

	BGRMO Mar 13	URH Mar13	Lambeth Living TMOs Mar 13	Lambeth Living Mar 13	Target	Indicator
<u>Income Collection</u>						
Overall Rent Collection BV66a	98.1%	94.3%	94.6%	95.7%	95.0%	Green
In year Rent Collection	99.1%	100.8%	100.6%	100.3%	101.0%	Please see BV66a
Service Charge Collection	116.0%	110.0%	108.0%	106.7%	105.0%	Green
<u>Repairs</u>						
Repairs completed on time	99.3%	89.7%	93.4%	89.0%	97.0%	Green
% Gas services completed	100.0%	100.0%	99.8%	99.9%	100.0%	Green
<u>Empty Homes</u>						
Short Cycle Void Turnaround time	18.7	22.9	43.0	34.3	28.0	Green
BV212 Void Turnaround time	9.6	14.2	31.8	16.6	28.0	Green
<u>Customer Care</u>						
% stage 1 complaints on time	100.0%	90.2%	66.7%	97.9%	90.0%	Green
% Member Enquiries on time	100.0%	78.9%	0.0%	95.8%	90.0%	Green