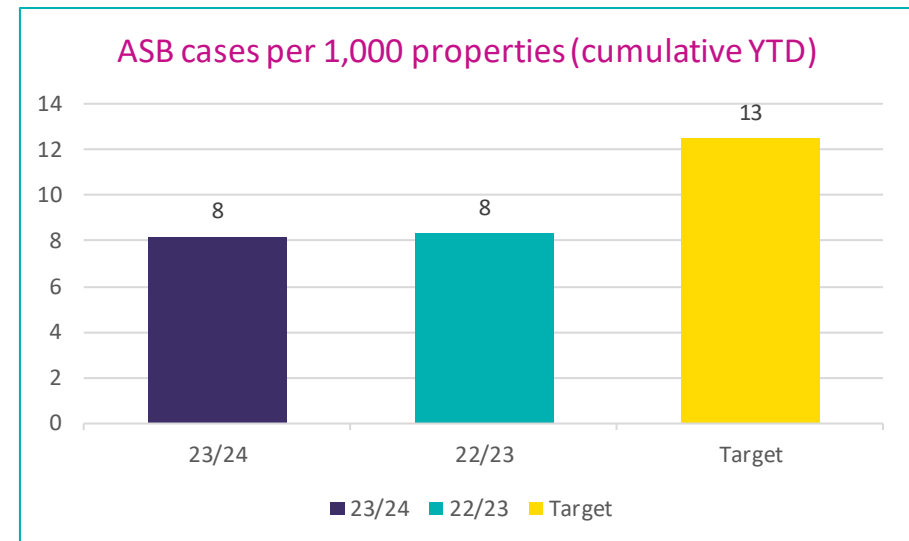
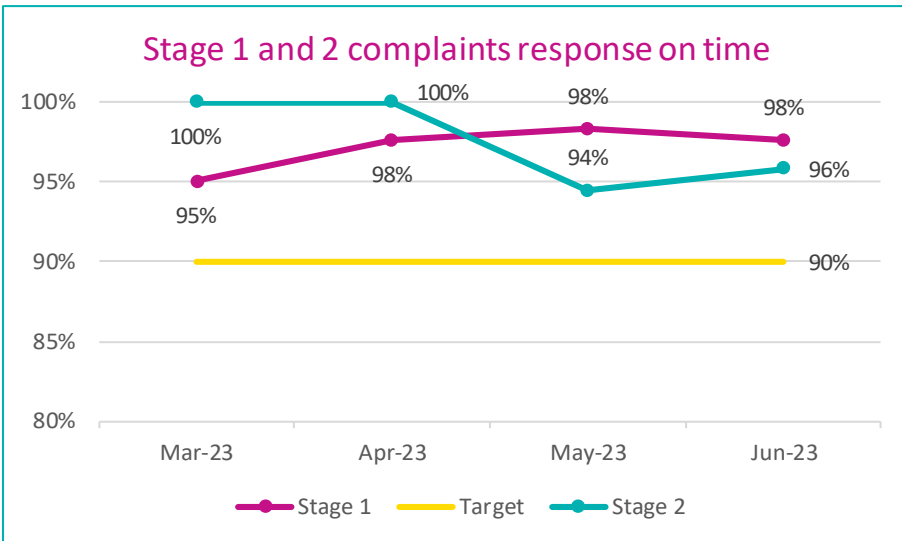
New indicators for 2023/24

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No	Indicator	Frequency	Polarity	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Vs Prev Month	Target	YTD Status	+/-
Customer Satisfaction (percentage rounded to whole numbers)																				
17	Leasehold satisfaction with the overall service (using TSM standards)	Quarterly	High is best			27%		32%		20%				31%			↑	50%	31%	-19%
Compliance																				
18	% of domestic properties with EICR (electrical safety) certificates up to five years old	Monthly	High is best	96.1%	96.2%	96.4%	96.6%	97.2%	97.8%	98.0%	98.6%	98.7%	99.0%	99.2%	99.3%	99.3%	→	100%	99.3%	-0.7%
Repairs (percentages rounded to whole numbers)																				
19	Tenant satisfaction with last repair	Monthly	High is best	78%	75%	83%	86%	71%	72%	69%	73%	68%	73%	76%	84%	67%	↓	81%	75%	-6%
20	Appointments made and kept	Monthly	High is best	91%	95%	96%	94%	92%	91%	92%	92%	86%	90%	92%	90%	89%	↓	95%	90%	-5%
21	Average number of calendar days to complete responsive repairs (DLO and Contractors)	Monthly	Low is best	Data currently not available due to technical issues (Please refer to Key Observations page)																
Damp & Mould and Disrepair																				
22	Number of new Damp & Mould cases opened each month	Monthly	Low is best	17	11	12	84	12	33	41	43	9	15	4	2	1	↑	N/A	7	N/A
23	Number of Damp & Mould cases closed each month	Monthly	High is best	1	1	3	4	9	10	0	0	0	1	0	0	0	→	N/A	0	N/A
24	Number of active Damp & Mould cases (snap-shot at month end)	Monthly	Low is best	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	265	265	276	N/A	N/A	276	N/A
25	New disrepair cases opened	Monthly	Low is best	21	14	18	22	27	33	25	36	56	48	31	37	24	↑	N/A	92	N/A
26	Disrepair cases closed	Monthly	High is best	8	9	5	11	9	13	10	13	17	12	15	9	7	↓	N/A	31	N/A
27	Total number of disrepair cases	Monthly	Low is best	173	178	191	202	220	240	255	278	317	353	369	397	414	↓	N/A	414	N/A
28	Potential disrepair cases determined under Alternative Dispute Resolution (ADR)	Monthly	High is best	0	0	0	1	2	4	2	6	2	1	3	2	4	↑	N/A	9	N/A
29	Settled disrepair cases yet to be closed	Monthly	Low is best	4	1	2	2	11	5	3	6	3	8	2	1	0	↑	N/A	1	N/A
Decants																				
30	Total live decants cases	Monthly	Low is best	20	18	17	19	19	28	25	26	26	24	26	21	20	↑	N/A	20	N/A
Evictions																				
31	Number of rent arrears evictions	Monthly	Low is best	0	1	1	2	2	1	3	1	0	3	1	1	3	N/A	N/A	5	N/A
32	Number of ASB evictions	Monthly	Low is best	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	N/A	0	N/A
33	Number of Unauthorised/Sub-let evictions	Monthly	Low is best	1	1	1	3	0	0	0	1	1	1	1	0	1	N/A	N/A	2	N/A

Trends (TSMs)



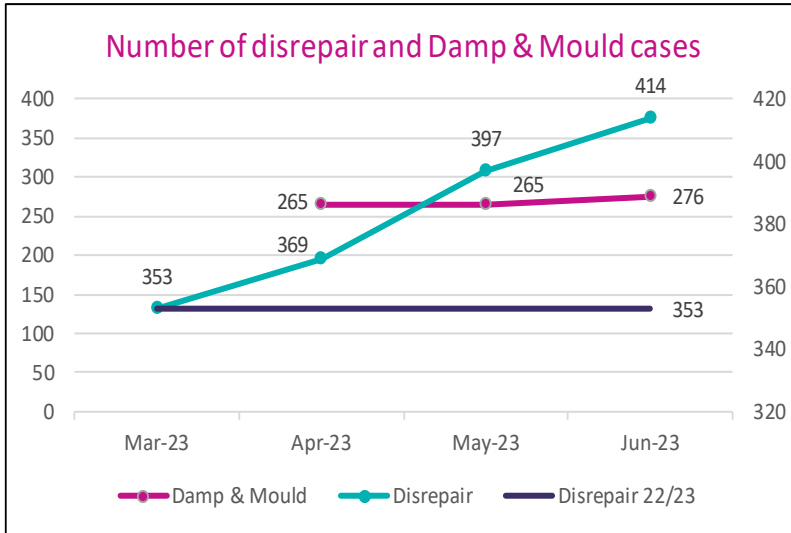
Stage 1 complaints responded to on time was 98% in June 2023, matching the figure from May 2023, with Stage 2 at 96%, rising from 94% in May 2023. Both are above the target figure of 90% for 2023/24. These two new KPIs are TSMs and account for tenant cases received in that month only, with a full trend now available following the opening three months of 2023/24.

For the overall non-TSM complaints response on time, the figure was 95% for June 2023, above target for the fifth straight month with the YTD at 96% for 2023/24. June 2023 is 44% higher than the monthly figure a year ago and 5% above the target of 90%. For further information please see the Key Observations and Exceptions Report.

For anti-social behaviour (ASB) cases per 1,000 properties, the figure at June 2023 was 8, level when compared to the figure at June 2022 of 8. The figure as at June 2023 is better than the YTD target of 13, and the cumulative figure has bettered its YTD target at each month so far for 2023/24 (figure of 2 for April 2023 and 5 for May 2023).

