

Sustainable Future

March 2016

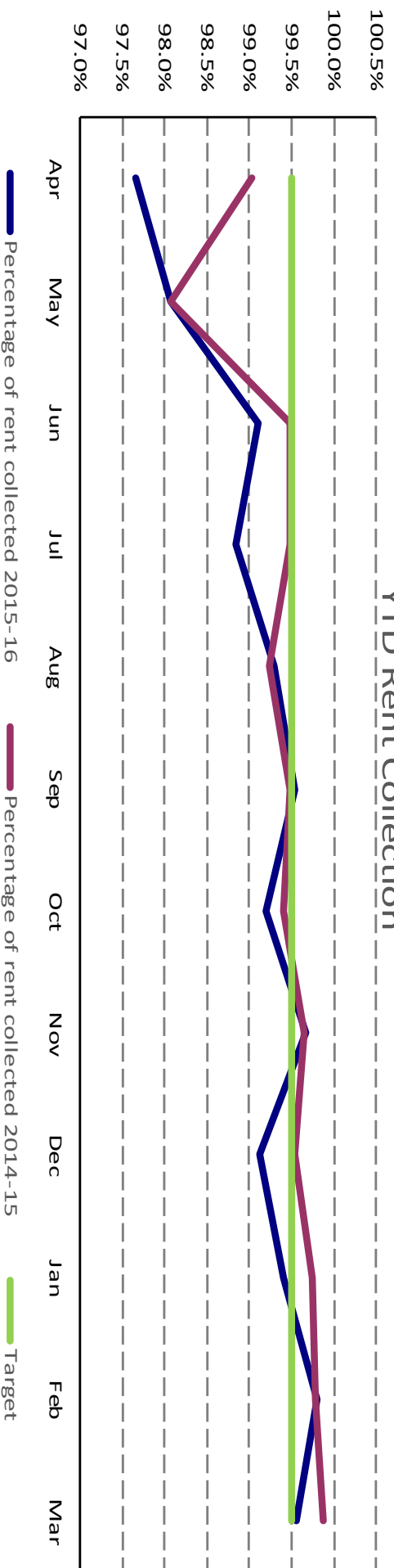
Board Papers

| Indicator | Year | | Year end outturn | Direction of Travel * | YTD vs Target |
|--|---------------|---------------|---------------------|--------------------------|------------------|
| | 2013- 2014 | 2014- 2015 | | | |
| LH 30 Percentage of rent lost through vacant properties | 0.78% | 0.61% | 0.61% | 0.70% | ▲ |
| BV 13 Average days to relet all properties (includes all major works time) | 71 | 43 | 46 | 40 | ▼ |
| New Average days to re-let minor works voids | 52 | 29 | 34 | 22 | ▼ |
| LH 29 Percentage of rent collected excluding current tenant arrears | 98.7% | 99.9% | 99.6% | 99.5% | ▼ |
| LH 310 Current tenant rent arrears as a percentage of the annual debit | 4.7% | 3.8% | 3.4% | 4.0% | ▼ |
| BV 66d Number of tenants evicted as a result of rent arrears (annual equivalent) | 44 | 53 | 56 | - | - |
| LH 305 RTB sales completed (annual equivalent) | 91 | 105 | 102 | - | - |

Indicator

| Indicator | 2013- 2014 | 2014- 2015 | Current YTD | YTD Target | Year end Target | YTD v YTD |
|--|---------------|---------------|----------------|---------------|--------------------|--------------|
| LH 116a Percentage of leaseholder service charge collected against total available excluding arrears | 99.5% | 100.4% | 100.6% | 102% | 102.0% | ▼ |

YTD Rent Collection



* Direction of travel compares current YTD with 2014/15 figure.

