

Performance for end of December 2017

| KPI Description | Lambeth Results | 2017/18 Target | TMO Result | TMO Target Met? | Outperformed Lambeth? |
|----------------------------------|-----------------|-----------------|------------|-----------------|-----------------------|
| % Rent Collected in year | 99.70% | 99.00% | 101.20% | Yes | Yes |
| % Rents and arrears collected | 95.50% | 96% | 98.37% | Yes | Yes |
| % Service charges collected | 116.70% | 100.50% | 135.50% | Yes | Yes |
| Average relet Void time | 22.4 | 25 days | 3.5 | Yes | Yes |
| % Gas services completed on time | 99.20% | 100% | 100.00% | Yes | Yes |
| % Repairs completed on time | 94.10% | 97% | 100.00% | Yes | Yes |
| % committee meeting completed | N/A | 95% | 100.00% | Yes | Yes |
| % tenancy checks completed | N/A | 10% at year end | 37.3% (49) | Yes | Yes |