

Performance Digest - End of Year 2016-17 (March 2017)

1. Rent Collected In Year

TMO	Target	Direction of Travel	Rank		Mar-16	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-17
			Position	Out of													
Angell Town	99.0%	↑	6	8	98.9%	97.1%	101.4%	100.5%	99.9%	100.0%	98.9%	99.5%	99.3%	99.2%	99.4%	99.2%	99.5%
Blenheim Gardens		→	3	8	100.2%	100.4%	100.2%	100.7%	100.3%	100.6%	99.7%	100.7%	99.8%	99.6%	99.9%	100.0%	100.0%
CETRA		↓	3	8	100.0%	99.9%	100.5%	100.6%	100.7%	99.9%	101.1%	101.2%	100.8%	100.1%	100.0%	100.3%	100.0%
Cottington Close		↓	2	8	100.1%	99.2%	103.2%	101.6%	100.9%	100.5%	99.8%	100.7%	100.6%	100.0%	100.4%	101.0%	100.9%
Cowley		↓	4	8	100.3%	98.0%	101.7%	99.7%	100.7%	100.3%	99.9%	100.0%	100.1%	99.3%	100.1%	100.1%	99.8%
Holland Rise		↓	Not TMO	Not TMO	97.3%	104.0%	104.8%	106.0%	103.6%	103.9%	103.2%	102.6%	102.5%	101.7%	101.6%	101.4%	100.8%
Loughborough		↓	8	8	99.1%	102.2%	101.9%	100.0%	100.0%	100.2%	99.3%	100.0%	99.7%	98.8%	98.9%	98.9%	98.6%
Roupell Park		↓	5	8	99.6%	101.7%	101.5%	99.4%	100.0%	101.1%	99.9%	101.2%	100.5%	99.7%	100.0%	100.1%	99.6%
Waltham Estate		↓	1	8	100.0%	101.7%	100.7%	100.1%	99.4%	99.8%	99.4%	99.3%	99.8%	99.6%	99.7%	99.8%	99.3%
Wellington Mills Co-op		↓	7	8	101.7%	97.5%	107.6%	105.2%	106.50%	112.0%	110.5%	110.3%	109.5%	105.4%	103.3%	103.1%	102.9%
Lambeth Housing Management	99.0%	TMOs outperforming LHM		7	99.5%	100.3%	100.7%	100.2%	100.1%	100.2%	99.6%	100.5%	100.2%	99.7%	99.8%	99.8%	99.50%

2. BV66a (Percentage of rents and arrears collected)

TMO	Target	Direction of Travel	Rank		Mar-16	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-17
			Position	Out of													
Angell Town	95.8%	↑	6	9	95.0%	92.5%	96.3%	95.63%	95.07%	94.97%	94.10%	94.54%	94.50%	94.35%	94.29%	94.1%	94.51%
Blenheim Gardens		↑	2	9	98.5%	98.8%	98.7%	99.23%	98.67%	99.00%	98.26%	98.92%	98.29%	98.12%	98.25%	98.2%	98.3%
CETRA		↓	1	9	98.3%	98.7%	99.4%	99.34%	99.37%	98.65%	99.73%	99.67%	99.31%	98.85%	98.74%	98.8%	98.6%
Cottington Close		↓	5	9	94.8%	94.7%	98.1%	96.68%	95.93%	95.07%	94.89%	95.86%	95.27%	94.91%	94.95%	95.1%	95.08%
Cowley		↓	3	9	98.5%	96.5%	99.9%	98.03%	98.90%	98.61%	98.28%	98.25%	98.38%	97.96%	98.31%	98.3%	98.18%
Holland Rise		↓	Not TMO	Not TMO	94.9%	98.4%	98.7%	100.06%	97.99%	97.78%	97.14%	96.48%	96.54%	96.12%	95.56%	95.2%	94.87%
Loughborough		↓	8	9	92.4%	95.2%	94.7%	92.91%	92.78%	92.77%	92.05%	92.53%	92.25%	91.63%	91.72%	91.7%	91.54%
Roupell Park		↓	4	9	96.6%	98.6%	98.1%	96.34%	96.88%	97.63%	96.73%	97.62%	97.03%	96.45%	96.60%	96.62%	96.35%
Waltham Estate		↓	9	9	93.1%	95.6%	94.4%	94.02%	93.6%	93.73%	93.60%	93.32%	93.71%	93.61%	93.80%	93.7%	93.46%
Wellington Mills Co-op		↓	7	9	N/A	84.9%	93.2%	91.00%	91.68%	95.78%	94.78%	93.96%	93.38%	91.91%	91.12%	90.83	90.6%
Lambeth Housing Management	95.8%	TMOs outperforming LHM		4	95.95%	96.6%	96.8%	96.4%	96.3%	96.1%	95.7%	96.3%	96.2%	95.8%	95.8%	95.77%	95.66%

