

Key Performance Indicators 2018/21

Indicators with focus on improvement	2015/ 16	2016/ 17	2017/ 18	Target 17/18	Target 18/19	Target 19/20	Target 20/21
Excellent Services							
Tenant satisfaction with the overall service provided by their landlord		77%	N/A		80%		80%
Leaseholder satisfaction with the overall service provided by their landlord		56%	N/A		60%		60%
Tenant satisfaction with the last repair	93%	94%	91%	95%	95%	96%	97%
Satisfaction with internal caretaking and cleaning	67%	78%	77%	80%	81%	82%	83%
Satisfaction with grounds maintenance	65%	77%	77%	80%	82%	84%	85%
Average monthly number of new complaints per month	46	35%	39	35	35	35	35

Thriving neighbourhoods							
Tenant satisfaction with the quality of their home		72%	N/A		75%		
Cumulative new properties on site or developed by Lewisham Homes	9	10	31	330	283	333	530
Cumulative acquired properties	50	75	109	111	147	182	217
Tenant satisfaction that we take their views into account		68%	N/A		70%		75%

Sustainable future							
Average days to re-let all properties (includes all major works time)	41	29	28	35	30	28	26
Average days to re-let minor works voids	30	20	18	20	18	17	16
Current tenant rent arrears as a percentage of the annual debit	3.4%	3.3%	3.5%	3.5%	3.7%	3.9%	3.9%
Percentage of rent lost through vacant properties	0.61%	0.45%	0.36%	0.65%	0.50%	0.45%	0.40%
Percentage of rent collected excluding current tenant arrears	99.6%	99.5%	99.19%	99.5%	99.2%	99%	99%
Number of tenants evicted as a result of rent arrears (annual equivalent)	56	31	26	N/A	N/A	N/A	N/A
Percentage of leaseholder service charge collected (projected)	100.6%	106.5%	103.9%	102%	102%	102%	102%
Right to buy sales (annual equivalent)	104	97	57				

Employer of choice							
Percentage of staff who agree that Lewisham Homes is a good place to work	91%	N/A	89%	90%		90%	
Number of working days lost due to sickness (YTD) annual equivalent	7.5	7.4	8.1	6	6	6	6
Total staff turnover as a percentage of total workforce	10.7%	13.1%	11.5%	12%	12%	12%	12%