

Performance for end of year 2017/18

KPI Description	Lambeth Results	2017/18 Target	TMO Result	TMO Target Met?	Outperformed Lambeth?
% Rent Collected in year	99.50%	99.00%	100.60%	Yes	Yes
% Rents and arrears collected	95.30%	96%	97.70%	Yes	Yes
% Service charges collected	116.70%	100.50%	135.5%*	Yes	Yes
Average relet Void time	23.3	25 days	4.2	Yes	Yes
% Gas services completed on time	99.50%	100%	100.00%	Yes	Yes
% Repairs completed on time	90.80%	97%	100.00%	Yes	Yes
% committee meeting completed	N/A	95%	100.00%	Yes	Yes
% tenancy checks completed	N/A	10% at year end	38%	Yes	Yes

*Performance at end of Sept 17 only
due to ICT issues