

Performance Indicators	2013 - 2014	2014- 2015	2015- 2016	Direction	2016- 2017	Target 16- 17	Target 17-18	Target 18-19	Target 19-20
<i>Excellent Services</i>									
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	93%	87%	93%	↑	94%	95%	95%	96%	96%
Percentage of homes with a current annual gas safety check	100%	100.0%	100%	→	100%	100%	100%	100%	100%
Number of properties for which a fire risk assessment is overdue	0	0	5	↑	1	0	0	0	0
Satisfaction with Internal Caretaking and Cleaning	68%	64%	67%	↑	78%	75%	80%	82%	84%
Satisfaction with grounds maintenance	69%	67%	65%	↑	77%	70%	80%	82%	84%
Average monthly number of new complaints per month	40	62	46	↑	35	35	35	35	35
<i>Thriving Neighbourhoods</i>									
Tenant satisfaction with the quality of their home		70.0%		↑	72%	80%		75%	
Cumulative new properties on site or developed by Lewisham Homes	0	6	9	↑	10	9	330	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	55.7%	80%	90%	↑	94%	95%	100%	100%	100%
<i>Sustainable Future</i>									
Average days to relet all properties (includes all major works time)	71	43	41	↑	29	38	35	30	30
Average days to re-let minor works voids	52	29	30	↑	20	18	20	18	18
Current tenant rent arrears as a percentage of the annual debit	4.70%	3.8%	3.4%	↑	3.3%	4.0%	3.5%	3.4%	3.3%
Percentage of rent lost through vacant properties	0.78%	0.61%	0.61%	↑	0.45%	0.65%	0.65%	0.65%	0.65%
Percentage of rent collected excluding current tenant arrears	98.7%	99.9%	99.6%	↓	99.5%	99.5%	99.5%	99.5%	99.5%
Number of tenants evicted as a result of rent arrears	44	53	56	↑	31	N/A	N/A	N/A	N/A
Percentage of leaseholder service charge collected	101.5%	100.4%	100.6%	↑	106.5%	102%	102%	102%	102%
Right to buy sales (annual equivalent)	90	107	104	↑	97				
<i>Employer of Choice</i>									
Percentage of staff who agree that Lewisham Homes is a good place to work		69%	91%	N/A	N/A		90%		90.0%
Number of working days lost due to sickness (YTD) annual equivalent	6.3	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%
<i>Private Sector Leasing (PSL)</i>									
Current tenant rent arrears as a percentage of the annual debit					4.1%		To be agreed with the Council at a later date		
Percentage of rent lost through vacant properties					4.8%				
Percentage of rent collected excluding current tenant arrears					97.97%				
		Bench mark	Top Quartile	2nd Quartile	3rd Quartile	Bottom Quartile			

\* The benchmark for these figures are adjusted by a formula as they are on a different scale