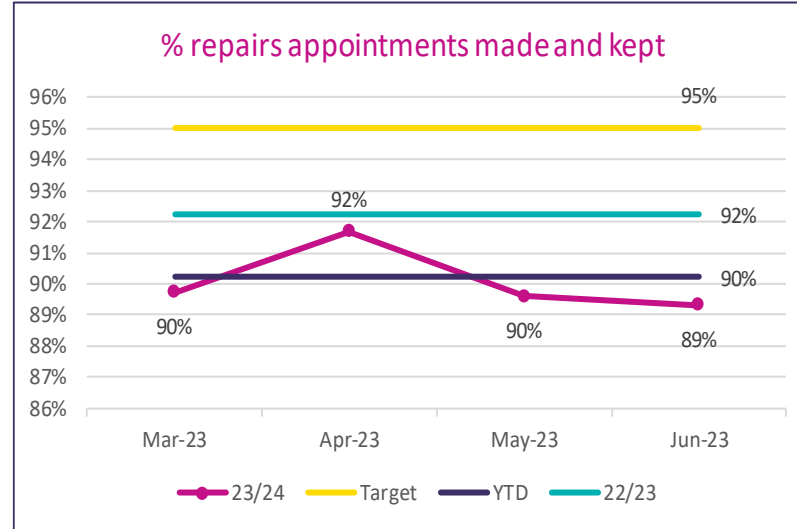
For ASB cases involving hate incidents per 1,000 properties, there were no cases in June 2023.

Trends

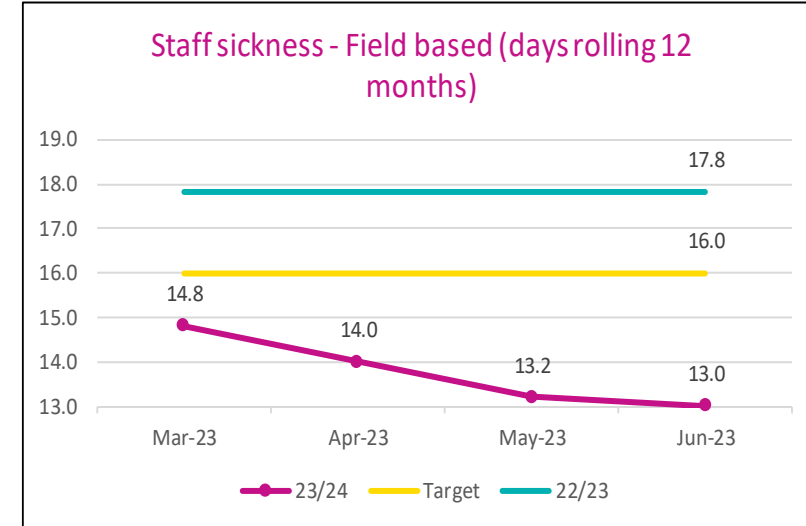


There were 276 Damp & Mould cases at the end of June 2023. In June 2023, one new Damp & Mould case was opened, with no cases closed in June, May and April 2023 and one case closed in March 2023. In the last 13 months, 29 cases were closed, with 10 cases closed in November 2022 and 9 cases closed in October 2022.

There were 414 disrepair cases at the end of June 2023, compared to 397 cases in May 2023. June 2023's total includes 24 new cases logged, with 7 disrepair cases closed.

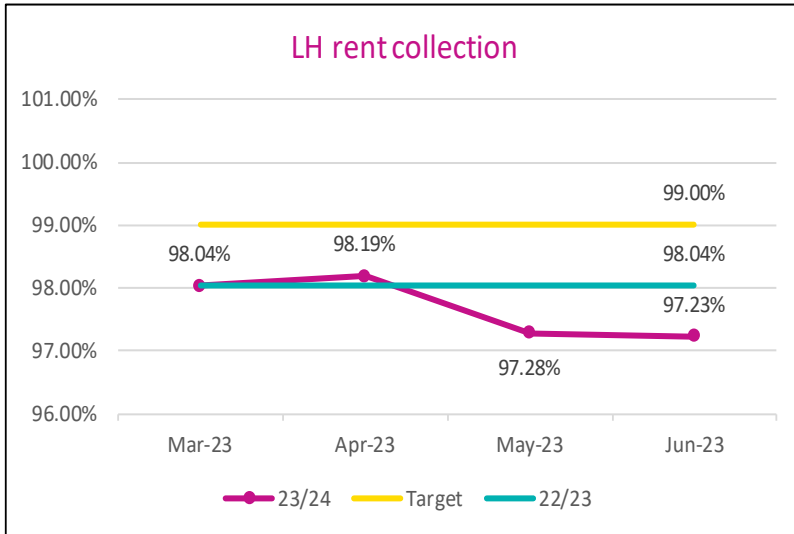


The % of repairs appointments made and kept was 89% in June 2023 from 90% in May 2023, following 92% in April and 90% in March 2023. June 2023's figure is just below the performance for 2022/23 at 92%, against the target of 95%. In the past 13 months only February and June 2023 have seen a figure below 90% (see Performance Scorecard). The overall figure for 2023/24 so far is at 90%.

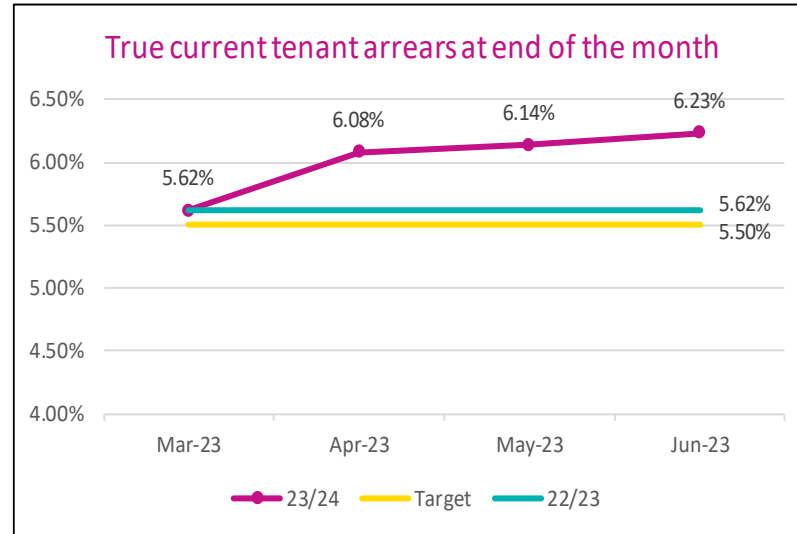


YTD sickness for field based at the end of June 2023 was 13.0 days, against the target of 16 days, seeing further improvement from 13.2 days in May 2023. We have seen almost a continuous reduction in sickness levels since June 2022 which was 20.9 days rolling 12 months (see Performance Scorecard). Sickness for Repair operatives was 19.2 days rolling 12 months (based on 58 FTE), compared to 10.8 days for Environmental Services (based on 160 FTE).

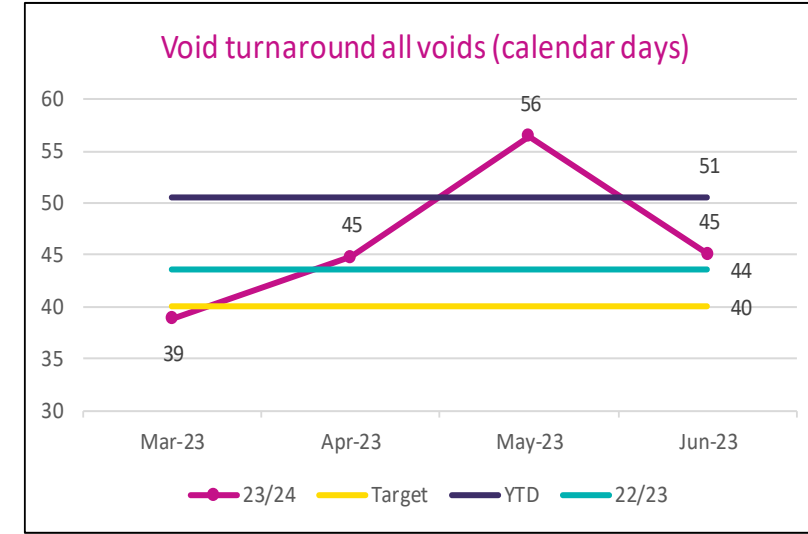
Trends



Rent collection for June 2023 was 97.23%, against the target of 99% (see Exceptions page). March 2023's figure of 98.04% was the overall figure for 2022/23. Up to November 2022, rent collection had in general improved steadily during the year, with rent collection also above 98% from February 2023 to April 2023. The impact of high inflation, energy price shock and a fall in real income has squeezed household budgets. There was a time lag issue associated with payment posting impacting on rent payments, however these have since been corrected (see Key Observations). There is no YTD line as the latest monthly value is the YTD figure.



True current tenant arrears at the end of the month was 6.23% in June 2023, compared to previous figures of 6.14% in May 2023, 6.08% in April 2023 and 5.62% in March 2023. The final figure for 2022/23 was 5.62%, with the target for 2023/24 at 5.50%. In June 2022 the figure was 5.69%. There is no YTD line as the latest monthly value is the YTD figure, and this metric for true current tenant arrears at the end of the month is also aligned to Housemark.



Average days to turnaround all voids fell to 45 days in June 2023 from 56 days in May 2023, following figures of 45 days in April 2023 and 39 days in March 2023. June 2023's figure is 5 days from the target of 40 days, with the average figure for 2023/24 so far being 51 days (see Key Observations for explanation) compared to the overall average for 2022/23 at 44 days.

