

Corporate Services - Customer Services & Complaints				September 2012		Board Papers	
Indicator		2010-2011	2011-2012	Current YTD	Target	Direction of Travel *	YTD vs Target
LH 34	% of complaints responded to within timescales	90.0%	89.1%	65.3%	90%	▼	▼
LH 35	% of mayor/mp/councillor enquiries responded to within timescales **	78.7%	91.0%	87.6%	90%	▼	▼
LH 52	Percentage of calls answered within 20 seconds***	83.6%	84.1%	88.3%	90%	▲	▼
LH 123	Percentage of letters responded to within 10 days	91.5%	91.5%	81.8%	94%	▼	▼
Annual Indicators							
LH 51a	% of complaints resolved at stage 1	76%	83%	Annual	80%		
LH 51b	% of complaints resolved at stage 2	74%	76%	Annual	75%		
BV 74	% of tenants satisfied with the overall service	68%	-	69%	71%	▲	▼

Customer Service Performance YTD

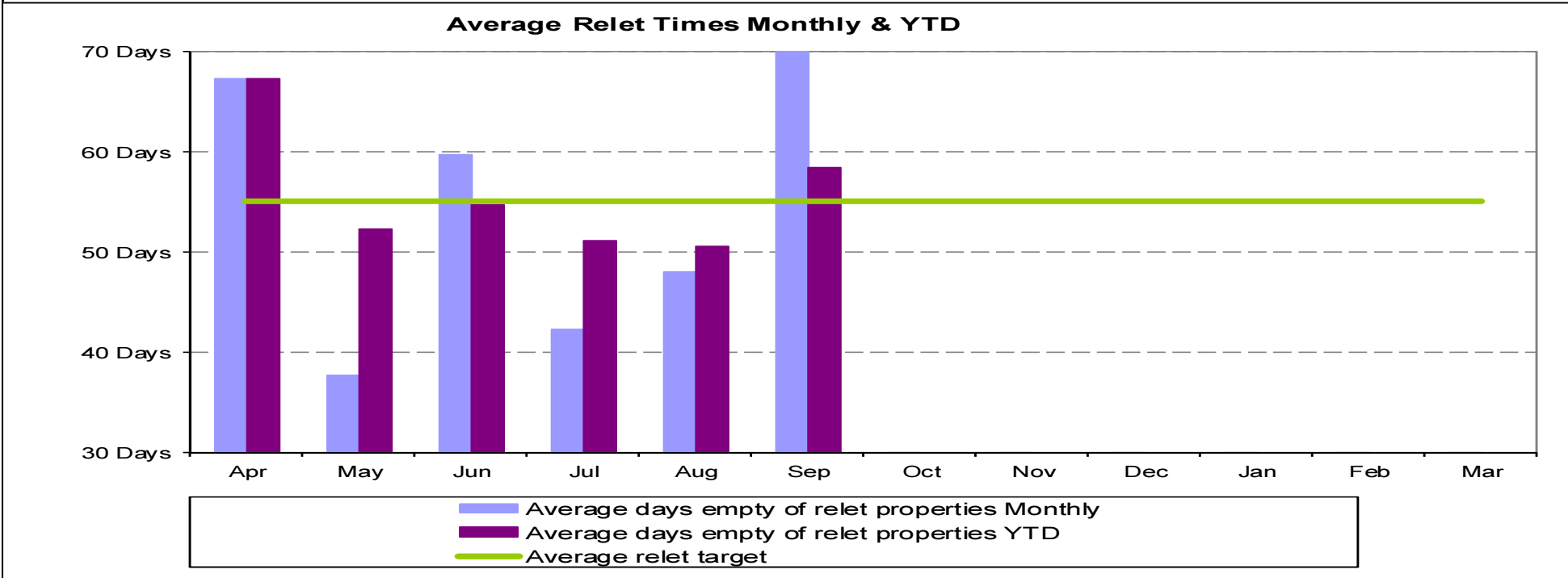
Month	% of All complaints responded to within timescales	% of mayor/mp/councillor enquiries responded to within timescales	Target
Apr	85%	92%	90%
May	83%	90%	90%
Jun	68%	90%	90%
Jul	72%	87%	90%
Aug	47%	86%	90%
Sep	53%	88%	90%
Oct			90%
Nov			90%
Dec			90%
Jan			90%
Feb			90%
Mar			90%

