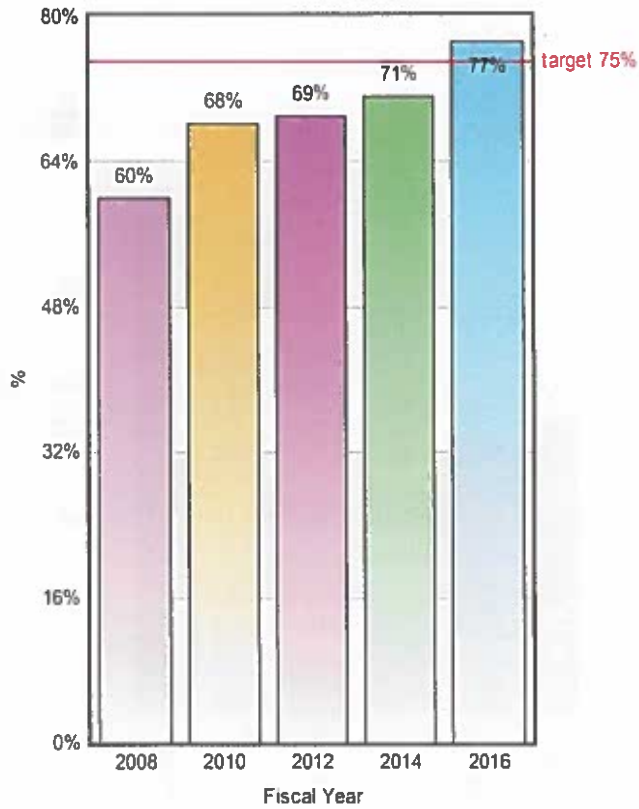
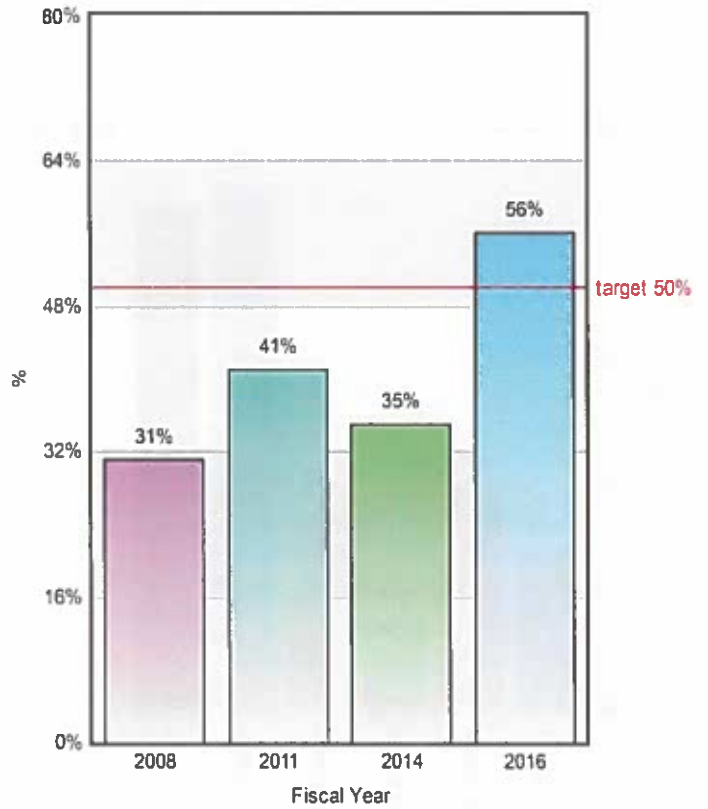