Key Observations (TSMs)

Customer Relations

Three of the five TSMs within Customer Relations with figures for June 2023 performed better than their targets for 2023/24.

The percentage of stage 1 tenant complaints (received in month) responded to on time was 98%, matching the figure for May 2023 and ahead of its 90% target, with the percentage of stage 2 tenant complaints (received in month) responded to on time also above its target of 90% with a figure of 96% for June 2023. Both of these focus on tenant cases only as TSMs, with stage 1 response 8% above target for 2023/24 so far and stage 2 above target by 7%. Only one tenant case was late at Stage 2 in May 2023 and one again in June 2023, but the percentage is more likely to fluctuate due to the smaller numbers of Stage 2 cases received compared to Stage 1 cases.

The number of stage 1 complaints received in month per 1,000 stock in management (cumulative by month) was 24 at June 2023, compared to 13 as at May 2023 and the current target as at June 2023 of 11 for 2023/24. For stage 2 complaints received in month per 1,000 stock in management (cumulative by month), the figure at June 2023 was 6.8, compared to 3.3 as at May 2023 and the current target as at June 2023 of 3.8 for 2023/24. Both of these metrics again focus only on tenant cases as TSMs, with a high amount of cases experienced in May and June 2023 (backlog of cases experienced by the Customer Relations Team).

For anti-social behaviour (ASB), the number of ASB cases per 1,000 properties (cumulative by month) was 8 as at June 2023, compared to the figure of 5 at May 2023 and the current target as at June 2023 of 13 for 2023/24. There were no ASB cases involving hate incidents for June 2023 to be measured against per 1,000 properties. Both of these metrics focus on tenant cases and also any shared ownership cases, following TSM guidance.

Compliance

At June 2023, the percentage of assets with gas safety checks is 99.9%, 0.1% from the target of 100% and matching the figure at May 2023 and April 2023. For the percentage of Fire Risk Assessments (FRAs) completed, the figure at June 2023 has risen to 99.7%.

The percentage of homes in buildings with an asbestos risk assessment survey or re-inspection has improved from 99.6% at May 2023 to 100% at June 2023. Likewise, the percentage of Water Risk Assessments (WRAs) completed within timescale is now 100% at June 2023, compared to 99.8% at May 2023.

The number of passenger lift safety inspections (LOLER) completed is 96.8% at June 2023. For this metric, non-operational and operational lifts are included. Outside of the TSMs, the percentage of domestic properties with EICR (electrical safety) certificates up to five years old remains 99.3% at June 2023 and May 2023, following a slight rise from 99.2% at April 2023. Further information on compliance outside of the TSMs is available in a separate compliance report.

Key Observations (TSMs)

Customer Satisfaction

Five of the perception TSMs within Customer Satisfaction are on or above their targets, with 11 of the perception TSMs seeing an increase in satisfaction in the past quarter and the other metric level with the last quarter of 2022/23 - no metric experienced a decline in satisfaction since the previous quarter. All quarterly STAR perception metrics (TSM or non-TSM) and previous quarterly figures are measured to TSM standards.

Tenant satisfaction with the overall service rose to 57% in the opening quarter of 2023/24. A significant increase on the 2022/23 figures, the opening quarter of 2023/24 is closer to the target of 65%. Leasehold satisfaction with the overall service (not a TSM) was 31% in the first quarter of 2023/24.

Tenant satisfaction that the landlord listens to their views was 44% in the first quarter of 2023/24, compared to 35% in the final quarter of 2022/23. Tenant satisfaction with the landlord's repairs service has risen to 62% from 38% in the past quarter and is above the 60% target. Satisfaction that the landlord keeps tenants informed about things that matter to them is at 74% compared to 50% in the past quarter, and is above its 60% target by 14%.

Other satisfaction metrics that were on or above target for the first quarter of 2023/24 were tenant satisfaction with landlord actions to keep communal areas clean and well maintained, tenant satisfaction that the home is safe and tenant satisfaction that the landlord makes a positive contribution to neighbourhoods (see TSM Scorecard for further details). Tenant satisfaction that the home is well maintained was close to its target of 60% with a figure of 58%. All metrics within Customer Satisfaction are assessed on a per quarter basis in the Performance Pack, rather than monthly.

Repairs

For 2022/23, the percentage of homes that did not meet the Decent Homes Standard (an annual metric) was 17%.

We are currently dealing with some underlying data quality issues regarding ongoing reconciliation with contractor data. An update on this will be provided in future reports.

Considering the above issue, we are not able to calculate the following metrics:

- 1) The average calendar days taken to complete responsive repairs
- 2) TSM - Emergency repairs completed within target time.
- 3) TSM - Non-emergency repairs completed within target time.

Key Observations

Income and Arrears Collection

Lewisham Homes rent collection was 97.23% in June 2023, compared to 97.28% in May 2023. Average weekly cash collection (excluding Housing Benefit) was £981K in June 2023 compared to £1.05m in May 2023 and £998K in April 2023. A combination of internal and external factors are affecting rent collection - delayed payment files (see Exceptions page), the cost of household energy, inflation which peaked at 11.1% in November 2022 and household income squeeze in the last year.

Lewisham Homes & TMOs service charge collection for June 2023 was 30.7% against the pro-rata target of 25.5%. The figure for June 2023 marks a third consecutive month above the pro-rata target after the metric finished 2022/23 below target at 94.8%. We have seen a significant increase in cancelled direct debits and standing orders, with the number of rejected direct debits for leaseholders rising from 366 in 2021/22 to 536 in 2022/23, which suggests leaseholders are struggling with the cost of living crisis. Monthly cash collection for June 2023 was £567K compared to £512K for May 2023, £796K in April 2023 and £525K in March 2023. This metric and its target is measured as a monthly accumulation instead of an annual YTD average.

Due to an upgrade of Lewisham Homes' third-party income management system, there was a time lag issue associated with payment posting impacting on rent and service charge payments, however these have since been corrected. We expect to report on figures for Shared ownership rent & service charge collected from the September 2023 Performance Pack (in October 2023).

Acquisitions rent collection was 92.46% in June 2023, following December 2022 to April 2023 where collection for four from five months was above the 95% target. We have seen an increase in "arrears direct" payments for Universal Credit (UC) accounts directly from Department of Works and Pensions. The "cost of living" headwinds and the number of rent accounts on UC has increased every month since May 2020, representing 67% of all accounts. True current tenant arrears at the end of the month was 6.23% in June 2023, against the 5.50% target.

Customer Relations

Two of the Customer Relations metrics are above target so far for 2023/24, with all three at 90% or above. Complaints responded to on time was 95% in June 2023, above target for the fifth consecutive month. The complaint performance has been on an upward trend in the past six months, with response greatly improved after July 2022. June 2023's figure is 5% above the target figure of 90%, with the overall 2023/24 figure so far at 96% compared to overall performance from 2022/23 at 83% and 2021/22 at 74%. Additional signoffs at stage 1 and stage 2 complaints by heads of service (for stage 1) and directors (for stage 2) should result in an improved quality of response. For further information please see the Trends and Exceptions Report.

The percentage of FOIs responded to on time was 86% in June 2023, compared to 100% in May 2023 (no FOIs received or due in April 2023). There were seven FOIs for June 2023 with six responded to on time, compared to three from three for May 2023 and nine from nine for March 2023. These percentages only involve small numbers of FOIs and can fluctuate monthly. Seven of the past 11 months have been at 100%, with 41 from 52 FOIs were responded to on time for 2022/23 (79%) and nine from ten for 2023/24 (90%).

Councillor & MP enquiries responded to on time rose from 89% to 90% in June 2023, with the overall figure at 91% for 2023/24, above target and 16% above the 75% figure for 2022/23. Performance for this metric is influenced by enquiries that also involve handling from LBL, particularly for mayor enquiries prior to January 2023.

Key Observations

Voids

Average days to turnaround all voids was 45 days in June 2023 and 51 days overall for 2023/24 so far, against the target of 40 days. This is an improvement of 11 days over May 2023, which was 56 days. There were no long-term voids (LTV) let in June 2023 and three LTVs remain active this year, averaging 719 days. We are expecting the number of voids to reduce in the summer months. This should also positively contribute towards the time spent on works that is being carried out.

Minor works relet time was 70 days in June 2023 and 64 days overall for 2023/24 so far, against the target of 30 days. Major works relet time in June 2023 was 83 days and 89 days overall for 2023/24 so far, against the target of 40 days. Since March 2022, more void works is being done by a sole contractor, with staffing issues within the DLO; this is adding pressure to deliver quick turnarounds.

In June 2023, there were 63 lets; this includes 29 x minor works, 18 x operational, 8 x major works, 7 x new builds and 1 x buy back.

Void loss for June 2023 was 1.16%, compared to 0.63% a year ago and the target of 0.60%. The underlying reasons for void loss are linked to:

- 4 x Voids pending Client decision with an average void period of 2,826 days (some of which goes as far back as 2012).
- 7 x Management voids with an average void period of 735 days.
- 3 x Long-term voids with an average of 719 days.

Human Resources

Sickness overall (office & field) was 11.8 days rolling 12 months at the end of June 2023, an increase from 10.9 days in May 2023. June 2023's figure is the highest since the previous June in 2022 and slightly above the target of 11 days, by 0.8 days (see Performance Scorecard).

