

Corporate Services - Customer Services & Complaints

March 2013

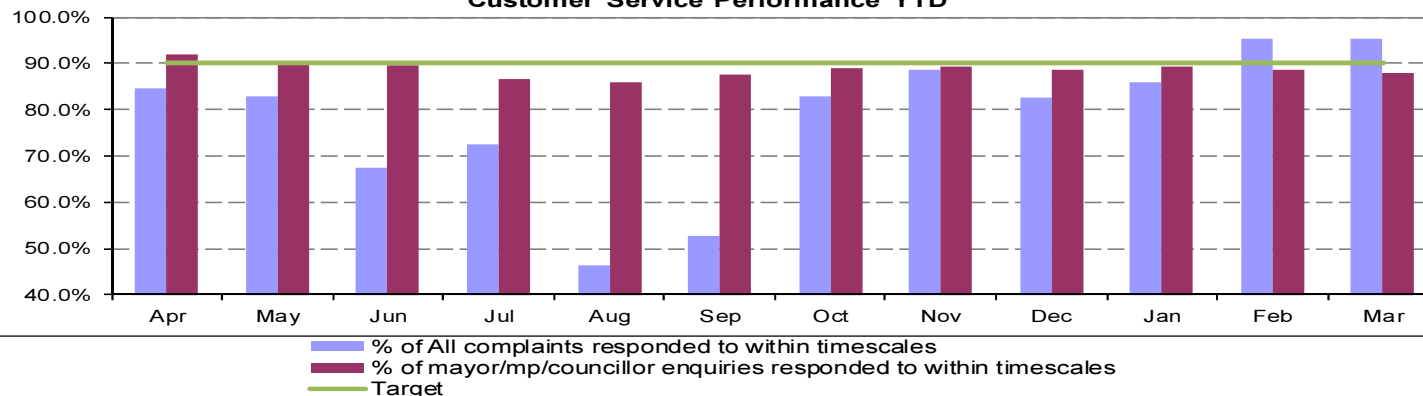
Board Papers

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%	75.6%	90%	▼	▼
LH 35 % of mayor/mp/councillor enquiries responded to within timescales **	78.7%	91.0%	88.1%	90%	▼	▼
LH 52 Percentage of calls answered within 20 seconds***	83.6%	84.1%	87.6%	90%	▲	▼
LH 123 Percentage of letters responded to within 10 days	91.5%	91.5%	81.9%	94%	▼	▼

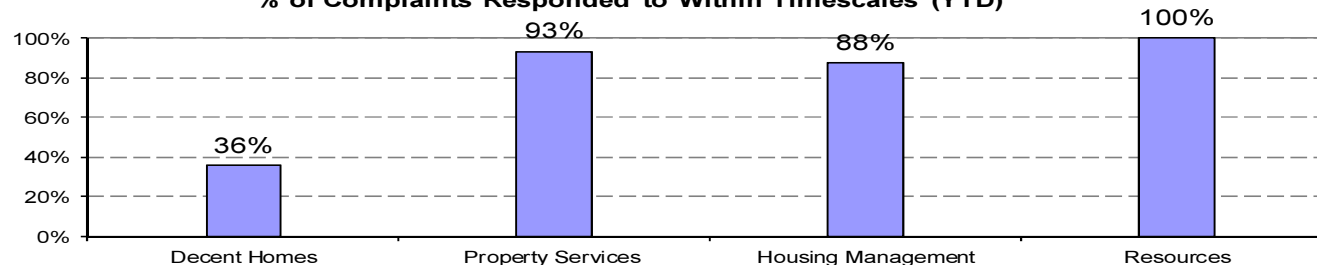
Annual Indicators

LH 51a % of complaints resolved at stage 1	76%	80%	84%	80%	▲	▲
LH 51b % of stage 2 complaints resolved at stage 2	74%	69%	82%	75%	▲	▲
BV 74 % of tenants satisfied with the overall service	68%	-	69%	71%	▲	▼

Customer Service Performance YTD



% of Complaints Responded to Within Timescales (YTD)



* 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 response has been measured.