Tenant satisfaction with the overall service

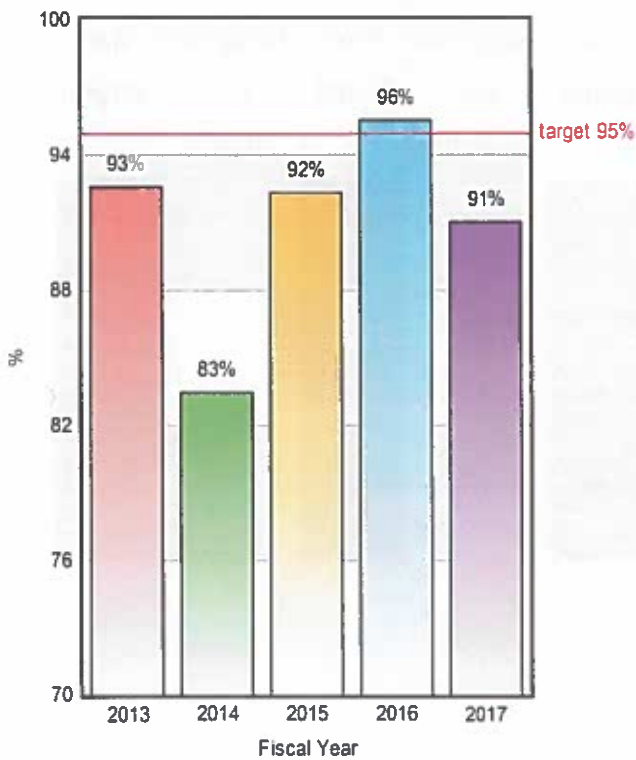


Leaseholder satisfaction with the overall service

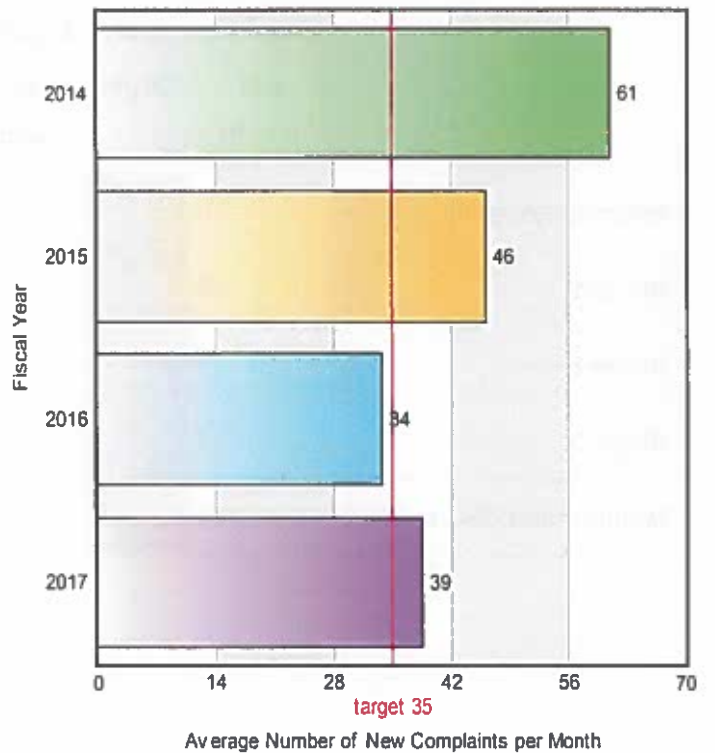


\*New methodology from 2016/17 (Star Survey)

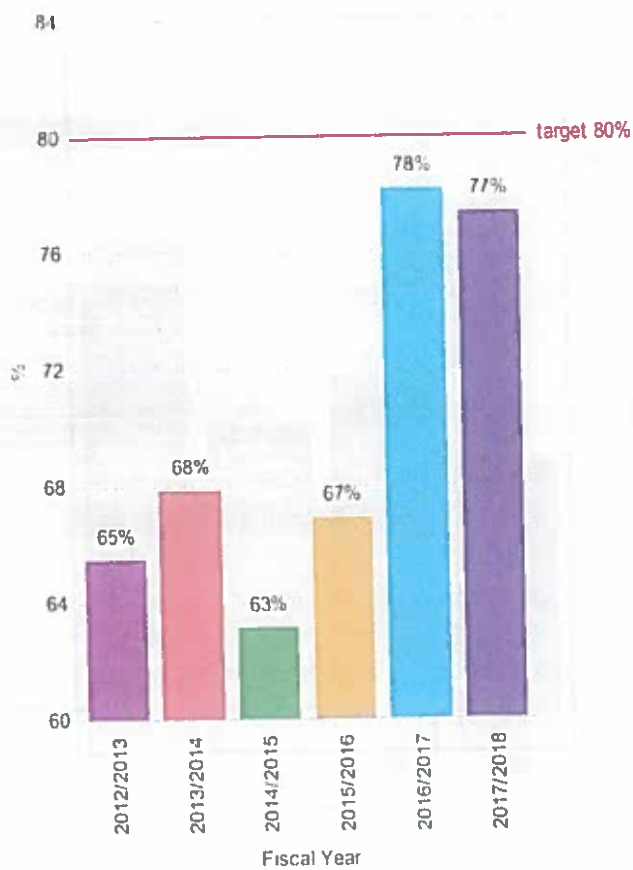
Tenant satisfaction with the last repair