Office based sickness at the end of June 2023 was 10.8 days rolling 12 months, compared to 9.5 days in May 2023. Field based sickness was 13.0 days at the end of June 2023, and is 7.9 days lower than June 2022, which was 20.9 days (see Performance Scorecard). June 2023's figure for field based sickness is the eighth consecutive month below target. Sickness for Repair operatives was 19.2 days rolling 12 months (based on 58 FTE), compared to 10.8 days for Environmental Services (based on 160 FTE).

In the rolling 12 months the highest proportion of sickness for field based was related to musculoskeletal problems and this represented 36% of all illnesses, while the main cause of sickness for office based was correlated to Stress, Depression and Mental Health Fatigue which involved 26% of all illnesses.

At the end of June 2023, staff turnover on a rolling 12 month basis was 17.7%, which is 2.3% below the 20% target and the fifth consecutive month below target. Turnover was falling consistently between November 2022 and May 2023 (see Performance Scorecard). Teams who transferred to LBL, such as Development and Finance, are not included in the figures from the day they moved to LBL.

Key Observations

Repairs

Tenant satisfaction with the last repair was 67% for June 2023, a drop from 84% in May 2023 and below the target of 81%, with the overall 2023/24 figure at 75%, level with 2022/23 as a whole. Ease of reporting fell to 71% in June 2023 from 75% in May 2023, though 2023/24 overall is at 72% and above 2022/23 at 67%. Quality of works dropped to 84% in June 2023 from 92% in May 2023, but the overall figure for 2023/24 is at 89% and above 2022/23 at 85%.

Appointments made and kept was 89% in June 2023 against 90% in May 2023 and the target of 95%. The overall figure for 2023/24 so far is 90%, just 5% behind target. In the past 13 months only February 2023 and June 2023 have seen a figure below 90%, at 86% and 89% respectively.

We are only able to measure the DLO's performance against the appointments made and kept metric. We do not have a system in place which allows us to record contractors performance against this metric.

We are currently dealing with some underlying data quality issues regarding ongoing reconciliation with contractor data. An update on this will be provided in future reports.

Considering the above issue, we are not able to calculate the average calendar days taken to complete responsive repairs.

Damp & Mould and Disrepair

There were 276 Damp & Mould cases at the end of June 2023. In June 2023, one new Damp & Mould case was opened, with no cases closed in June, May and April 2023 and one case closed in March 2023. In the last 13 months, 29 cases were closed, with 10 cases closed in November 2022 and 9 cases closed in October 2022. This is a monthly snap-shot position at month end. Due to data quality issues it will not reconcile between cases opened and closed.

There were 414 disrepair cases at the end of June 2023, compared to 397 cases in May 2023. June 2023's total includes 24 new cases logged, with the overall YTD figure for 2023/24 at 92. In June 2023, 7 disrepair cases were closed, with the total of 31 cases for 2023/24 so far, while the number of potential disrepair cases determined under Alternative Dispute Resolution (ADR) was four in June 2023. There were no settled disrepair cases yet to be closed in June 2023, compared to one case in May 2023.

The social housing regulation bill has now been given royal assent and will become law following secondary government legislation. The Bill includes proposed timescales that landlords must adhere to (named Awaab's Law). Lewisham Homes foresee the need to increase the team by at least 50% to meet the standards required. Consultation has been launched but the initial view is that the expectation will be an initial inspection within 14 days and hazards resolved within a further 7 days. Lewisham Homes' end to end process is currently 40 days as opposed to the 21 days currently expected.

Exception Report and Manager Observations

Repairs

Exception Description

Tenant satisfaction with the last repair was 67% in June 2023, a drop from 84% in May 2023 and below the target of 81%.

Appointments made and kept was 89% in June 2023 compared to 90% in May 2023 and the target of 95%. The overall figure for 2023/24 so far is 90%, just 5% behind target. In the past 13 months only February 2023 and June 2023 have seen a figure below 90%, at 86% and 89% respectively.

We are currently dealing with some underlying data quality issues regarding ongoing reconciliation with contractor data. An update on this will be provided in future reports.

Considering the above issue, we are not able to calculate the following metrics:

- 1) The average calendar days taken to complete responsive repairs
- 2) TSM - Emergency repairs completed within target time.
- 3) TSM - Non-emergency repairs completed within target time.

Managers Comments

There has been a decrease in tenant satisfaction with the last repair but we are continuing with the Localz application where the resident can provide their feedback directly after works are carried out. With any service failures then the residents are contacted within 2hrs to follow-up to resolve any concerns raised.

From checking the call data from Acuity for June 2023 there has been an increase in dissatisfaction from residents with the time being taken to complete their repairs.

The appointments made and kept has slightly decreased and we are working to improving with the Scheduling team to improve and the team are now fully resourced to ensure the operatives' calendars are fully managed.

Proposed Improvements

We are continuing to recruit additional agency trade operatives until March 2024 and permanent recruitment is on hold until the long-term budget level is agreed.

Additional agency work supervisor has been recruited to focus on post inspecting of works for the workforce and subcontractors.

We are continuing to work on a service improvement plan for the service.

Exception Report and Manager Observations

Damp & Mould and Disrepair

Exception Description

There were 276 Damp & Mould cases at the end of June 2023. In June 2023, one new Damp & Mould case was opened, with no cases closed in June, May and April 2023 and one case closed in March 2023. In the last 13 months, 29 cases were closed, with 10 cases closed in November 2022 and 9 cases closed in October 2022.

There were 414 disrepair cases at the end of June 2023, compared to 397 cases in May 2023. June 2023 total includes 24 new cases logged, with the overall YTD figure of 92. In June 2023, 7 disrepair cases were closed, with the total of 31 cases for 2023/24 so far, while the number of potential disrepair cases determined under Alternative Dispute Resolution (ADR) was four in June 2023. There were no settled disrepair cases yet to be closed in June 2023, compared to one case in May 2023.

Managers Comments

Damp & Mould: We had 276 live damp cases at the end of June. The damp and mould team have been under-resourced since May 2023, however we now have a new surveyor who joined Lewisham Homes on 25th July 2023 and additional administration support with the introduction of a new admin apprentice.

Whilst there is still uncertainty about the end of year financial standing for maintenance budgets and costs, Lewisham Homes have not on-boarded any external support on damp and mould investigations.

If the timescales indicated through discussion for Awaab's Law do come into force in April 2024, Lewisham Council will need to increase the size of the in-house team or procure external support, if the current demand does not decrease in future years. Lewisham Homes' end to end process is currently 40 days as opposed to the 21 days expected.

Disrepair: Disrepair remains a challenge due to the lack of qualified staff available to manage these cases following the influx at the start of the calendar year. The team are actively looking to recruit additional temporary resource to support legal, administration and surveying; alongside replacing a surveyor post and recruiting to cover a surveyor who is experiencing prolonged absence due to ill-health.

Proposed Improvements

Damp & Mould: we have now increased the team with the introduction of an administration apprentice within the damp and mould team. A new surveyor joined Lewisham Homes week commencing 24th July 2023.

Disrepair: Recruitment continues for additional staff. We are looking to recruit two Disrepair Surveyors, one Senior Disrepair Surveyor, a Disrepair Supervisor, a Senior Disrepair Case Worker and a Case Worker which impacts the number of cases closed.

Exception Report and Manager Observations

Voids

Exception Description

The average number of days to turnaround all voids was 45 days in June 2023, an decrease from 56 days in May 2023, against the target of 40 days. There were no long-term voids (LTV) let in June 2023 and three LTVs remain active this year, averaging 719 days.

Minor works relet time was 70 days in June 2023, compared with 65 days in May 2023, against the target of 30 days.

Major works relet time in June 2023 was 83 days, compared to 98 days in May 2023, against the target of 40 days.

Void loss for June 2023 was 1.16%, compared to 0.63% a year ago and the target of 0.60%. The underlying reasons for void loss are linked to:

- 4 x Voids pending Client decision with an average void period of 2,826 days (some of which goes as far back as 2012).
- 7 x Management voids with an average void period of 735 days.
- 3 x Long-term voids with an average of 719 days.

Managers Comments

Void turnaround challenges were discussed at a recent peer group meeting with nine other London Local Authorities - of those authorities, Lewisham Homes featured third out of ten for turnaround of voids, with others ranging from 43 days to 127 days for key-to-key averages. It is inevitable that the void turnaround time will continue to increase whilst the backlog is cleared.

The hand-back rate on Voids has significantly improved since the introduction of a dedicated Void Manager. Since May we've returned 172 properties for re-let, 91 in May and 81 in June.

Over the past year additional works have been carried out in voids than what is specified in the lettable standards, including re-decorations, upgrades of kitchens and bathrooms which were coming to the end of their life.

Due to the budget constraints, we are moving back to the minimum lettable standards, however we will continue to carry out tasks such as curtain and carpet cleaning where these are needed in the property.

The average void cost between Jan 2023 – June 2023 in relation to building works specification £5,257. The number of Void Completed in this period was 317. The mandatory electrical costs included were an average of £1,478.60. Electrical costs in void properties have been high since the introduction of the new electrical standards in 2021/22. However we are confident that this work can be delivered more efficiently in-house and are trialling this with two in-house operatives in August.

