	Target	L4-15 —	of rent collected 2014-15	tage of rent	Percentage	Hected 2015-16	Percentage of rent collected 2015-16	
Mar	Feb	ec Jan	Nov Dec	Oct	Sep	Jul Aug	Apr May Jun	
								97.0%
								97.5%
								98.5%
		; 						99.0%
		igwedge						99.5%
		 	 	 				100.0%
 	 	 	 	ion 	Collect	YTD_Rent Collection	Π	100.5%
•	102.0%	102%	100.6%	100.4%	99.5%	e charge collected	against total available excluding arrears	116a agair
TID V	Year end Target	YTD Target	Current YTD	2014- 2015	2013- 2014		Indicator	
I	I	ı	102	105	91	uivalent)	RTB sales completed (annual equivalent)	LH RTB
I	I	I	56	53	44	a result of rent	Number of tenants evicted as a rarrears (annual equivalent)	BV Numb
	>	4.0%	3.4%	3.8%	4.7%	percentage of the	Current tenant rent arrears as a annual debit	LH Curre
>	4	99.5%	99.6%	99.9%	98.7%	uding current	Percentage of rent collected excluding current tenant arrears	LH Perce 29 tenar
4	4	22	34	29	52	ks voids	Average days to re-let minor works voids	New Avera
•	•	40	46	43	71	es (includes all	Average days to relet all properties (includes all major works time)	
>	V	0.70%	0.61%	0.61%	0.78%	acant properties	Percentage of rent lost through vacant properties	LH Perce
YTD vs Target	Direction of Travel *	Target	Year end outturn	2014- 2015	2013- 2014		Indicator	
Board Papers)16	March 2016	3			re	Sustainable Future	

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

	Excellent Services			3	March 2016	16	Board Papers
	Indicator	2013- 2014	2014- 2015	Year end outturn	Target	Direction of Travel *	YTD vs Target
308 LH	Satisfaction with Internal Caretaking and Cleaning		64%	70%	75%		4
LH 32	Tenant satisfaction with the last repair	93%	87%	93%	95%	>	•
New	New Average monthly number of new complaints	40	62	49	35		4
34 4	% of complaints responded to within timescales	83.0%	90.6%	88%	90%	4	•
H 4	Percentage of homes with a current annual gas safefy check	100.00%	100.00% 100.00%	100.00%	100%	V	
LH 307	Number of properties for which a fire risk assessment is overdue	0	0	И	0	•	•
Annu	Annual Indicators						
BV 74	Tenant satisfaction with the overall service provided by their landlord	N/A	71%	N/A	80%		
LH 113	Leaseholder satisfaction with the performance of the service	N/A	35%	N/A	50%		
100	Customer Se	Service Performan	Ce	each month			
90	90.0%						
80	80.0%						
70	70.0%						-
60	60.0%						
50	50.0%						
40	40.0% Apr May Jun Jul Aug	Sep	Oct	Nov Dec	c Jan	Feb	Mar
	of All complaints responded to within timescales	o within timeso	cales		Target	et	

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

Thriving Neighbourhoods			3	March 2016)16	Board Papers
Indicator	2013- 2014	2014- 2015	Year end outturn	Target	Direction Target of Travel *	YTD vs Target
LH Tenant satisfaction with internal Decent Homes 301 work	94.6%	93.3%	91%	96%	•	•
LH Percentage of tenanted homes that meet the 312 Decent Homes standard	62.9%	80.0%	90.0%	90%	ı	I
New Number of new properties developed by Lewisham Homes cummulatively	0	6	9	9	I	I
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.	gure.					
** The target is for Decent Homes at 31 March 2016						

Employer of Choice			7	March 2016		Board Papers
	2013-	2014-	Year end		Direction	YTD vs
Indicator	2014	2015	outturn	Target	Target of Travel *	Target
LH Number of working days lost due to sickness (YTD) 38 annual equivalent	6.3	6.7	7.6	6.0	•	•
LH Voluntary staff turnover as a percentage of total 114 workforce.	8.3%	7.2%	6.4%	6.5%		
Annual Indicators						
LH Percentage of staff who agree that Lewisham 105 Homes is a good place to work.	N/A	69%	91%	85%		
* Direction of travel compares current YTD with 2014/15 figure.	igure.					