Performance notes - Rent Collection

Please note rent collection figures are skewed in the first few weeks of each financial year, since they only relate to a short period of time, and do not properly represent payments from monthly payers.

Angell Town	TMO	There is a slight increase in the percentage of rents and arrears collected compared to the previous month. There should be improvement in the next couple of months after the court cases have been resolved. The action plan is being implemented.
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	Client	Rent Collection has remained consistently just below target. The TMO has worked hard implementing the rent arrears Action Plan requested by the client team. The year end figure was 94.51% , 1.29% below the target of 95.8% set for 2016/17.
Blenheim Gardens	TMO	Blenheim Gardens RMO are meeting their targets on both of their rent collection indicators.
	Client	
CETRA	TMO	CETRA are meeting their targets on both of their rent collection indicators.
	Client	
Cottingham Close	TMO	Our closing figure of 95.08 is 0.28% higher than last year's final figure (which was in target, because of the lower K.P.I. of 94% in place at the time). We expect this positive trend to continue in 2017-18. This is because we will be working in accordance to our Action Plan which will see the TMO make more regular personal contact with tenants who are in arrears and not keeping up with their agreement.
	Client	Cottingham Close RMO's performance at year end fell by 0.02%, falling short of the target by 0.72%. The TMO Client Team received a copy of the TMO's Action Plan on 17 March 2017. The action plan is being implemented however the short two week timescale before the year end figures were collated has not allowed time to impact on performance.
Cowley	TMO	Cowley RMO are meeting their targets on both of their rent collection indicators
	Client	
Holland Rise	Not a TMO responsibility	
Loughborough	TMO	Due to a misunderstanding with our tenants, some have paid rent to Housing Management. This has affected our collection rate. Our apprentice who focusses on income collection is currently on maternity leave. As a result we now have recruited additional support within the income team. Service Improvement reviewed and we are actively working on all bands of arrears to help improve our rent collection. 2017-18 will see an improvement in our collection rate.
	Client	The TMO performance in this area has been closely monitored via an action plan since August 16. The disappointing progress in reducing the arrears was noted in January 17 and at the Client Teams request the action plan was revised and subsequently approved by LEMB Board on 14th March 2017. The year end performance figure is 3.6% over the agreed target of 95.8%. The issues highlighted by LEMB are noted however closer monitoring of this area will be a priority for the client team in 2017/18 when we expect to see an improvement in the TMOs performance
Roupell Park	TMO	Roupell Park RMO are meeting their targets on both of their rent collection indicators
	Client	
Waltham Estate	TMO	We continue to follow the terms of our Action Plan. In March we successfully obtained two suspended possession orders, an outright possession order, and an affidavit for an application for a warrant to evict on another case. We closely monitor the two new suspended possession order cases as we do with our other suspended possession orders. The level of arrears for the outright possession order is against a tenant owing more than £7,000 in arrears.
	Client	Waltham Estate RMO's BV66a performance at year end fell by 0.24% from the previous month, falling short of the target by 2.34%. The TMO Client Team met with the TMO on 12 April 2017 to discuss their performance that month. The TMO provided a spreadsheet to show the actions that they have taken that month. This includes two court dates, 1 notice of seeking possession, 8 letters and 5 telephone conversations. The TMO Client Team informed the TMO that whilst their in-year collection was good, their collection of the historical debt was unacceptable and needed to improve significantly in 2017-18.
Wellington Mills Co-op	TMO	Wellington Mills are implementing the action plan agreed with the Client Team. This means that we are closely monitoring our cases on a weekly basis, making contact to those in arrears and not keeping up to their payment plan by phone or in person. We are in the process of recruiting a permanent Estate Manager who will continue delivering in accordance to the Action Plan and help the TMO meet its target.
	Client	Wellington Mills Housing Co-op collection on its BV66a indicator fell by 0.23% ay year end, falling short of the target by 5.2%. The TMO Client Team received a revised Action Plan on 8 March 2017 and met with them on 20th April 2017. To discuss their performance and their compliance with their revised Action Plan.The TMO has faced challenges in staffing this year and acknowledged in the action the arrears are