Proposed Improvements

We are moving elements such as clearances and electrical work in-house will help to control costs and drive these down, this will have a positive impact on the wider HRA and Capital budgets.

Exception Report and Manager Observations

Customer Relations

Exception Description

Complaints responded to on time was 95% in June 2023, following figures of 97% in May 2023, 97% in April 2023 and 95% in March 2023. June 2023's figure is 5% above the target figure of 90% and the fifth straight month above target. The overall figure for 2022/23 was 83%, nearly 10% above overall performance from 2021/22 at 74%. For the TSM metrics, stage 1 complaints response was at 98% and stage 2 response was at 96%, both above target. Complaints per 1,000 stock at June 2023 was 24 for Stage 1 and 6.8 for Stage 2.

The percentage of FOIs responded to on time was 86% in June 2023. There were seven FOIs in June 2023, with six responded to on time, compared to three from three for May 2023 and nine from nine for March 2023. Overall, 9 from 10 FOIs (90%) were responded to on time for 2023/24 (79% for 2022/23).

Councillor & MP enquiries responded to on time rose to 90% in June 2023, with the overall percentage at 91% for 2023/24, above target and 16% above the 75% figure for 2022/23. For anti-social behaviour (ASB), there were 8 cases per 1,000 properties at June 2023.

Managers Comments

The number of Subject Access Requests (SARs) and FOIs continues to be higher than usual. Staff are less confident than we might like when handling the requests, requiring more input from CRT and the Data Protection Officer (DPO), who must often chase responses.

Housing Ombudsman casework has been on an upward trajectory since the beginning of the year and shows no sign of abating. Complainants are approaching the Ombudsman before they contact LH, causing increased general contact as well as information requests for cases accepted for investigation.

'Failure to deliver a service' remains the most cited root cause for complaints but teams are now accustomed to using daily and weekly reports to manage casework and are largely closing cases within target. Numbers of Member enquiries also remain high. Despite the challenges cases are being closed in good time.

A severe maladministration ruling from the Ombudsman has once again highlighted the issue of information management, particularly in the Repairs service. A management review is underway alongside a self-assessment of information management aligned with the Ombudsman's spotlight report. Great care must be taken to ensure LH information is not lost in the transition to LBL.

Proposed Improvements

Sessions on general complaint handling have been conducted by the Head of Governance. The Organisational Development team have organised a 2-hour workshop on 'Owning, Handling and Investigating Complaints' to understand a range of tools that support root cause analysis, to refresh understanding of People First tools that support great customer service and to refresh understanding of the complaints handling process.

CRT are looking at ways to make it easier for staff to provide the correct Ombudsman information in the right format using Teams and encouraging staff to utilise the Ombudsman's checklist. Some teams have greater engagement with complainants following a stage 3 enquiry in a bid to resolve complaints before they reach the Ombudsman. The CEO is working with Repairs to improve complaint responses at stage 2 to lessen the chance that they will escalate.

Exception Report and Manager Observations

Human Resources

Exception Description

Sickness overall (office & field) was 11.8 days rolling 12 months at the end of June 2023, an increase from 10.9 days in May 2023. June 2023's figure is the highest since June 2022 and slightly above the target of 11 days, by 0.8 days. The figure is also identical to the previous year, June 2022 (see Performance Scorecard).

Office based sickness at the end of June 2023 was 10.8 days rolling 12 months, compared to 9.5 days in May 2023. Field based sickness was 13.0 days at the end of June 2023, and is 7.9 days lower than June 2022, which was 20.9 days (see Performance Scorecard). June 2023's figure for field based sickness is the eighth consecutive month below target. Sickness for Repair operatives was 19.2 days rolling 12 months (based on 58 FTE), compared to 10.8 days for Environmental Services (based on 160 FTE).

At the end of June 2023, staff turnover on a rolling 12 month basis was 17.7%, which is 2.3% below the 20% target and the fifth consecutive month below target.

Managers Comments

We have a full offering for our managers including monthly managers inductions, workshops on utilising our supporting at attendance policy and the management development programme, all of which should contribute to better management of absence.

Proposed Improvements

We have analysed our feedback of the wellbeing programme and, as we move closer to transition to the Council, we are focusing on initiatives around mental health and muscular skeletal which are our two biggest reasons for absence.

We continue to review our wellbeing offering to support reducing absence until the ALMO closes.

Exception Report and Manager Observations

Income and Arrears Collection

Exception Description

Lewisham Homes rent collection was 97.23% in June 2023, compared to 97.28% in May 2023, 98.19% in April 2023 and 98.04% in March 2023 (for the end of 2022/23), and against the target of 99%.

Lewisham Homes & TMOs service charge collected was 30.7% in June 2023, above the target by 5.2% and the third consecutive month above target (this metric and its target is measured as a monthly accumulation instead of an annual YTD average).

Lewisham Homes acquisitions rent collected was 92.46% in June 2023, against a target of 95%. The final figure for 2022/23 was 95.93%.

True current tenant arrears at the end of the month was 6.23% in June 2023, compared to the target of 5.50%.

Managers Comments

As with the previous month, there were some missing payment files not posted from the last week in June and therefore were not included in the month-end figures for June 2023, impacting performance. This is affecting home ownership income also. In addition we normally expect collection rates to be around 98% for most of this year, as residents continue to be impacted by the cost of living crisis and the increase in rent charges to be limited to 7%, as agreed by DLUHC and social landlords.

The April 2023 acquisitions collection figure of 101.16% was inflated as it includes Housing Benefit payments from the last financial year, because payments are made in arrears. Acquisition collection rates can vary each week because HB and UC direct payments are paid in arrears. Performance is therefore best judged in the week in which HB is paid into the rent accounts - this can be any time, either 1st or 4th week of the month.

In terms of rent arrears, most high arrears cases are those where possession action was not taken due to legal restrictions implemented during the COVID-19 pandemic. When restrictions were lifted we experienced significant delays in getting court hearings listed.

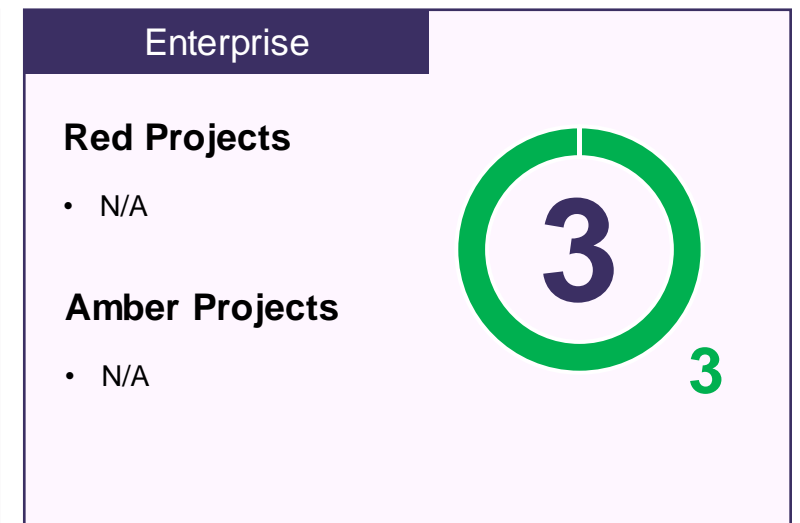
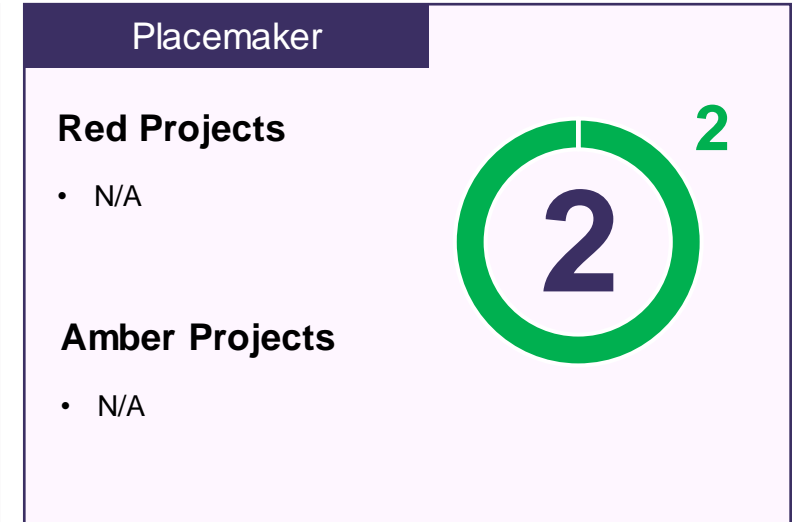
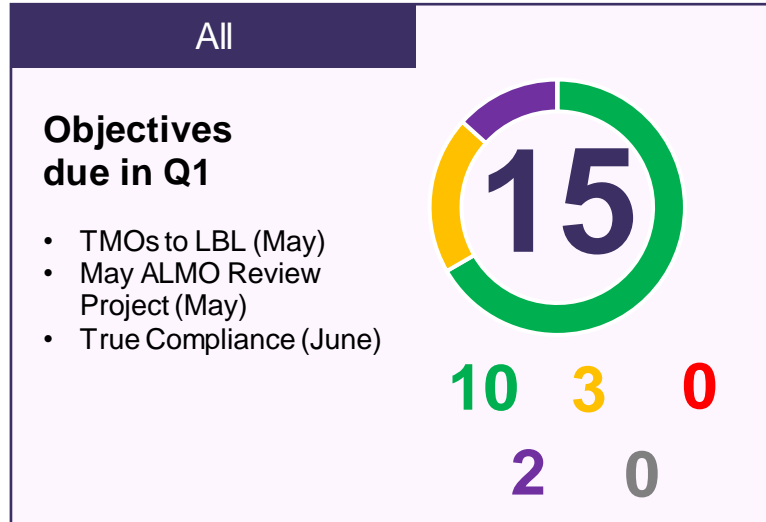
Proposed Improvements

Our new permanent Income Officers are now all fully trained and will therefore be able to increase collection activities over the coming weeks.