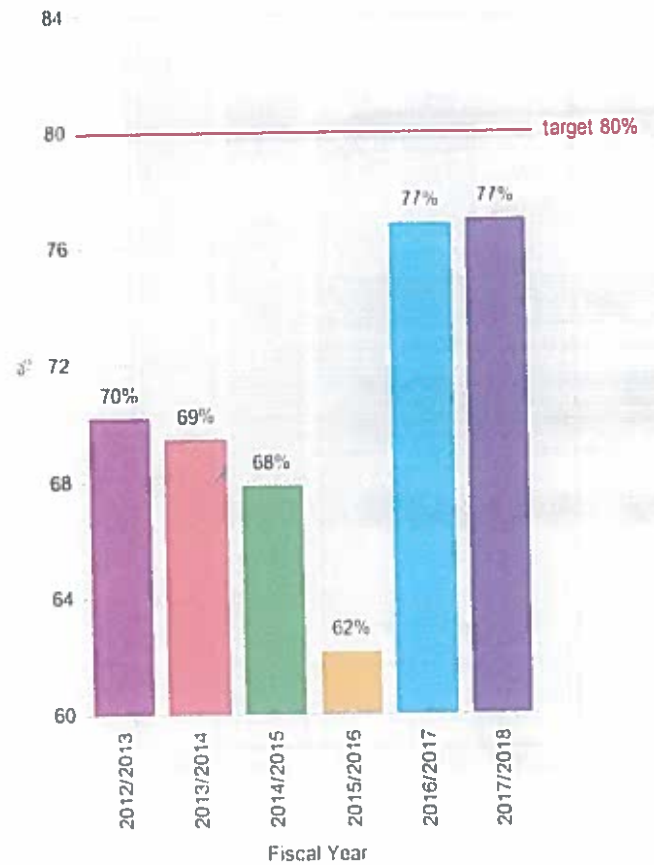
Average monthly number of new complaints



Satisfaction with Internal Caretaking and Cleaning

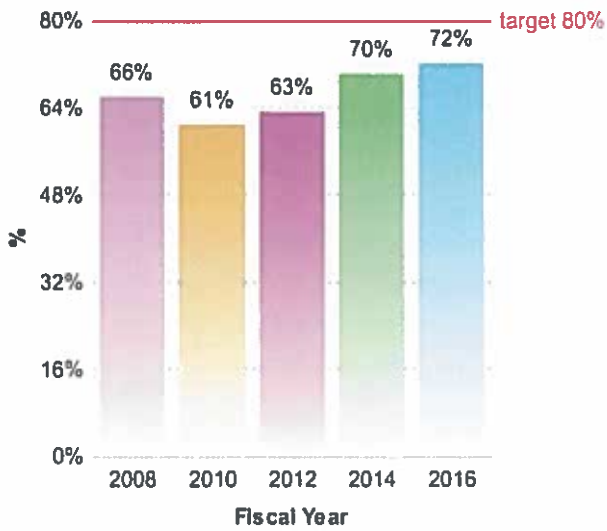


Satisfaction with grounds maintenance

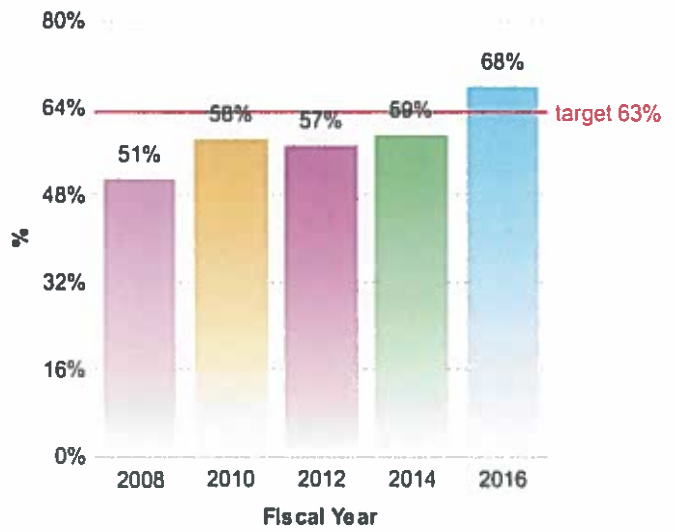


	2014/2015		2015/2016		2016/2017		2017/2018	
	Enquiries per month	% on target	Enquiries per month	% on target	Enquiries per month	% on target	Enquiries per month	% on target
Informal (stage 0)	49	59%	45	70%	43	61%	35	37%
Stage 1	48	91%	37	88%	26	93%	26	91%
Stage 2	9	85%	9	82%	6	77%	6	85%
Stage 3	2	95%	2	100%	1	93%	2	83%
Member and CEO enquiry	44	84%	30	60%	33	83%	37	89%

