

Performance Indicators	2013 - 2014	2014- 2015	2015- 2016	2016- 2017	Direction	2017- 2018	Target 17-18	Target 18-19	Target 19-20	Target 20-21
<i>Excellent Services</i>										
Tenant satisfaction with the overall service provided by their landlord		71%		77%	↑	N/A		80%		80%
Leaseholder satisfaction with the overall service provided by their landlord		35%		56%	↑	N/A		60%		60%
Tenant satisfaction with the last repair	93%	87%	93%	94%	↓	91%	95%	95%	96%	97%
Satisfaction with Internal Caretaking and Cleaning	68%	64%	67%	78%	→	77%	80%	81%	82%	83%
Satisfaction with grounds maintenance	69%	67%	65%	77%	→	77%	80%	82%	84%	85%
Average monthly number of new complaints per month	40	62	46	35	↓	39	35	35	35	35
<i>Thriving Neighbourhoods</i>										
Tenant satisfaction with the quality of their home		70.0%		72%	↑	N/A		75%		
Cumulative new properties on site or developed by Lewisham Homes	0	6	9	10	↑	31	330	380	530	530
Cumulative acquired properties			50	75	↑	109	111	147	182	217
Tenant satisfaction that we take their views into account		59%		68%	↑	N/A		70%		75%
<i>Sustainable Future</i>										
Average days to relet all properties (includes all major works time)	71	43	41	29	↑	28	35	30	28	26
Average days to re-let minor works voids	52	29	30	20	↑	18	20	18	17	16
Current tenant rent arrears as a percentage of the annual debit	4.70%	3.8%	3.4%	3.3%	↓	3.5%	3.5%	3.7%	3.9%	3.9%
Percentage of rent lost through vacant properties	0.78%	0.61%	0.61%	0.45%	↑	0.36%	0.65%	0.50%	0.45%	0.40%
Percentage of rent collected excluding current tenant arrears	98.7%	99.9%	99.6%	99.5%	↓	99.1%	99.5%	99.2%	99.0%	99.0%
Number of tenants evicted as a result of rent arrears	44	53	56	31	↑	26	N/A	N/A	N/A	N/A
Percentage of leaseholder service charge collected	101.5%	100.4%	100.6%	106.5%	↓	103.9%	102%	102%	102%	102%
Right to buy sales (annual equivalent)	90	107	104	97	↑	57				
<i>Employer of Choice</i>										
Percentage of staff who agree that Lewisham Homes is a good place to work		69%	91%	N/A	→	89%	90%		90.0%	
Number of working days lost due to sickness (YTD) annual equivalent	6.3	6.7	7.5	7.4	↓	8.1	6	6	6	6
Total staff turnover as a percentage of total workforce.		10.9%	10.7%	13.1%	↑	11.5%	12%	12%	12%	12%
<i>Health and Safety (For Board reports not for BP)</i>										
Number of properties for which a fire risk assessment is overdue	0	0	5	1	→	1	0	0	0	0
Percentage of homes with a current annual gas safety check	100.0%	100.0%	100.0%	100.0%	↓	99.48%	100%	100%	100%	100%