We are investigating an issue on CXAIR (Lewisham Homes' reporting system) ahead of reporting on shared ownership rent & service charge collected in the coming months.

Reducing rent arrears cases is the main priority for the team this year and officers will be having monthly 121 sessions with rent managers for the rest of this year to ensure cases are being managed appropriately.

Annual Business Plan 2023-24



Lewisham Homes

Annual Business Plan 2023/24



OVERALL PROGRESS	
G	The task is on target to be completed within the original timescale
A	The task is likely to miss the original target, but will be delivered in the financial year
R	The task is at high risk of not completing within the current financial year
P	The task has been successfully completed
S	The task has been deferred
B	No update has currently been provided for this reporting cycle

LANDLORD					
		Directorate	Target Date	Status	Comments
BP1	True Compliance: Live compliance reporting on the big six areas	Property Services and Safety	Jun-23	A	We are now in a position to run compliance reports from True Compliance - we had a few issues around sub block status which is now resolved and the actions phase of the project is now back on target.
BP2	Repair Improvement Plan: All success measures captured within the plan to September 2023 achieved	Property Services and Safety	Sep-23	G	
BP3	Mid-term capital investment plan for Lewisham Homes stock	Property Services and Safety	Oct-23	G	

Annual Business Plan 2023/24



PLACEMAKER					
		Directorate	Target Date	Status	Comments
BP4	Building Safety: Phase 2	Property Services and Safety	Dec-23	G	
BP5	Piloting Caretaking Modernisation themes developed with residents	Resident Services	Mar-24	G	

Annual Business Plan 2023/24



PARTNER					
	Directorate	Target Date	Status	Comments	
BP6	Tenancy Sustainment including Fuel Poverty	Resident Services	Mar-24	G	
BP7	Customer Data and Segmentation: Phase 1	Resident Services	Oct-23	A	This is paused due to delays in the Housing Management System (HMS) and recovery of the HMS is the priority.
BP8	Customer Data and Segmentation: Phase 2	Resident Services	Apr-24	A	No progress to report as project team is focusing on Phase 1A going live as well as the remaining sub phases. The CRM strategy (BP7) will support the implementation of this workstream yet we cannot commence this work until we exit Capita and phase 1 of the HMS project is complete.
BP9	Transferring the client function for TMOs back to the Council	Resident Services	May-23	P	

Annual Business Plan 2023/24



EMPLOYER					
	Directorate	Target Date	Status	Comments	
BP10	Implement the People and Culture Action Plan	CEO directorate	Dec-23	G	
BP11	ALMO Review Project: Management Agreement terminated, staff TUPE'd and a new Governance structure in place	CEO directorate	Oct-23	G	
BP12	ALMO Review Project: Transfer of Finance, ICT, TDD, Procurement, back-office functions and Temporary Accommodation back to LBL in line with service transfer agreement	CEO directorate	May-23	P	

Annual Business Plan 2023/24



ENTERPRISE					
		Directorate	Target Date	Status	Comments
BP13	HMS/CRM: Phase 2	Finance and Technology	Mar-24	G	
BP14	Integra to Oracle: Deliver finance system migration to Oracle from Integra	Finance and Technology	Mar-24	G	
BP15	Property and Data Controls: Phase 3	Finance and Technology	Mar-24	G	

Annual Business Plan 2023/24



2022-23 ABP Deferred Actions

		Directorate	Ambition	Comments
BP1	Service Charge Process: Restart of the Service Charge project, including a new design of service charge process and implementation of changes (subject to the completion of the Housing Management System project).	Resident Services	Landlord	The project is linked to the Housing Management System and due to revised priorities is now due for completion in September 2023.
BP18	Data Standards and Maturity: To establish the strategic direction and vision for data in Lewisham Homes. The project will deliver data standards, a framework for data ownership and governance	Finance and Technology	Enterprise	Identified data owners and stewards, meetings are still on-going with areas in the business to go through roles and responsibilities. Once completed the data steward group will be set up to lead on some of the data strategy actions that will leverage the HMS development work.
BP9 (21/22)	Complete the leasing and mobilisation of a new vehicle fleet with enhanced sustainability.	Property	Placemaker	New vehicle delivery is continuing however some additional work is being done to improve the locking / security systems. A decision has been made to retain the older vehicles rather than auction immediately, as we're bringing in additional temporary operatives to complete the WIP project in-house.
BP16	HMS/CRM Phase 1: Implement and go-live with a minimum viable product of Microsoft Dynamics as an HMS and CRM system for Lewisham Homes	Finance and Technology	Enterprise	<p>The project is currently demonstrating the core arrears processes from start to finish to identify any necessary changes before the MVP build goes live. After completing this activity, the supplier will estimate the remaining build for the business to assess what is needed for the MVP.</p> <p>Once the decision is made, the supplier will configure the remaining changes to the build before the project begins user testing and training. The go-live date will be confirmed once the business approves the key changes and the supplier provides an estimate.</p>

KPI Definitions

- For TSMs, the stock type is either LCRA - Low Cost Rented Accommodation (= tenants) or LCHO - Low Cost Home Ownership (= shared ownership). Leaseholders not included in TSMs. D&M = Damp and Mould.
- LCRA includes stock such as general needs, supported housing, intermediate rent and temporary social housing.

Theme	Indicator	TSM?	Stock Types Included*	YTD Type	Numerator	Denominator	Calculation	Source (Report)
Customer Relations	% of Stage 1 tenant complaints (received in month) responded to on time	Yes	LCRA (excluding pending cases until TSM submission)	Average	Number of stage 1 complaints made by tenants in the reporting period in the relevant stock type that were responded to on time	Number of stage 1 complaints made by tenants in the reporting period in the relevant stock type	$(\text{complaints on time} / \text{complaints made}) * 100$	iCasework (complaints re-calculator file will change to online CXAIR dashboard this year)
Customer Relations	% of Stage 2 tenant complaints (received in month) responded to on time	Yes	LCRA (excluding pending cases until TSM submission)	Average	Number of stage 2 complaints made by tenants in the reporting period in the relevant stock type that were responded to on time	Number of stage 2 complaints made by tenants in the reporting period in the relevant stock type	$(\text{complaints on time} / \text{complaints made}) * 100$	iCasework (complaints re-calculator file will change to online CXAIR dashboard this year)
Customer Relations	Number of stage 1 complaints received in month per 1,000 stock in management (cumulative by month)	Yes	LCRA (including pending cases)	Latest position (monthly accumulation)	Number of stage 1 complaints made by tenants in the reporting period in the relevant stock type	Number of dwelling units owned of the relevant stock type	$(\text{complaints received} / \text{dwelling units}) * 1000$	iCasework (complaints re-calculator file will change to online CXAIR dashboard this year)
Customer Relations	Number of stage 2 complaints received in month per 1,000 stock in management (cumulative by month)	Yes	LCRA (including pending cases)	Latest position (monthly accumulation)	Number of stage 2 complaints made by tenants in the reporting period in the relevant stock type	Number of dwelling units owned of the relevant stock type	$(\text{complaints received} / \text{dwelling units}) * 1000$	iCasework (complaints re-calculator file will change to online CXAIR dashboard this year)
Customer Relations	Complaints (stage 1 & 2) responded to on time	No	All complaints cases (excluding pending cases)	Average	Number of closed complaints that were responded to on time in the period. Includes stage 1 & 2 complaints. Stage 1 target response time 10 working days, Stage 2 20 working days (15 days before April 2022). Response time excludes England & Wales public holidays	Number of closed stage 1 & 2 complaints in the period	$(\text{closed complaints on time} / \text{closed complaints}) * 100$	iCasework (complaints re-calculator file will change to online CXAIR dashboard this year)
Customer Relations	Percentage of FOI responded to on time (including Internal Reviews)	No	All FOI cases (excluding pending cases)	Average	Number of closed FOIs responded on time in the period. FOI target response time 20 working days (excludes UK public holidays), up to 40 days for internal reviews if appropriate	Number of closed FOIs in the period	$(\text{closed FOIs on time} / \text{closed FOIs}) * 100$	iCasework (complaints re-calculator file will change to online CXAIR dashboard this year)
Customer Relations	Councillor & MP enquiries responded to on time	No	All enquiries (excluding pending cases)	Average	Number of closed councillor and MP enquiries responded to on time in the period. Councillor and MP target response time 10 working days. Response time excludes UK public holidays	Number of closed councillor and MP enquiries in the period	$(\text{closed enquiries on time} / \text{closed enquiries}) * 100$	iCasework (complaints re-calculator file will change to online CXAIR dashboard this year)
Customer Relations	ASB cases per 1,000 properties (cumulative by month)	Yes	LCRA and LCHO	Latest position (monthly accumulation)	Total number of anti-social behaviour cases opened by or on behalf of the provider (including any ASB cases that involve hate incidents)	Number of dwelling units owned of the relevant stock type	$(\text{ASB cases} / \text{dwelling units}) * 1000$	CXAIR ASB Cases and Stock Info Incremental indexes (ASB per 1,000 stock crosstab)
Customer Relations	ASB cases involving hate incidents per 1,000 properties (cumulative by month)	Yes	LCRA and LCHO	Latest position (monthly accumulation)	Total number of anti-social behaviour cases that involve hate incidents opened by or on behalf of the provider	Number of dwelling units owned of the relevant stock type	$(\text{ASB hate cases} / \text{dwelling units}) * 1000$	CXAIR ASB Cases and Stock Info Incremental indexes (ASB per 1,000 stock crosstab)

