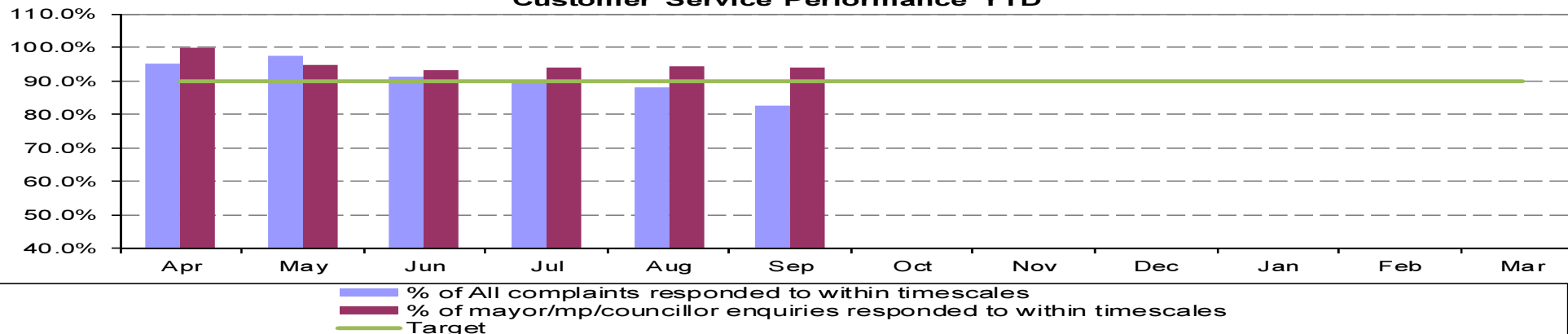
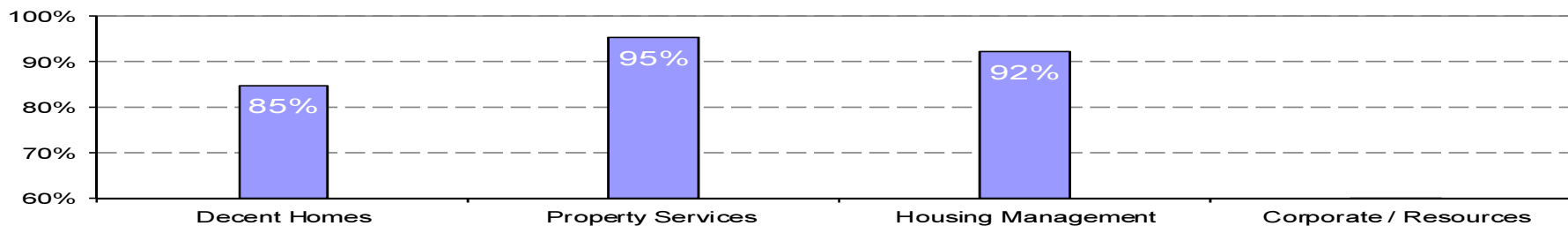


Indicator		2011-2012	2012-2013	Current YTD	Target	Direction of Travel *	YTD vs Target
LH 34	% of complaints responded to within timescales	89.1%	75.6%	91.1%	90%	▲	▲
LH 35	% of mayor/mp/councillor enquiries responded to within timescales	91.0%	88.1%	94.0%	90%	▲	▲
LH 52	Percentage of calls answered within 20 seconds **	84.1%	87.6%	87.9%	90%	▲	▼
LH 123	Percentage of letters responded to within 10 days	91.5%	81.9%	83.5%	94%	▲	▼
Annual Indicators							
LH 51a	% of complaints resolved at stage 1	80%	84%	N/A	85%	▲	▲
LH 51b	% of stage 2 complaints resolved at stage 2	69%	82%	N/A	80%	▲	▲
BV 74	% of tenants satisfied with the overall service	-	69%	-	71%	—	—

Customer Service Performance YTD



% of Complaints Responded to Within Timescales (YTD)