% of Complaints Responded to Within Timescales (YTD)

Category	% of Complaints Responded to Within Timescales
Decent Homes	14%
Property Services	90%
Housing Management	84%
Resources	100%

* Direction of travel compares current YTD with 2011/12 figure.
 ** In 2010/11 the time taken to provide a response to LBL. From 2011/12 onwards the time for a full reponse has been measured.
 *** The measure for calls answered changed from 15 seconds in 2010/11 and 2011/12 to 20 seconds for 2012/13.

Property Services - Decent Homes and Voids		September 2012				Board Papers	
Indicator		2010-2011	2011-2012	Current YTD	Target	Direction of Travel *	YTD vs Target
BV 13	Average days empty of relet properties	69.5	95.4	58.3	55	▲	▼
LH 30	Percentage of rent lost through vacant properties	1.98%	1.39%	0.89%	1.00%	▲	▲
LH 300	Satisfaction with new Home (reported quarterly one month after quarter end)	55%	55%	73%	60%	▲	▲
LH 4	% of gas services completed within the 12 month target time (rolling 12 months)	99.97%	99.98%	99.87%	100%	▼	▼
LH 301	% very or fairly satisfied with Decent Homes Contractors	N/A	95%		96%	▼	▼
LH 302	% spend of Decent Homes capital programme (reported quarterly)	N/A	N/A	-			



* Direction of travel compares current YTD with 2011/12 figure

Property Services - Repairs and Maintenance		September 2012				Board Papers	
Indicator		2010-2011	2011-2012	Current YTD	Target	Direction of Travel *	YTD vs Target
LH 107	Percentage of responsive repairs completed on time	99.5%	99.8%	99.7%	99%	▼	▲
LH 7	Percentage of repairs completed on first visit	95.9%	97.5%	97.8%	95%	▲	▲
LH 32	Tenant satisfaction with the Repairs Service - % very or fairly satisfied	89%	93%	95%	95%	▲	▲
LH 303	Number of open Disrepair cases	-	62	63	50	▼	▼
LH 304	Average length of time of open Disrepair cases (days)	-	554	394	450	▲	▲

Monthly Percentage of Responsive Repairs Completed on Time

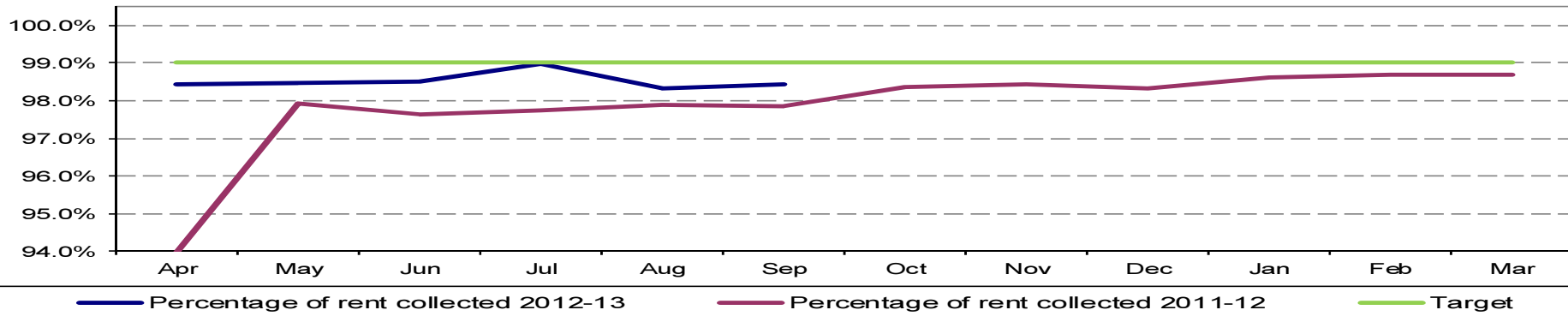
Month	Percentage of repairs on time	Target
Apr	98.9%	99.0%
May	99.6%	99.0%
Jun	99.8%	99.0%
Jul	99.7%	99.0%
Aug	99.8%	99.0%
Sep	99.6%	99.0%
Oct	-	99.0%
Nov	-	99.0%
Dec	-	99.0%
Jan	-	99.0%
Feb	-	99.0%
Mar	-	99.0%