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Theme	Indicator	TSM?	Stock Types Included*	YTD Type	Numerator	Denominator	Calculation	Source (Report)
Compliance	% of assets with gas safety checks	Yes	LCRA and LCHO - all such units that require checks within the dwelling and units served by communal or other relevant parts that require checks	Latest position	Number of dwelling units owned for which all required gas safety checks were carried out and recorded	Number of dwelling units owned for which gas safety checks were required to have been carried out	(units with checks / units that required checks) * 100	Compliance Scorecard (will change to online CXAIR reports using True Compliance data this year)
Compliance	% of Fire Risk Assessments completed	Yes	LCRA and LCHO - all such units within a property that requires a Fire Risk Assessment (FRA)	Latest position	Number of dwelling units owned within properties that required an FRA for which all required FRAs were carried out and recorded	Number of dwelling units owned within properties for which an FRA was required to have been carried out	(units with FRAs / units that required FRAs) * 100	Compliance Scorecard (will change to online CXAIR reports using True Compliance data this year)
Compliance	Asbestos - % of homes in buildings with an asbestos risk assessment survey or re-inspection	Yes	LCRA and LCHO - all such units within a property that requires asbestos management surveys or re-inspections	Latest position	Number of dwelling units owned within properties that required an asbestos management survey or re-inspection for which all required asbestos management surveys or re-inspections were carried out and recorded	Number of dwelling units owned within properties for which an asbestos management survey or re-inspection was required to have been carried out	(units with survey or re-inspection / units that required survey or re-inspection) * 100	Compliance Scorecard (will change to online CXAIR reports using True Compliance data this year)
Compliance	% of Water Risk assessments completed within timescale	Yes	LCRA and LCHO - all such units that require legionella risk assessments (LRAs) within the dwelling and units with communal water systems or other relevant parts that require LRAs	Latest position	Number of dwelling units owned for which all required LRAs were carried out and recorded	Number of dwelling units owned for which an LRA was required to have been carried out	(units with LRAs / units that required LRAs) * 100	Compliance Scorecard (will change to online CXAIR reports using True Compliance data this year)
Compliance	% of passenger lift safety inspections (LOLER) completed	Yes	LCRA and LCHO - all such units within a property with one or more communal passenger lifts	Latest position	Number of dwelling units owned within properties with communal passenger lifts for which all Lifting Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded	Number of dwelling units owned within properties with communal passenger lifts	(units with inspections / units with communal passenger lifts) * 100	Compliance Scorecard (will change to online CXAIR reports using True Compliance data this year)
Compliance	% of domestic properties with EICR (electrical safety) certificates up to five years old	No	Domestic properties	Latest position	Number of domestic properties with EICR (electrical safety) certificates up to five years old	Number of domestic properties requiring EICR (electrical safety) certificates up to five years old	(properties with valid EICRs / properties that required valid EICRs) * 100	Compliance Scorecard (will change to online CXAIR reports using True Compliance data this year)
Repairs	% of non-emergency responsive repairs completed on time	Yes	LCRA	Average	Number of non-emergency responsive repairs completed within the provider's target timescale (working days)	Number of non-emergency responsive repairs completed	(repairs completed on time / repairs completed) * 100	CXAIR Capita Repair Summary index (through online CXAIR crosstab)
Repairs	% of emergency responsive repairs completed on time	Yes	LCRA	Average	Number of emergency responsive repairs completed within the provider's target timescale (working days)	Number of emergency responsive repairs completed	(repairs completed on time / repairs completed) * 100	CXAIR Capita Repair Summary index (through online CXAIR crosstab)
Repairs	Average number of calendar days to complete responsive repairs	No	Communal and Property repairs	Average	Total number of days taken for responsive repair jobs in the period (calendar days)	Total number of responsive repair jobs in the period	(total days taken / total jobs)	CXAIR OC Job Summary index (through online crosstab on CXAIR ELT Dashboard report)

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Theme	Indicator	TSM?	Stock Types Included*	YTD Type	Numerator	Denominator	Calculation	Source (Report)
Repairs	Tenant satisfaction with last repair	No	Tenants	Average	Very or fairly satisfied responses in the period	Total number of respondents in the period	$(\text{total satisfied responses} / \text{total respondents}) * 100$	Acuity Repairs Transactional Survey (online Acuity portal)
Repairs	Appointments made and kept	No	Property repairs	Average	Total number of repair appointments made in the period that were kept	Total number of repair appointments made in the period	$(\text{total appointments kept} / \text{total appointments made}) * 100$	CXAIR OC First Visit Completions and Appointments Met index (through online crosstab on CXAIR ELT Dashboard report)
Repairs	% of homes that do not meet the Decent Homes Standard (annual)	Yes	LCRA	N/A	Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes Standard at year end	Number of dwelling units owned to which the Decent Homes Standard applied at year end	$(\text{units not meeting standard} / \text{units where standard required}) * 100$	Data from Asset Management Team for LAHS return
Customer Satisfaction	Tenant satisfaction with the overall service	Yes	LCRA	Average	Very or fairly satisfied responses in the period (weighted where required)	Total number of respondents in the period (weighted where required)	$(\text{total satisfied responses} / \text{total respondents}) * 100$	Acuity STAR Survey (online Acuity portal)
Customer Satisfaction	Leasehold satisfaction with the overall service	No	Leaseholders	Average	Very or fairly satisfied responses in the period	Total number of respondents in the period	$(\text{total satisfied responses} / \text{total respondents}) * 100$	Acuity STAR Survey (online Acuity portal)
Customer Satisfaction	Tenant satisfaction that their landlord listens to their views and acts upon them	Yes	LCRA	Average	Very or fairly satisfied responses in the period (weighted where required)	Total number of respondents in the period (weighted where required)	$(\text{total satisfied responses} / \text{total respondents}) * 100$	Acuity STAR Survey (online Acuity portal)
Customer Satisfaction	Satisfaction that the landlord keeps tenants informed about things that matter to them	Yes	LCRA	Average	Very or fairly satisfied responses in the period (weighted where required)	Total number of respondents in the period (weighted where required)	$(\text{total satisfied responses} / \text{total respondents}) * 100$	Acuity STAR Survey (online Acuity portal)
Customer Satisfaction	Agreement that the landlord treats tenants fairly and with respect	Yes	LCRA	Average	Very or fairly satisfied responses in the period (weighted where required)	Total number of respondents in the period (weighted where required)	$(\text{total satisfied responses} / \text{total respondents}) * 100$	Acuity STAR Survey (online Acuity portal)
Customer Satisfaction	Tenant satisfaction with landlord's complaints handling	Yes	LCRA	Average	Very or fairly satisfied responses in the period (weighted where required)	Total number of respondents in the period (weighted where required)	$(\text{total satisfied responses} / \text{total respondents}) * 100$	Acuity STAR Survey (online Acuity portal)

