

Key Performance Indicators 2017/20

Indicators with focus on improvement	2014/ 15	2015/ 16	2016/ 17	Target 16/17	Target 17/18	Target 18/19	Target 19/20
Excellent Services							
Tenant satisfaction with the overall service provided by their landlord	71%		77%	75%		80%	
Leaseholder satisfaction with the overall service provided by their landlord	35%		56%	50%		60%	
Tenant satisfaction with the last repair	87%	93%	94%	95%	95%	96%	96%
Percentage of homes with a current annual gas safety check	100%	100%	100%	100%	100%	100%	100%
Number of properties for which a fire risk assessment is overdue	0	5	1	0	0	0	0
Satisfaction with internal caretaking and cleaning	64%	67%	78%	75%	80%	82%	84%
Satisfaction with grounds maintenance	67%	65%	77%	70%	80%	82%	84%
Average monthly number of new complaints per month	62	46	35%	35	35	35	35

Thriving neighbourhoods							
Tenant satisfaction with the quality of their home	70%		72%	80%		75%	
Cumulative new properties on site or developed by Lewisham Homes	6	9	10	9	320	380	530
Tenant satisfaction that we take their views into account	59%		68%	63%		70%	
Percentage of tenanted homes that meet the Decent Homes standard	80%	90%	94%	95%	100%	100%	100%

Sustainable future							
Average days to re-let all properties (includes all major works time)	43	41	29	38	35	30	30
Average days to re-let minor works voids	29	30	20	18	20	18	18
Current tenant rent arrears as a percentage of the annual debit	3.8%	3.4%	3.3%	4.0%	3.5%	3.4%	3.3%
Percentage of rent lost through vacant properties	0.61%	0.61%	0.45%	0.65%	0.65%	0.65%	0.65%
Percentage of rent collected excluding current tenant arrears	99.9%	99.6%	99.5%	99.5%	99.5%	99.5%	99.5%
Number of tenants evicted as a result of rent arrears	53	56	31	N/A	N/A	N/A	N/A
Percentage of leaseholder service charge collected	100.4%	100.6%	106.5%	102%	102%	102%	102%
Right to buy sales (annual equivalent)	107	104	97				

Employer of choice							
Percentage of staff who agree that Lewisham Homes is a good place to work	69%	91%	N/A		90%		90%
Number of working days lost due to sickness (YTD) annual equivalent	6.7	7.5	7.4	6	6	6	6
Total staff turnover as a percentage of total workforce	10.9%	10.7%	13.1		12%	12%	12%