

## Performance for end of September 2018

KPI Description	Lambeth Results	2018/19 Target	TMO Result	TMO Target Met?	Outperformed Lambeth?
% Rent Collected in year	98.90%	99.00%	99.10%	Yes	Yes
% Rents and arrears collected	94.00%	96%	97.50%	Yes	Yes
% Service charges collected *	N/A	105.00%	N/A	N/A	Yes
Average relet Void time	23.4 days	25 days	0 Days	Yes	Yes
% Gas services completed on time	99.30%	100%	100.00%	Yes	Yes
% Repairs completed on time	88.90%	97%	100.00%	Yes	Yes

\* Since October 2017, the TMO Client Team have tried to get accurate data for TMOs on this indicator. LB Lambeth have commissioned Northgate to deliver a project which will enable the Council to produce reports on service charge collection. This project was extended to enable tailored performance reports specifically for the TMO Client Team. This will be delivered in two phases. The first phase was completed August 2018. The second phase will commence September 2018. Test reports will be ready in October 2018. Given the pace of the project, out-turns on this indicator is likely to be available November 2018.