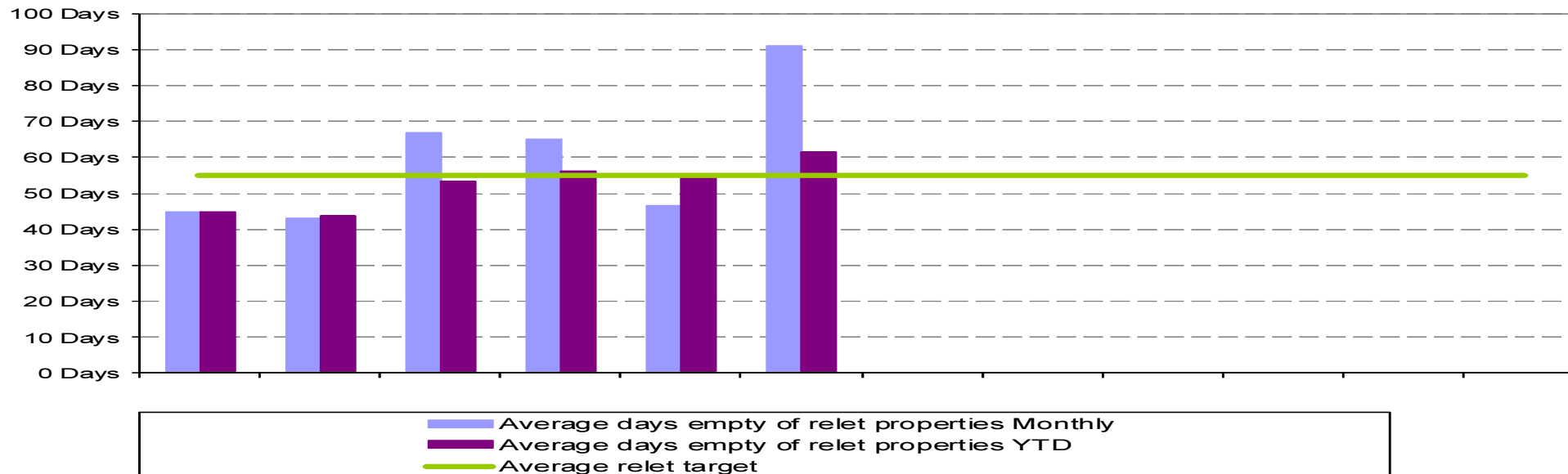


* Direction of travel compares current YTD with 2012/13 figure.

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

Indicator		2011-2012	2012-2013	Current YTD	Target	Direction of Travel *	YTD vs Target
BV 13	Average days empty of relet properties	95.4	62.0	61.5	55	▲	▼
LH 30	Percentage of rent lost through vacant properties	1.39%	0.81%	0.78%	0.85%	▲	▲
LH 300	Satisfaction with new Home (reported quarterly one month after quarter end)	55%	70%	71%	75%	▲	▼
LH 4	% of gas services completed within the 12 month target time (rolling 12 months)	99.98%	100.00%	99.96%	100%	▼	▼
LH 301	% of tenants very or fairly satisfied with internal Decent Homes work (reported quarterly)	95%	91%	97.5%	96%	▲	▲
LH 311	% of leaseholders very or fairly satisfied with external Decent Homes work (reported quarterly)	N/A	N/A	N/A	-	-	-
LH 312	Percentage of tenanted homes that meet the Decent Homes standard (reported quarterly)	48.7%	56.1%	55.7%	62.9%**		
LH 302	Draw down of government Decent Homes funding as a % of profiled draw down (reported quarterly)	N/A	N/A	100%	100%	-	-

Average Relet Times Monthly & YTD



* Direction of travel compares current YTD with 2012/13 figure

** The target is for Decent Homes at 31 March 2014

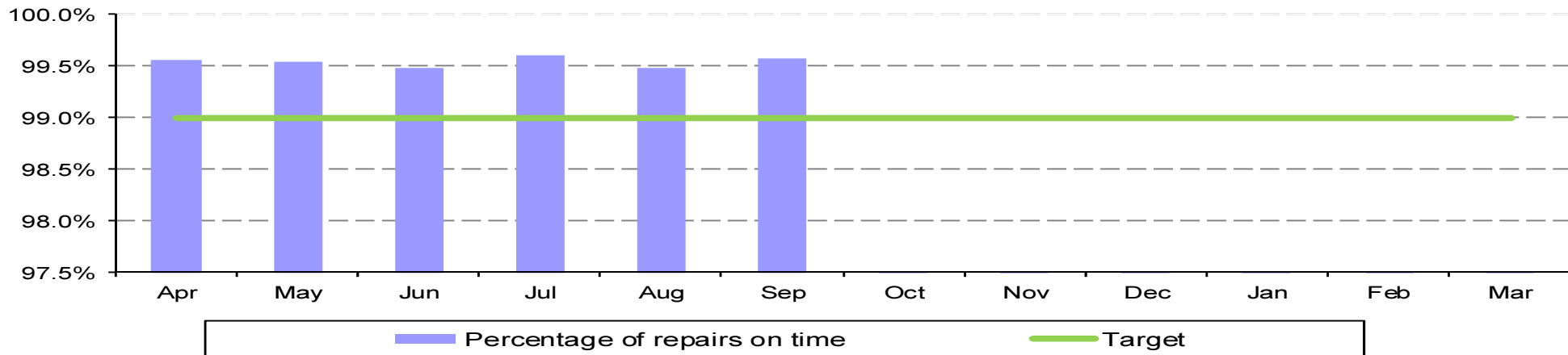
Property Services - Repairs and Maintenance