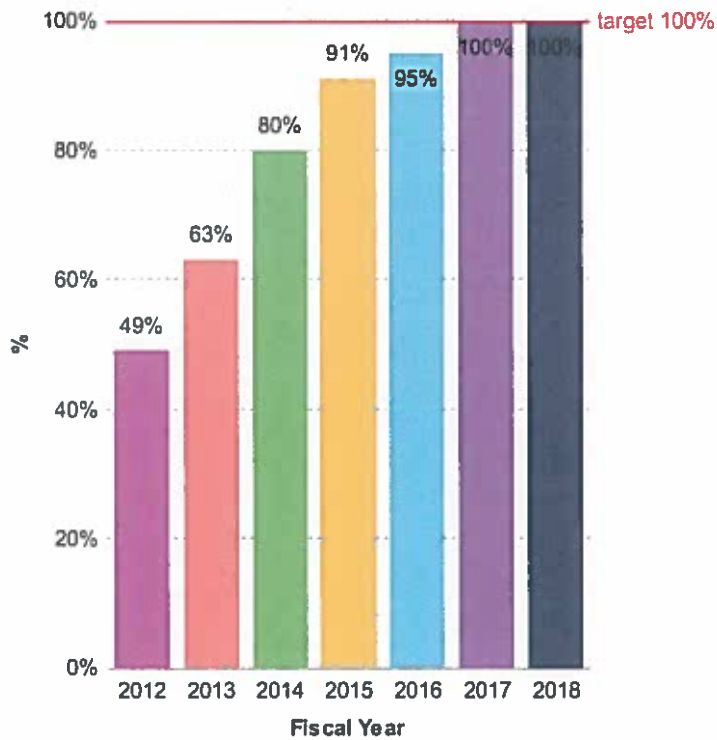
Tenant satisfaction with the quality of their home



Tenant satisfaction that we take their views into account



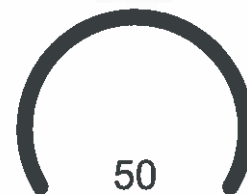
Percentage of tenanted homes that meet the Decent Homes Standard