*** The measure for calls answered changed from 15 seconds in 2010/11 and 2011/12 to 20 seconds for 2012/13.

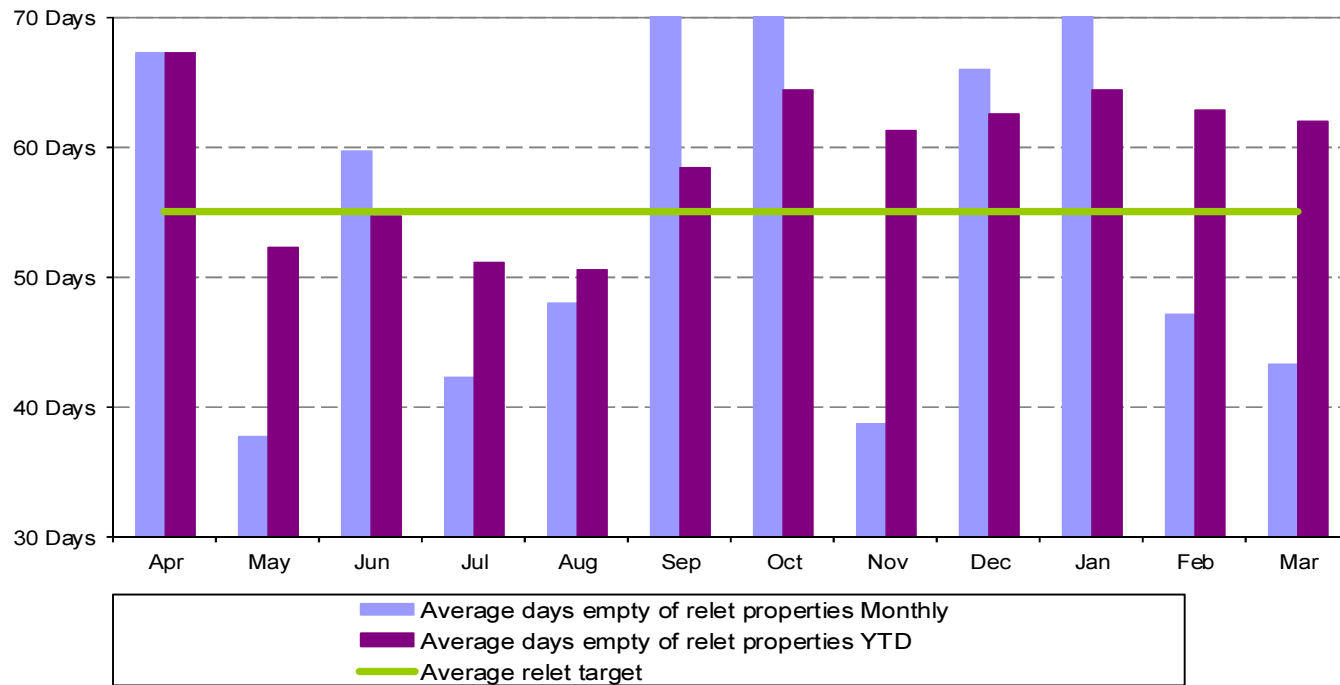
Property Services - Decent Homes and Voids

March 2013

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	62.0	55	▲	▼
LH 30 Percentage of rent lost through vacant properties	1.98%	1.39%	0.81%	1.00%	▲	▲
LH 300 Satisfaction with new Home (reported quarterly one month after quarter end)	55%	55%	70%	60%	▲	▲
LH 4 % of gas services completed within the 12 month target time (rolling 12 months)	99.97%	99.98%	100.00%	100%	▲	▲
LH 301 % very or fairly satisfied with Decent Homes Contractors (reported quarterly)	N/A	95%	91%	96%	▼	▼
LH 302 % spend of Decent Homes capital programme (reported quarterly)	N/A	N/A	-			

Average Relet Times Monthly & YTD



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

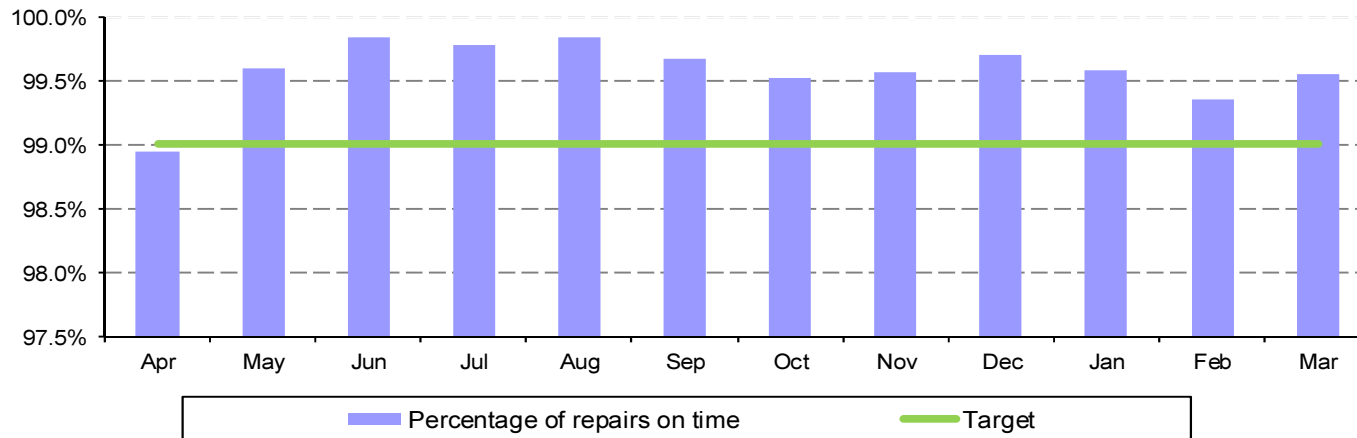
Property Services - Repairs and Maintenance

