

Performance indicator	Target	Performance this month	Status this month	Trend	Detail
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Collecting income

Collecting your rent	98.50%	99.4%	Green	↑	Rent collection is important to ensure that we can deliver the services you expect. We work proactively with tenants in financial difficulties to help them to maintain their tenancies and offer dedicated support to those who are affected by welfare reform changes.
Collecting leaseholder service charges	100.5%	97.9%	Red	↑	In Autumn 2013 we increased our collection intervention activities and we expect to recover from the shortfall in the final part of the year and achieve our collection target by March 2014.

Repairs and empty properties

Completing repairs on time	97.0%	95.8%	Amber	↓	We are working closely with our contractors to improve the service as we know this is a priority for you.
Tenant satisfaction with repairs	90.0%	86.2%	Amber	↓	To ensure we are providing an excellent repairs service, it is important to measure the performance of our contractors to ensure they are meeting residents' expectations. If necessary, a "Fixer" that has been assigned by the area contractor will follow up to complete unfinished repairs. New appointments will be made within 24 working hours and wherever possible works will be completed within seven working days.
Average time taken to relet empty homes (days)	28.0	12.3	Green	↓	This is important to ensure their properties are available for those in need on the waiting list. Reducing the turnaround time also saves money.

Customer care

% Calls answered on time (20 seconds)	80.0%	77.5%	Amber	↑	We aim to provide a responsive telephone service by ensuring 80 per cent of all calls to the Lambeth Living Call Centre are answered within 20 seconds.
Percentage of members' enquiries answered on time (10 working days)	90.0%	95.0%	Green	↑	Answering complaints and members' enquiries on time has been an area of strength, and we aim to answer over 90 per cent on time.
Percentage of stage one complaints escalated to stage two	15.0%	15.9%	Amber	↓	As part of our approach to Residents' First and 'getting it right first time', we aim to provide a quality response to all complaints and members' enquiries, which answers all aspects of the enquiry. We measure complaint escalation rates to assess if we are successful.

Risk rating scoring system

Red	The performance is below the target
Amber	The performance is within close to meeting the target
Green	The target has been met or exceeded

Trend

Compares performance from the last month in a quarter, to the previous month.