Cumulative properties built to date



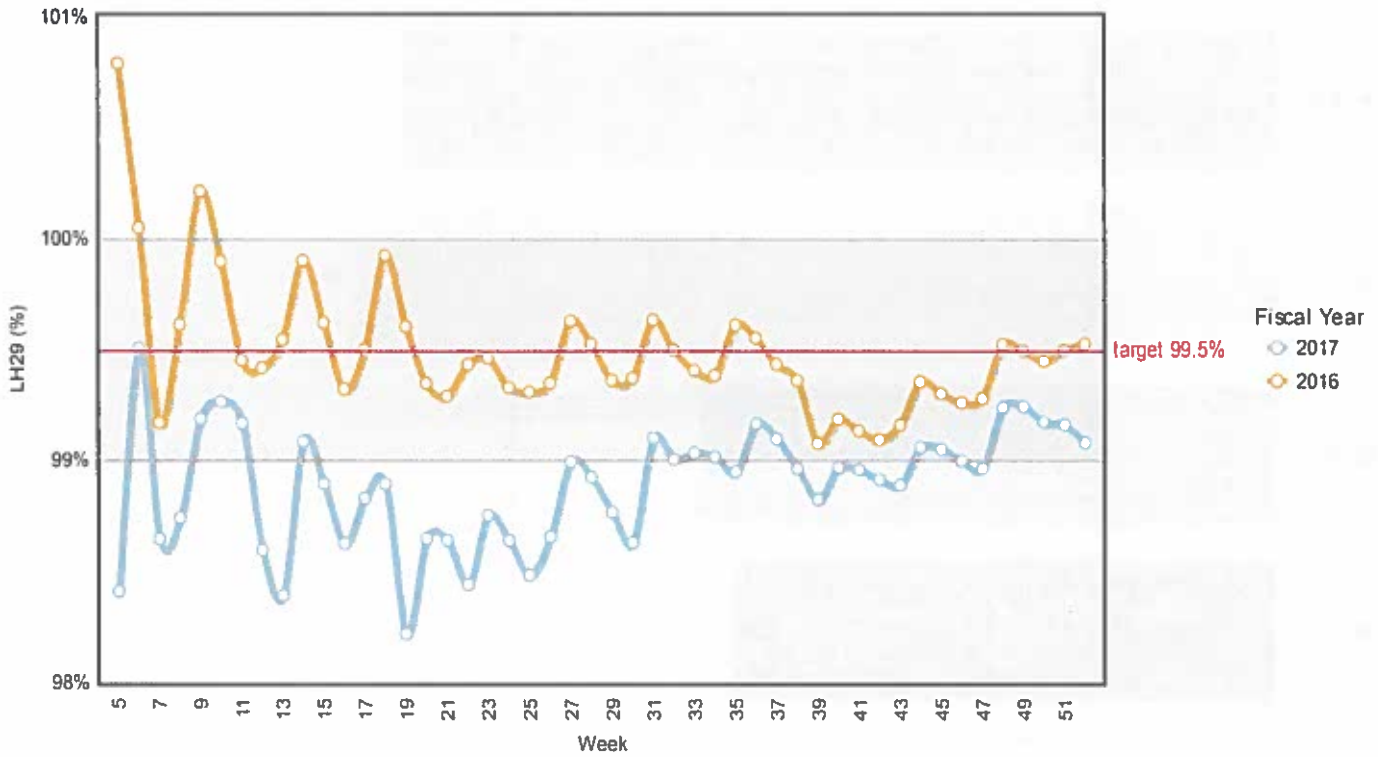
Current number of properties on site



Properties with planning permission

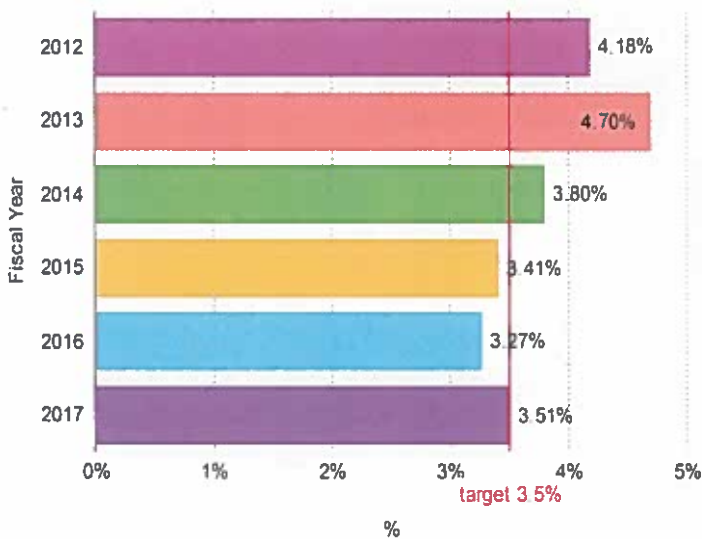


## Income collected as a % of debit