September 2013

Board Papers

Indicator		2011-2012	2012-2013	Current YTD	Target	Direction of Travel *	YTD vs Target
LH 107	Percentage of responsive repairs completed on time	99.8%	99.6%	99.6%	99%	▲	▲
LH 7	Percentage of repairs completed on first visit	97.5%	98.3%	98.8%	95%	▲	▲
LH 32	Tenant satisfaction with their last repair - % very or fairly satisfied	93%	94%	91%	95%	▼	▼
LH 303	Number of open Disrepair cases	62	50	49	45	▲	▼

Monthly Percentage of Responsive Repairs Completed on Time



* Direction of travel compares current YTD with 2012/13 figure.

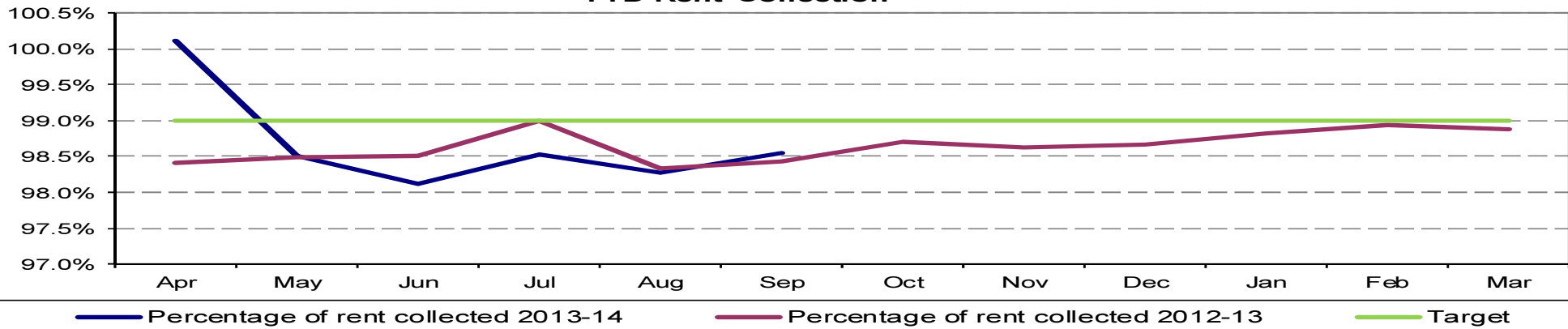
Housing - Rent Collection and Arrears

September 2013

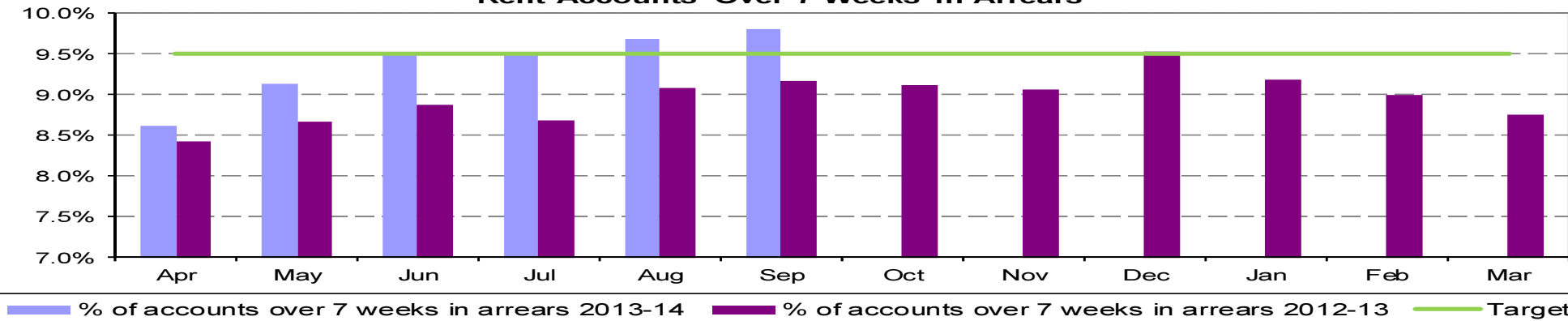
Board Papers

Indicator	2011-2012	2012-2013	Current YTD	Target	Direction of Travel *	YTD vs Target
LH 29 Percentage of rent collected excluding current arrears.	98.70%	98.87%	98.54%	99.00%	▼	▼
BV 66b Percentage of rent accounts over 7 weeks in arrears	8.9%	8.8%	9.8%	9.5%	▼	▼
BV 66d Number of tenants evicted as a result of rent arrears	63	66	27	43 **	—	▲
LH 40 Rent written off as not collectable as a percentage of the total rent	1.96%	1.23%	0.00%	1.00%	▲	▲
LH 310 Current tenant rent arrears as a percentage of the annual debit	4.16%	4.18%	4.40%	-	▼	—