March 2013

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%	99.6%	99%	▼	▲
LH 7 Percentage of repairs completed on first visit	95.9%	97.5%	98.3%	95%	▲	▲
LH 32 Tenant satisfaction with the Repairs Service - % very or fairly satisfied	89%	93%	94%	95%	▲	▼
LH 303 Number of open Disrepair cases	-	62	50	50	▲	▲
LH 304 Average length of time of open Disrepair cases (days)	-	554	506	450	▲	▼

Monthly Percentage of Responsive Repairs Completed on Time



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

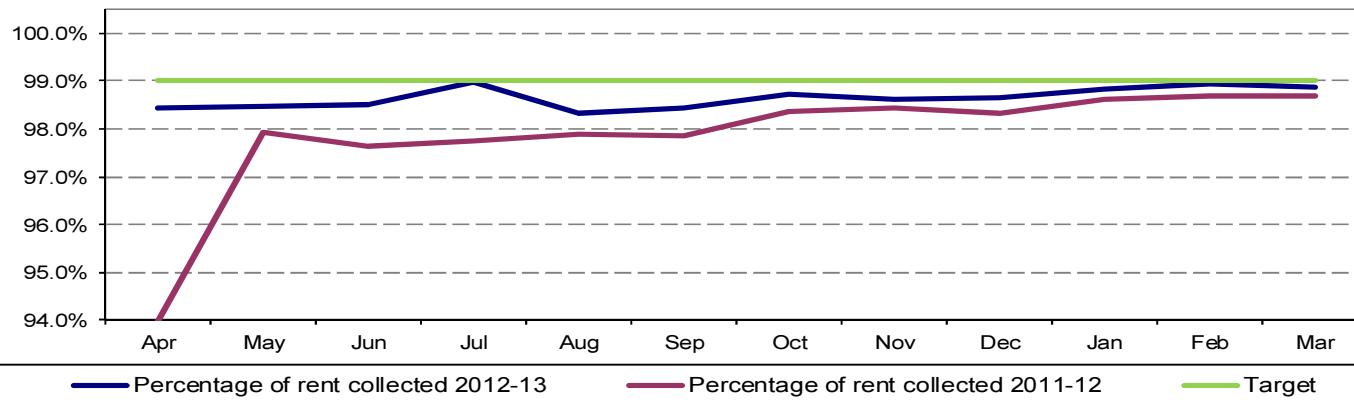
Housing - Rent Collection and Arrears

March 2013

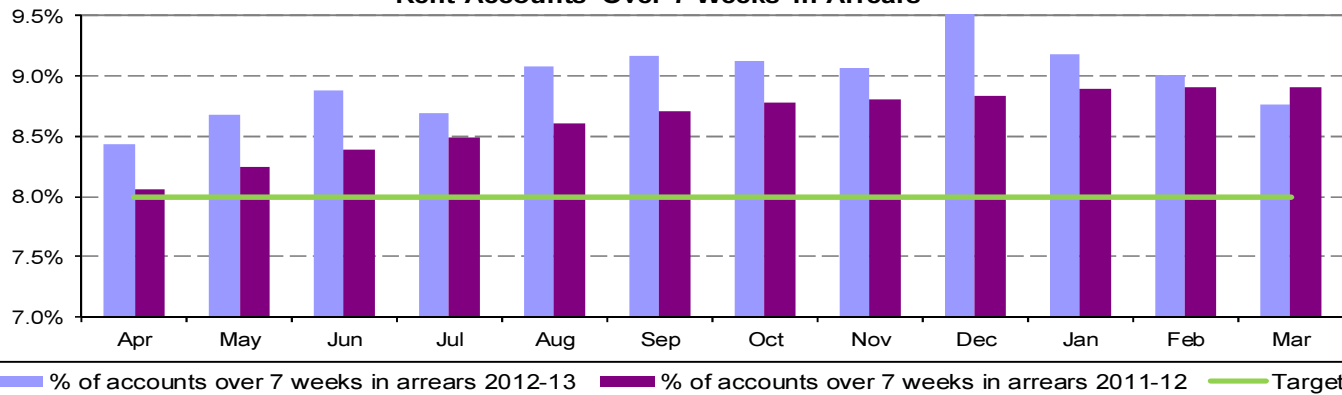
Board Papers

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%	98.87%	99.00%	▲	▼
BV 66b Percentage of rent accounts over 7 weeks in arrears	8.5%	8.9%	8.8%	8.0%	▲	▼
BV 66d Percentage of tenants evicted as a result of rent arrears	0.53%	0.52%	0.50%	None	-	-
LH 40 Rent written off as not collectable as a percentage of the total rent	1.15%	1.96%	1.23%	2.00%	▲	▲
FTA1 Former tenant arrears as a percentage of gross rent debit	3.41%	2.23%	1.59%	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

March 2013

Board Papers

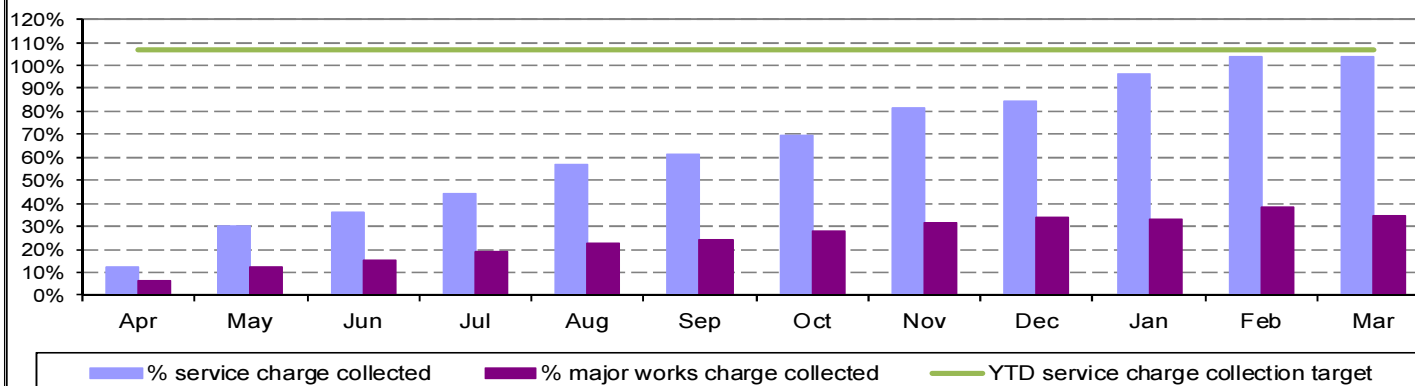
Indicator	2010-2011	2011-2012	Current YTD	YTD Target	Year end Target	Current YTD v YTD Target *
LH 116a % of service charge collected against total available excluding arrears	119.6%	102.4%	103.7%	107%	106.5%	▼
LH 117b Major works charges collected as a % of total charges outstanding including arrears	39%	39.0%	34.4%	-	-	-