raised in the year (LH29)

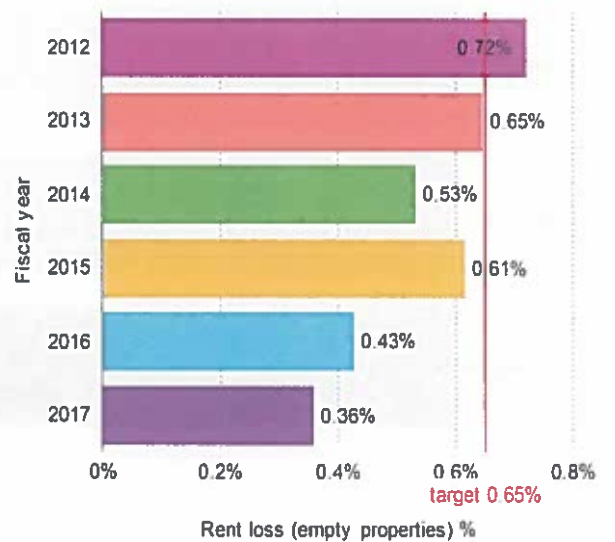


year number	week	lh29 ytd
2016	52	99.53%
2017	52	99.08%

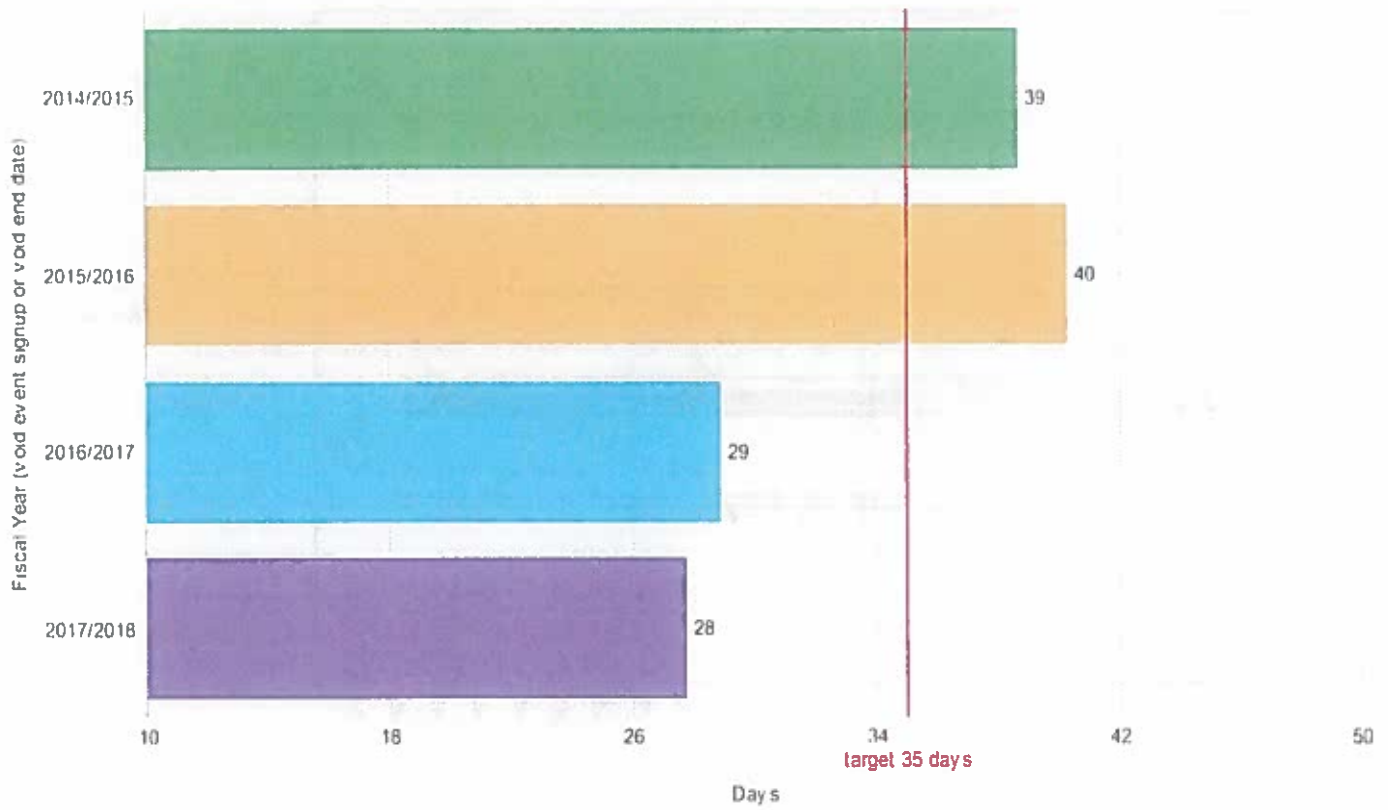
## Current tenant arrears as a percentage of the annual rent due