* Direction of travel compares current YTD with 2011/12 figure.

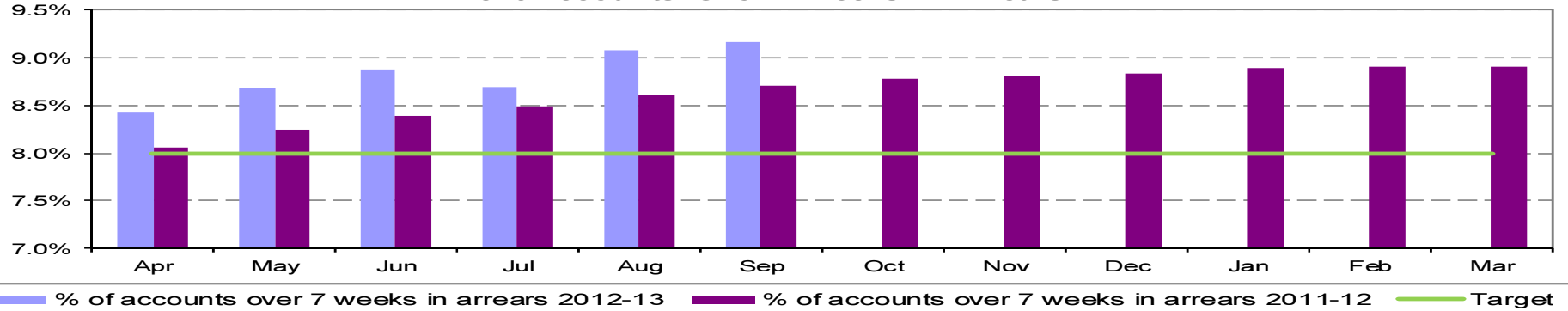
Housing - Rent Collection and Arrears September 2012 Board Papers

Indicator	2010-2011	2011-2012	Current YTD	Target	Direction of Travel *	YTD vs Target
LH 29 Percentage of rent collected excluding current arrears.	99.26%	98.70%	98.43%	99.00%	▼	▼
BV 66b Percentage of rent accounts over 7 weeks in arrears	8.5%	8.9%	9.2%	8.0%	▼	▼
BV 66d Percentage of tenants evicted as a result of rent arrears	0.53%	0.52%	0.22%	None	-	-
LH 40 Rent written off as not collectable as a percentage of the total rent	1.15%	1.96%	0.00%	2.00%	▲	▲
FTA1 Former tenant arrears as a percentage of gross rent debit	3.41%	2.23%	2.51%	1.75%	▼	▼