3. Percentage of Service Charges Collected																	
TMO	Target	Direction of travel	Rank		Mar-16	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-17
			Position	Out of													
Angell Town	100.5%	↓	3	8	115.6%	NA	96.8%	96.2%	121.2%	119.6%	116.7%	116.4%	124.6%	118.4%	120.3%	113.1%	112.7%
Blenheim Gardens		↑	2	8	99.0%	NA	110.9%	114.6%	105.4%	102.3%	103.4%	100.8%	99.0%	98.1%	95.6%	98.3%	114.7%
CETRA		↓	3	8	97.8%	NA	68.0%	103.4%	111.3%	113.8%	113.5%	118.7%	116.3%	113.6%	116.2%	114.0%	112.7%
Cottington Close		↓	1	8	109.6%	NA	161.2%	207.7%	182.8%	172.4%	161.6%	151.5%	140.7%	133.8%	135.1%	128.0%	130.2%
Cowley		↑	6	8	106.4%	NA	46.6%	84.7%	97.3%	97.3%	96.3%	97.7%	100.2%	97.1%	98.9%	103.3%	105.8%
Holland Rise		↓	Not TMO	Not TMO	145.7%	NA	96.5%	98.4%	103.9%	116.3%	108.2%	104.8%	107.3%	104.1%	108.6%	105.5%	104.6%
Loughborough		↓	7	8	127.4%	NA	63.1%	99.0%	102.2%	107.8%	107.3%	105.8%	102.1%	101.1%	100.4%	98.1%	96.4%
RouPELL Park		↑	5	8	102.0%	NA	64.6%	84.1%	91.6%	97.3%	99.9%	104.6%	106.0%	104.3%	108.0%	104.8%	107.4%
Waltham Estate		↑	8	8	93.8%	NA	73.5%	86.6%	88.7%	85.2%	83.0%	84.6%	84.5%	84.5%	84.1%	87.1%	96.0%
Wellington Mills Co-op		↓	4	8	107.0%	NA	85.0%	99.7%	116.1%	116.5%	130.7%	127.1%	120.9%	116.3%	112.5%	112.1%	110.8%
Lambeth Housing Management	100.5%	TMOs outperforming LHM		2	106.4%	NA	89.2%	106.5%	109.2%	109.3%	112.6%	114.0%	116.2%	115.6%	114.4%	112.9%	113.20%
Angell Town	TMO																
	Client	Angell Town RMO met their target on the percentage of service charges collected.															
Blenheim Gardens	TMO	Blenheim Gardens RMO met their target on the percentage of service charges collected.															
	Client																
CETRA	TMO																
	Client	CETRA met their target on the percentage of service charges collected.															
Cottington Close	TMO																
	Client	Cottington Close RMO met their target on the percentage of service charges collected.															
Cowley	TMO	Cowley RMO met their target on the percentage of service charges collected.															
	Client																
Holland Rise	Not a TMO responsibility																
Loughborough	TMO	Our collection rate fell because we are waiting for the monies paid to Judge & Priestley to be credited to our leaseholder's accounts. Once they are paid, this will help improve our collection rate.															
	Client	Notwithstanding that the true year end figure is distorted by the delay in the crediting leaseholder payments correctly the TMO, the year end figure is 3.6% below agreed 100% target. From June 16 to January 17 LEMB were achieving a 100%+ collection rate , the downward trend for February and March is dissappointing . The client team will monitor this area closely in quarter one and will request an action plan if performance does not improve once the Judge & Prestley payments are cleared on the accountd															
RouPELL Park	TMO																
	Client	RouPELL Park RMO met their target on the percentage of service charges collected.															