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Theme	Indicator	TSM?	Stock Types Included*	YTD Type	Numerator	Denominator	Calculation	Source (Report)
Customer Satisfaction	Tenant satisfaction with time taken to complete most recent repair	Yes	LCRA	Average	Very or fairly satisfied responses in the period (weighted where required)	Total number of respondents in the period (weighted where required)	$(\text{total satisfied responses} / \text{total respondents}) * 100$	Acuity STAR Survey (online Acuity portal)
Customer Satisfaction	Tenant satisfaction with landlord's repairs service	Yes	LCRA	Average	Very or fairly satisfied responses in the period (weighted where required)	Total number of respondents in the period (weighted where required)	$(\text{total satisfied responses} / \text{total respondents}) * 100$	Acuity STAR Survey (online Acuity portal)
Customer Satisfaction	Tenant satisfaction with landlord's handling of ASB	Yes	LCRA	Average	Very or fairly satisfied responses in the period (weighted where required)	Total number of respondents in the period (weighted where required)	$(\text{total satisfied responses} / \text{total respondents}) * 100$	Acuity STAR Survey (online Acuity portal)
Customer Satisfaction	Tenant satisfaction with landlord actions to keep communal areas clean and well maintained	Yes	LCRA	Average	Very or fairly satisfied responses in the period (weighted where required)	Total number of respondents in the period (weighted where required)	$(\text{total satisfied responses} / \text{total respondents}) * 100$	Acuity STAR Survey (online Acuity portal)
Customer Satisfaction	Tenant satisfaction that the home is well maintained	Yes	LCRA	Average	Very or fairly satisfied responses in the period (weighted where required)	Total number of respondents in the period (weighted where required)	$(\text{total satisfied responses} / \text{total respondents}) * 100$	Acuity STAR Survey (online Acuity portal)
Customer Satisfaction	Tenant satisfaction that the home is safe	Yes	LCRA	Average	Very or fairly satisfied responses in the period (weighted where required)	Total number of respondents in the period (weighted where required)	$(\text{total satisfied responses} / \text{total respondents}) * 100$	Acuity STAR Survey (online Acuity portal)
Customer Satisfaction	Tenant satisfaction that the landlord makes a positive contribution to neighbourhoods	Yes	LCRA	Average	Very or fairly satisfied responses in the period (weighted where required)	Total number of respondents in the period (weighted where required)	$(\text{total satisfied responses} / \text{total respondents}) * 100$	Acuity STAR Survey (online Acuity portal)
Income and Arrears Collection	Lewisham Homes rent collected	No	Tenants	Latest position	Rental income received in the period, excluding brought forward and year-to-date credit payments	Rent due in period, excluding void loss and current tenant arrears brought forward from previous year	$((\text{total income} + \text{b/f prepayment} - \text{ytd prepayment}) / \text{rent debit}) * 100$	CXAIR LH Rent Collection index (through online crosstab on CXAIR ELT Dashboard report)
Income and Arrears Collection	Lewisham Homes & TMOs service charge collected	No	Lewisham Homes and TMOs	Latest position (monthly accumulation)	Total service charges collected in the period	Total service charges raised in the period	$(\text{service charge collected} / \text{service charge raised}) * 100$	CXAIR Transaction Amounts Actual Adjustment index (through online crosstab on CXAIR ELT Dashboard report)

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Theme	Indicator	TSM?	Stock Types Included*	YTD Type	Numerator	Denominator	Calculation	Source (Report)
Income and Arrears Collection	Shared ownership rent & service charge collected	No	Shared ownership	Latest position (monthly accumulation)	Total shared ownership rent and service charges collected in the period	Total shared ownership rent and service charges due in the period	(rent and service charge collected / rent and service charge) * 100	CXAIR Shared Ownership index - specific index name TBD upon creation (through online CXAIR crosstab)
Income and Arrears Collection	LH acquisitions rent collected	No	Acquired properties	Latest position	Sum of total rent income and brought forward prepayments for acquired properties, minus the year-to-date prepayment for acquired properties	Total rent debit for acquired properties in the period	((total income + b/f prepayment - ytd prepayment) / rent debit) * 100	CXAIR Acquired Properties Rent Collection index (through online crosstab on CXAIR ELT Dashboard report)
Income and Arrears Collection	True current tenant arrears at the end of the month (Housemark)	No	Tenants	Latest position	True' Current tenant arrears at the end of the period	Annual rent and service charges due (excluding rent lost due to vacant dwellings)	((Unadjusted current tenant arrears - technical current tenant arrears) / ((rent debit - rent loss due to empty properties)/week number for period) * 52)	CXAIR Void Loss Write Off, Current and Former Tenant Arrears Incremental and LH Rent Collection indexes (through online crosstabs on CXAIR Housing dashboard)
Voids	Average days to turnaround all voids (calendar days)	No	General needs, sheltered and supported housing	Average	Total number of days between void start and signup date or void end date (whichever comes first) for re-let properties classified as "minor works", "major works", "management void", "buy back", "operational", "long-term void" and "new build" in the period. Re-let period based on calendar days including public holidays	Total number of "minor works", "major works", "management void", "buy back", "operational", "long-term void" and "new build" re-let in the period	(total calendar void days for re-lets / total number of re-lets in the period)	CXAIR Void List Signup Date index (through online crosstab on CXAIR ELT Dashboard report)
Voids	Average days to turnaround major voids (calendar days)	No	General needs, sheltered and supported housing	Average	Total number of days between void start and signup date or void end date (whichever comes first) for re-let properties classified as "major works" in the period. Re-let period based on calendar days including public holidays	Total number of "major works" void properties re-let in the period.	(total calendar void days for re-lets / total number of re-lets in the period)	CXAIR Void List Signup Date index (through online crosstab on CXAIR ELT Dashboard report)
Voids	Average days to turnaround minor voids (calendar days)	No	General needs, sheltered and supported housing	Average	Total number of days between void start and signup date or void end date (whichever comes first) for re-let properties classified as "minor works" in the period. Re-let period based on calendar days including public holidays	Total number of "minor works" void properties re-let in the period.	(total calendar void days for re-lets / total number of re-lets in the period)	CXAIR Void List Signup Date index (through online crosstab on CXAIR ELT Dashboard report)
Voids	Void rent loss as a percentage of annual rent roll	No	Tenants	Latest position	Rent loss through vacant properties in the period	Rent roll - rent charge to occupied and vacant properties in the period	(ytd void loss / ytd rent roll) * 100	CXAIR Void Loss index (through online crosstab on CXAIR ELT Dashboard report)
Human Resources	Staff sickness (days rolling 12 months) - all staff	No	Lewisham Homes staff	Latest position	Number of full-time equivalent (FTE) days lost to sickness in the period (rolling 12 months)	Number of FTE posts in the period (rolling 12 months)	(FTE absence / FTE staff)	Oracle HR (Performance Pack)
Human Resources	Staff sickness (days rolling 12 months) - office based	No	Lewisham Homes staff	Latest position	Number of full-time equivalent (FTE) days lost to sickness in the period (rolling 12 months)	Number of FTE posts in the period (rolling 12 months)	(FTE absence / FTE staff)	Oracle HR (Performance Pack)

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Theme	Indicator	TSM?	Stock Types Included*	YTD Type	Numerator	Denominator	Calculation	Source (Report)
Human Resources	Staff sickness (days rolling 12 months) - field based	No	Lewisham Homes staff	Latest position	Number of full-time equivalent (FTE) days lost to sickness in the period (rolling 12 months)	Number of FTE posts in the period (rolling 12 months)	(FTE absence / FTE staff)	Oracle HR (Performance Pack)
Human Resources	Staff turnover (rolling 12 months)	No	Lewisham Homes staff	Latest position	Number of voluntary and involuntary leavers in the period where contract length is over 1 year.	Number of staff head count in the period where contract length is over 1 year.	(rolling 12 month leavers / rolling 12 month average staff) * 100	Oracle HR (Performance Pack)
Damp & Mould and Disrepair	Number of new Damp & Mould cases opened each month	No	Damp & Mould cases	Total number in the year	Number of new Damp & Mould cases	N/A	N/A	Damp & Mould tracker (Damp & Mould Power BI report)
Damp & Mould and Disrepair	Number of Damp & Mould cases closed each month	No	Damp & Mould cases	Total number in the year	Number of closed Damp & Mould cases	N/A	N/A	Damp & Mould tracker (Damp & Mould Power BI report)
Damp & Mould and Disrepair	Number of active Damp & Mould cases	No	Damp & Mould cases	Latest position	Number of total active Damp & Mould cases as at each month	N/A	N/A	Damp & Mould tracker (Damp & Mould Power BI report)
Damp & Mould and Disrepair	New disrepair cases opened	No	Disrepair cases	Total number in the year	Number of new disrepair cases	N/A	N/A	Disrepair tracker (Disrepair Power BI report)
Damp & Mould and Disrepair	Disrepair cases closed	No	Disrepair cases	Total number in the year	Number of disrepair cases closed	N/A	N/A	Disrepair tracker (Disrepair Power BI report)
Damp & Mould and Disrepair	Total number of disrepair cases	No	Disrepair cases	Latest position	Number of disrepair cases	N/A	Disrepair cases from previous month + new disrepair cases - closed disrepair cases	Disrepair tracker (Disrepair Power BI report)
Damp & Mould and Disrepair	Potential disrepair cases determined under Alternative Dispute Resolution (ADR)	No	Disrepair cases	Total number in the year	Number of potential cases determined under ADR	N/A	N/A	Disrepair tracker (Disrepair Power BI report)
Damp & Mould and Disrepair	Settled disrepair cases yet to be closed	No	Disrepair cases	Latest position	Number of settled cases yet to be closed	N/A	N/A	Disrepair tracker (Disrepair Power BI report)
Decants	Total live decants cases	No	Decants cases	Latest position	Number of live decants cases	N/A	N/A	Decants tracker (Performance Pack)
Evictions	Number of rent arrears evictions	No	Tenants	Total number in the year	Number of rent arrears evictions	N/A	N/A	CXAIR Residents Detail index (Evictions YTD online CXAIR crosstab)
Evictions	Number of ASB evictions	No	Tenants	Total number in the year	Number of ASB evictions	N/A	N/A	CXAIR Residents Detail index (Evictions YTD online CXAIR crosstab)
Evictions	Number of Unauthorised/Sub-let evictions	No	Tenants	Total number in the year	Number of Unauthorised/Sub-let evictions	N/A	N/A	CXAIR Residents Detail index (Evictions YTD online CXAIR crosstab)