YTD Rent Collection



Rent Accounts Over 7 Weeks in Arrears



* Direction of travel compares current YTD with 2011/12 figure

Housing - Leasehold Services		September 2012					Board Papers																																																				
Indicator		2010-2011	2011-2012	Current YTD	YTD Target	Year end Target	Current YTD v YTD Target *																																																				
LH 116a	% of service charge collected against total available excluding arrears	119.6%	102.4%	61.4%	53%	106.5%	▲																																																				
LH 117b	Major works charges collected as a % of total charges outstanding including arrears	39%	39.0%	24.4%	-	-	-																																																				
Indicator		2010-2011	2011-2012	Current YTD	Target	Direction of travel	YTD vs Target																																																				
LH 24	Percentage of RTB2 forms served within statutory target of 4 weeks	100%	100%	100%	100%	▶	▶																																																				
LH 25	Percentage of S125 forms for freehold properties served within statutory target of 8 weeks	100%	100%	100%	100%	▶	▶																																																				
LH 26	Percentage of S125 forms for leasehold properties served within statutory target of 12 weeks	100%	100%	100%	100%	▶	▶																																																				
LH 24a	New RTB applications received	-	19	86	-	-	-																																																				
LH 305	Number of RTB sales completed	-	18	6	-	-	-																																																				
LH 306	Average discount on RTB sales	-	£16,000	£45,523	-	-	-																																																				
Every other year indicator																																																											
LH 113	Satisfaction of leaseholders with the performance of home ownership service	-	41%	N/A	41%	-	-																																																				
Service Charge & Major Works Collection Rates YTD																																																											
<table border="1"> <caption>Service Charge & Major Works Collection Rates YTD Data</caption> <thead> <tr> <th>Month</th> <th>% service charge collected</th> <th>% major works charge collected</th> <th>YTD service charge collection target</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>12%</td><td>7%</td><td>62%</td></tr> <tr><td>May</td><td>30%</td><td>12%</td><td>62%</td></tr> <tr><td>Jun</td><td>36%</td><td>15%</td><td>62%</td></tr> <tr><td>Jul</td><td>44%</td><td>18%</td><td>62%</td></tr> <tr><td>Aug</td><td>57%</td><td>22%</td><td>62%</td></tr> <tr><td>Sep</td><td>61%</td><td>24%</td><td>62%</td></tr> <tr><td>Oct</td><td>-</td><td>-</td><td>62%</td></tr> <tr><td>Nov</td><td>-</td><td>-</td><td>62%</td></tr> <tr><td>Dec</td><td>-</td><td>-</td><td>62%</td></tr> <tr><td>Jan</td><td>-</td><td>-</td><td>62%</td></tr> <tr><td>Feb</td><td>-</td><td>-</td><td>62%</td></tr> <tr><td>Mar</td><td>-</td><td>-</td><td>62%</td></tr> </tbody> </table>								Month	% service charge collected	% major works charge collected	YTD service charge collection target	Apr	12%	7%	62%	May	30%	12%	62%	Jun	36%	15%	62%	Jul	44%	18%	62%	Aug	57%	22%	62%	Sep	61%	24%	62%	Oct	-	-	62%	Nov	-	-	62%	Dec	-	-	62%	Jan	-	-	62%	Feb	-	-	62%	Mar	-	-	62%
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Appendix A

Performance Monitoring all Remaining areas			September 2012				Board Papers
Indicator	2010-2011	2011-2012	Current YTD	Target	Direction of Travel*	YTD vs Target	
Resources ~ Human Resources							
LH 114	Staff turnover as a percentage of total workforce.	16%	6.7%	7.9%	4.1% **	▼	▼
LH 38	Number of working days lost due to sickness (YTD reported one month behind)	10.3	8.7	3.5	3.5 **	▲	▲
LH 105	Percentage of staff who agree that Lewisham Homes is a good employer / good place to work	N/A	57.6%	N/A	65%	—	—
Housing Management							
LH 200	Number of properties with unauthorised occupants or squatters.	27	19	17	18	▲	▲
RES G1	Satisfaction with the way ASB complaint was dealt with (Quarterly a month behind)	40%	58%	40%	60%	▼	▼
LH 308	Satisfaction with Internal Caretaking and Cleaning (Quarterly)	-	82.9%	57.2%	70%	▼	▼
Corporate Services							
LH 307	Number of properties for which a fire risk assessment is missing or overdue	-	0	0	0	▶	▲
* Direction of travel compares the current ytd with the 2011/12 figure			** Year to date target				