## Percentage of rent loss due to empty properties

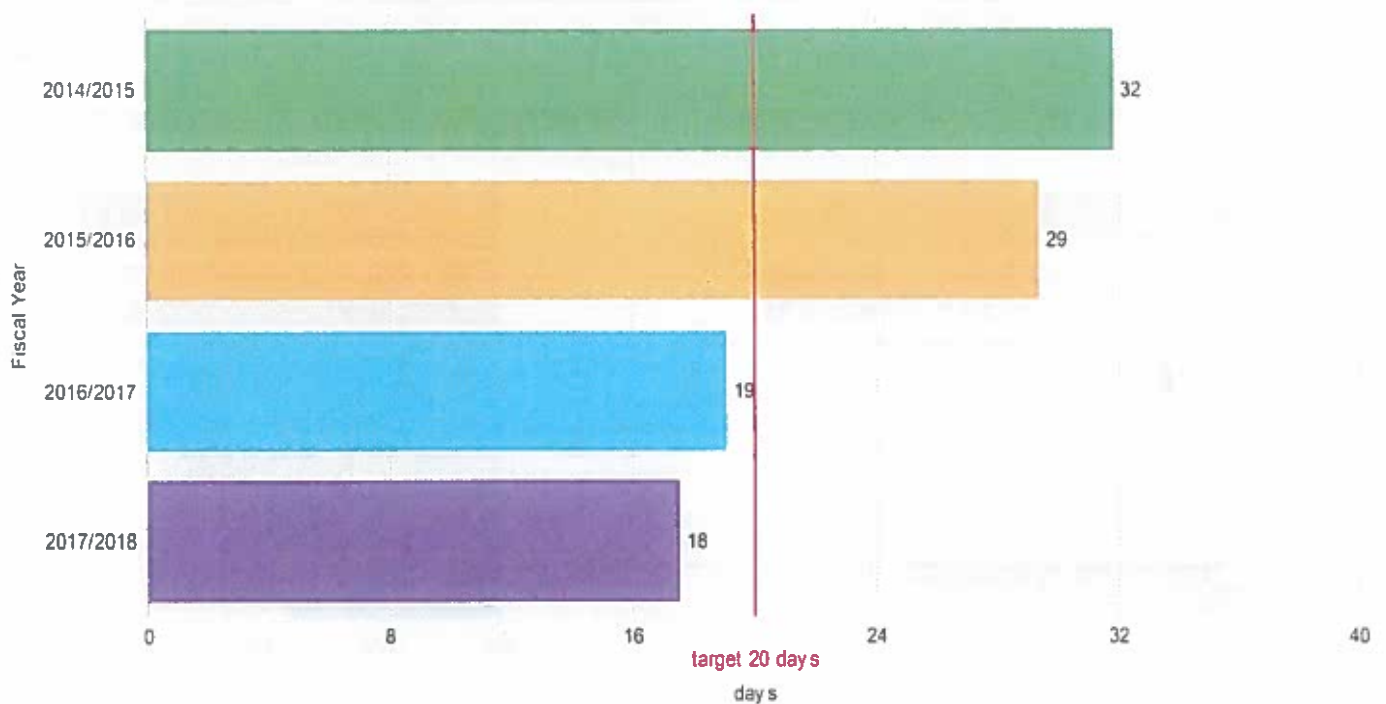


## BV13: Average days to relet all properties (includes major works time)



\*New methodology from 2016/17

## Average days to re-let minor works voids



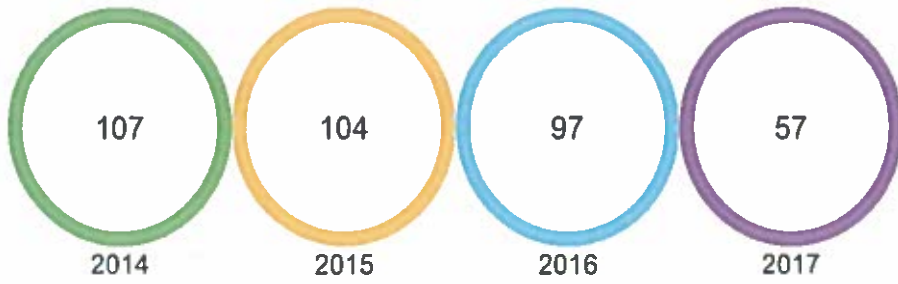


# Sustainable Future

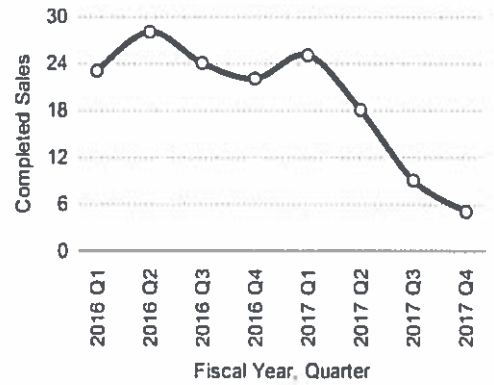
March 2018

## Right to Buy sales completed

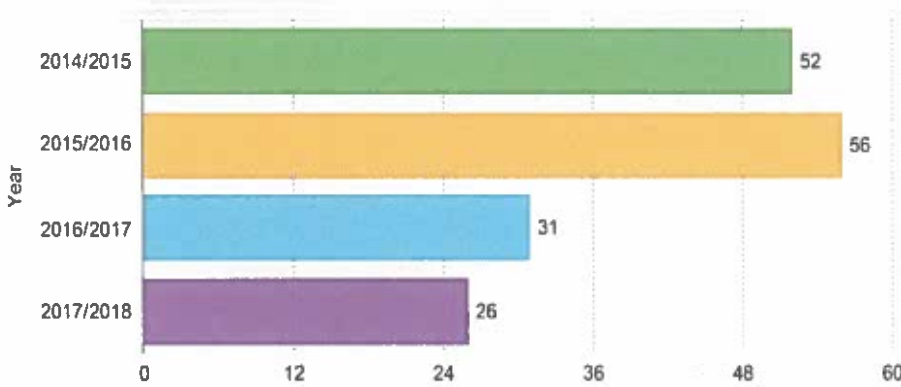
(Fiscal Year)