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%	99%	100%	▼	▼
LH 25 Percentage of S125 forms for freehold properties served within statutory target of 8 weeks	100%	100%	91%	100%	▼	▼
LH 26 Percentage of S125 forms for leasehold properties served within statutory target of 12 weeks	100%	100%	99%	100%	▼	▼
LH 24a New RTB applications received	-	58	189	-	-	-
LH 305 Number of RTB sales completed	-	18	17	-	-	-
LH 306 Average discount on RTB sales	-	£16,000	£68,532	-	-	-

Every other year indicator

LH 113 Satisfaction of leaseholders with the performance of home ownership service	-	41%	N/A	41%	-	-
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Service Charge & Major Works Collection Rates YTD



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

Performance Monitoring all Remaining areas		March 2013				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%	12.8%	8.2% **	▼	▼
LH 38	Number of working days lost due to sickness (YTD reported one month behind)	10.3	8.7	7.5	7.8 **	▲	▲
LH 105	Percentage of staff who agree that Lewisham Homes is a good employer / good place to work	N/A	57.6%	70.0%	65%	▲	▲
Housing Management							
LH 200	Number of properties with unauthorised occupants or squatters.	27	19	12	18	▲	▲
RES G1	Satisfaction with the way ASB complaint was dealt with (Quarterly a month behind)	40%	58%	43%	60%	▼	▼
LH 308	Satisfaction with Internal Caretaking and Cleaning (Quarterly)	-	82.9%	59.0%	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			