Excellent Services

March 2016

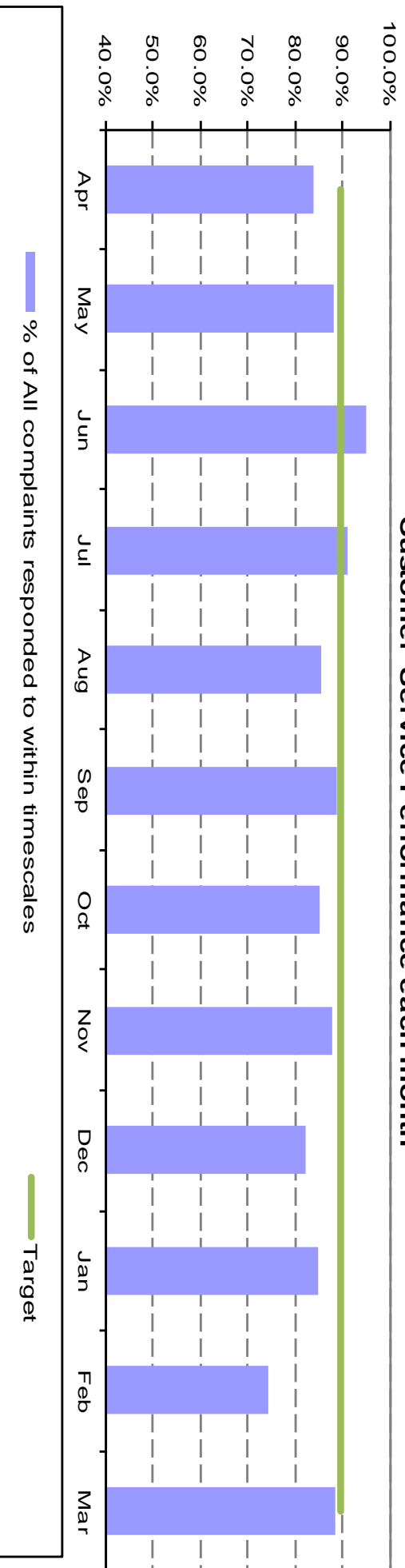
Board Papers

| Indicator | Year | | Direction of Travel * | YTD vs Target |
|---|-----------|-----------|-----------------------|---------------|
| | 2013-2014 | 2014-2015 | | |
| LH 308 Satisfaction with Internal Caretaking and Cleaning | 68% | 64% | ▲ | ▼ |
| LH 32 Tenant satisfaction with the last repair | 93% | 87% | ▲ | ▼ |
| New Average monthly number of new complaints | 40 | 62 | ▲ | ▼ |
| LH 34 % of complaints responded to within timescales | 83.0% | 90.6% | ▲ | ▼ |
| LH 4 Percentage of homes with a current annual gas safety check | 100.00% | 100.00% | ▲ | ▼ |
| LH 307 Number of properties for which a fire risk assessment is overdue | 0 | 0 | ▲ | ▼ |

Annual Indicators

| | | | | | |
|--------|---|-----|-----|-----|---|
| BV 74 | Tenant satisfaction with the overall service provided by their landlord | N/A | 71% | N/A | ▲ |
| LH 113 | Leaseholder satisfaction with the performance of the service | N/A | 35% | N/A | ▲ |

Customer Service Performance each month



* Direction of travel compares current YTD with 2014/15 figure.

Thriving Neighbourhoods

March 2016

Board Papers

| Indicator | Year end | 2013-2014 | 2014-2015 | outturn | Target | Direction of Travel * | YTD vs Target |
|--|----------|-----------|-----------|---------|--------|-----------------------|---------------|
| | | | | | | | |
| LH 301 Tenant satisfaction with internal Decent Homes work | | 94.6% | 93.3% | 91% | 96% | ▼ | ▼ |
| LH 312 Percentage of tenanted homes that meet the Decent Homes standard | | 62.9% | 80.0% | 90.0% | 90% | — | — |
| New Number of new properties developed by Lewisham Homes cumulatively | | 0 | 6 | 9 | 9 | — | — |

Annual Indicators

| | | | | |
|--|-----|-----|-----|-----|
| New Tenant satisfaction with the quality of their home | N/A | 70% | N/A | 80% |
| New Tenant satisfaction that we take their views into account | N/A | 59% | N/A | 63% |

* Direction of travel compares current YTD with 2014/15 figure.

** The target is for Decent Homes at 31 March 2016

Employer of Choice

March 2016

Board Papers

| Indicator | Year end | 2013-2014 | 2014-2015 | outturn | Target | Direction of Travel * | YTD vs Target |
|---|----------|-----------|-----------|---------|--------|-----------------------|---------------|
| | | | | | | | |
| LH 38 Number of working days lost due to sickness (YTD) annual equivalent | | 6.3 | 6.7 | 7.6 | 6.0 | ▼ | ▼ |
| LH 114 Voluntary staff turnover as a percentage of total workforce. | | 8.3% | 7.2% | 6.4% | 6.5% | ▼ | ▼ |

Annual Indicators

| | | | | |
|---|-----|-----|-----|-----|
| LH 105 Percentage of staff who agree that Lewisham Homes is a good place to work. | N/A | 69% | 91% | 85% |
|---|-----|-----|-----|-----|

* Direction of travel compares current YTD with 2014/15 figure.