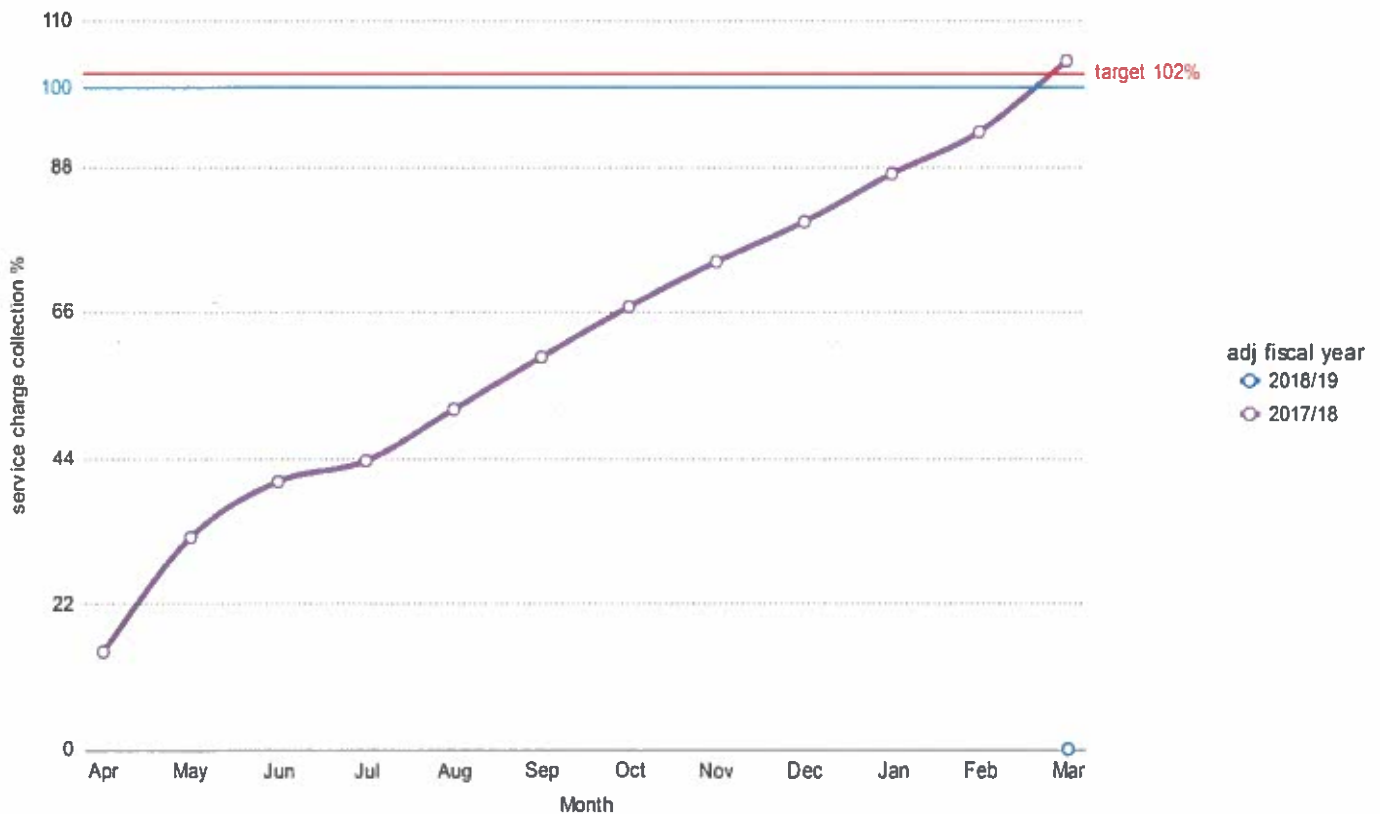
## Completed Sales by Quarter



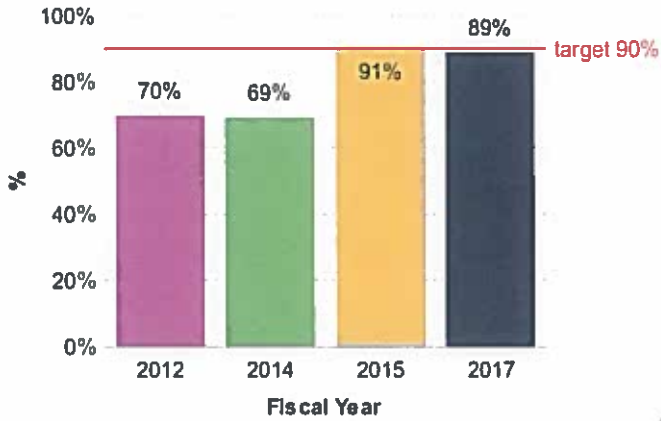
## Number of tenants evicted as a result of rent arrears



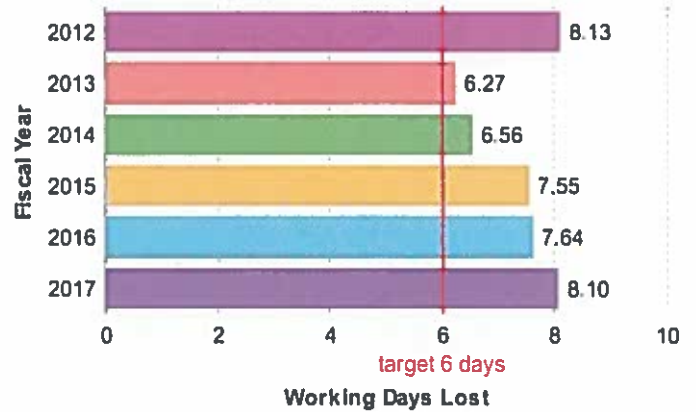
## Lewisham Homes & TMOs Service Charge Collection %



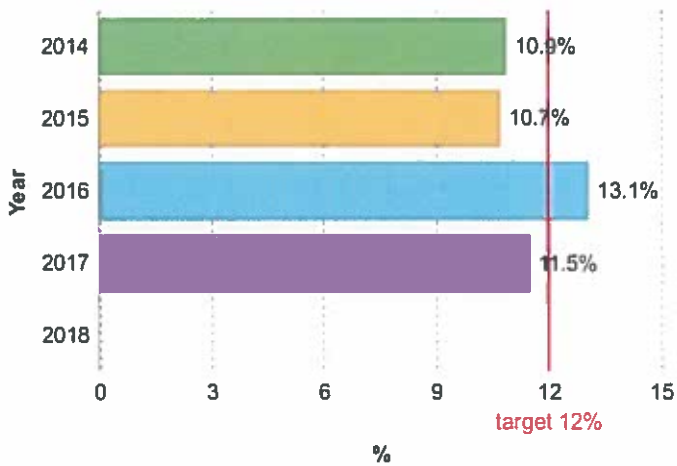
**Percentage of staff who agree that Lewisham Homes is a good place to work**



**Number of working days lost due to sickness (YTD annual equivalent)**



**LH114: Staff turnover as a percentage of total workforce (YTD annual equivalent) - total**



**Proportion of staff on permanent, fixed-term and agency bases**