YTD Rent Collection



Rent Accounts Over 7 Weeks in Arrears



* Direction of travel compares current YTD with 2012/13 figure

** Year-to-date profiled target

Housing - Leasehold Services

September 2013

Board Papers

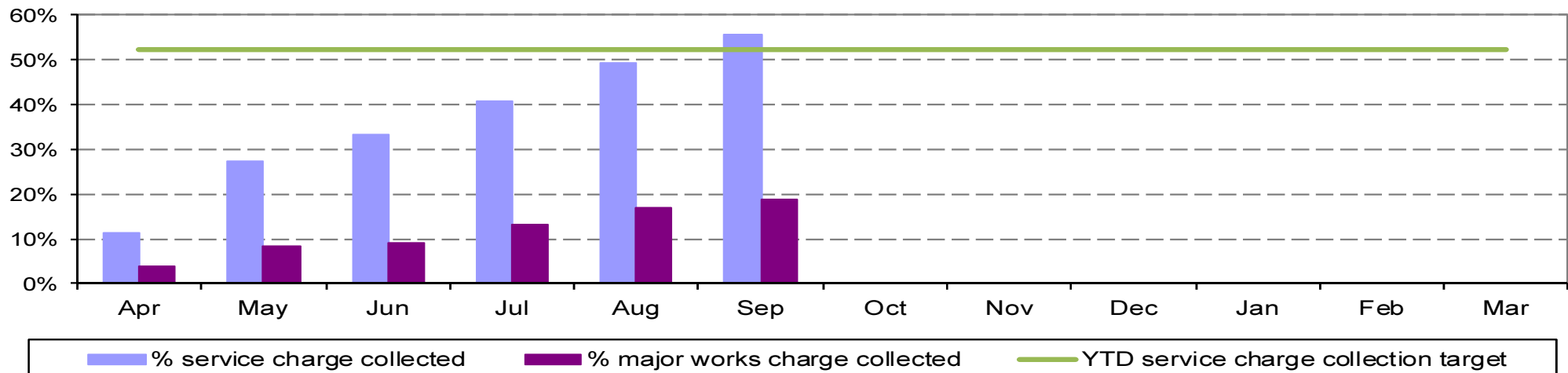
Indicator	2011-2012	2012-2013	Current YTD	YTD Target	Year end Target	Current YTD v YTD Target *
LH 116a % of service charge collected against total available excluding arrears	102.4%	103.7%	55.5%	52%	104.5%	▲
LH 117b Major works charges collected as a % of total charges outstanding including arrears	39%	34.4%	18.7%	-	-	-

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%	99%	100%	100%	▲	▲
LH 24a New RTB applications received	58	189	137	-	-	-
LH 305 Number of RTB sales completed	18	17	30	-	-	-

Every other year indicator

LH 113 Satisfaction of leaseholders with the performance of home ownership service	41.0%	N/A	N/A	50%	-	-
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Service Charge & Major Works Collection Rates YTD



* Direction of travel compares current YTD with 2012/13 figure

Performance Monitoring all Remaining areas			September 2013			Board Papers	
Indicator	2011-2012	2012-2013	Current YTD	Target	Direction of Travel*	YTD vs Target	
Housing Management ~ Housing and Estate Management							
LH 309	Number of properties currently being squatted	3	5	2	-	▲	▲
RES G1	Satisfaction with the way ASB complaint was dealt with (Quarterly a month behind)	58%	43%	43%	60%	▲	▼
LH 308	Satisfaction with Internal Caretaking and Cleaning (Quarterly)	83%	59%	71%	68%	▲	▲
Corporate Services ~ Human Resources							
LH 114	Staff turnover as a percentage of total workforce (annual equivalent)	6.7%	11.0%	5.7%	8.5%	▲	▲
LH 38	Number of working days lost due to sickness (annual equivalent - reported one month behind)	8.7	8.1	6.0	8.0	▲	▲
LH 105	Percentage of staff who agree that Lewisham Homes is a good employer / good place to work	58%	70%	N/A	75%	-	-
Corporate Services ~ Health and Safety							
LH 307	Number of properties for which a fire risk assessment is missing or overdue	0	0	0	0	▲	▲
* Direction of travel compares the current ytd with the 2012/13 figure							