Waltham Estate	TMO	We have one leaseholder who is refusing to pay their service charge subject to the successful resolution of their disrepair case against the Council. If their arrears was excluded from the calculation, our collection rate for March 2017 would stand at 104%. Whilst we note that our performance in 2016-17 was unacceptable, it is worth pointing out that the Council's delay to issue their estimates that year hindered our performance. Nonetheless now that the 2017/18 estimates were delivered to leaseholders in March 2017, by the end of April 2017, we would have write to all of our leaseholders encouraging them to pay over a 10 month period. This will help insure that throughout the year our collection rate sits above 100%.
	Client	March's End of Year outturn fell outside of the target by 4.5%, however, collection that month was a 8.9% improvement from the previous month. The TMO Client Team met with the TMO on 12 April 2017 to discuss their performance. They provided a spreadsheet to show the payments made by leaseholders to the TMO's solicitors in response to their legal letters that was paid into LB Lambeth's account in the week beginning 10 April 2017. The amounts paid that week equated to £1,570. This would have improved their collection to 98% but would still fall short of the target. At the meeting the TMO was informed that their 2016/17 performance was unacceptable and if the TMO Client Team isn't satisfied with the TMO's performance after the first three months of 2017/18 (June 2017), that the TMO Client Team will be left with no choice other than to enforce the management agreement. The TMO accepted that for the 2016/17 financial year their performance remained at consistantly at Red only moving to amber in March. This pattern can not be repeated in 2017/18
Wellington Mills Co-op	TMO	
	Client	Wellington Mills Housing Co-op met their target on the percentage of service charges collected.

4. Percentage of repairs completed within the target time

TMO	Target	Direction of travel	Rank		Mar-16	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-17
			Position	Out of													
Angell Town	97.0%	→	1	10	90.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Blenheim Gardens		→	1	10	97.7%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CETRA		→	1	10	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cottingham Close		→	1	10	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cowley		→	1	10	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Holland Rise		→	1	10	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Loughborough		→	1	10	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Roupell Park		→	1	10	85.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%
Waltham Estate		→	1	10	95.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Wellington Mills Co-op		→	1	10	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Lambeth Housing Management	90.0%	TMOs outperforming LHM	10	95.3%	97.7%	97.8%	97.4%	97.1%	98.5%	98.9%	97.7%	97.8%	99.3%	97.6%	98.4%	97.70%
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Performance notes - Repairs completed on time

General comments		
Angell Town	TMO	Angell Town RMO met their target on the percentage of repairs completed within the target time.
	Client	
Blenheim Gardens	TMO	Blenheim Gardens RMO met their target on the percentage of repairs completed within the target time.
	Client	
CETRA	TMO	CETRA met their target on the percentage of repairs completed within the target time.
	Client	
Cottingham Close	TMO	Cottingham Close RMO met their target on the percentage of repairs completed within the target time.
	Client	
Cowley	TMO	Cowley RMO met their target on the percentage of repairs completed within the target time.
	Client	
Holland Rise	TMO	Holland Rise & Whitebeam Close TMO met their target on the percentage of repairs completed within the target time.
	Client	
Loughborough	TMO	Loughborough EMB met their target on the percentage of repairs completed within the target time.
	Client	
Roupell Park	TMO	Roupell Park RMO met their target on the percentage of repairs completed within the target time.
	Client	
Waltham Estate	TMO	Waltham Estate RMO met their target on the percentage of repairs completed within the target time.
	Client	
Wellington Mills Co-op	TMO	Wellington Mills Housing Co-op met their target on the percentage of repairs completed within the target time.
	Client	

5. Percentage of Gas servicing completed within 12 months of the previous service

TMO	TARGET	Direction of travel	Rank		Mar-16	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-17
			Position	Out of													
Angell Town	100.0%	→	1	9	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Blenheim Gardens		→	1	9	100.0%	100.0%	100.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CETRA		→	1	9	100.0%	100.0%	100.0%	100.0%	99.4%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cottington Close		→	1	9	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cowley		→	1	9	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Holland Rise		→	1	9	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%
Loughborough		→	1	9	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
RouPELL Park		→	1	9	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Waltham Estate		→	1	9	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Heating & Hot Water provided through a communal heating system

Lambeth Housing Management	100.0%	TMOs outperforming LHM	10	100.0%	99.4%	99.7%	100.0%	100.0%	99.9%	89.8%	99.9%	99.9%	99.9%	95.7%	88.4%	99.90%
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Performance notes - Gas services

Angell Town	TMO	Angell Town RMO met their target on the percentage of the gas services completed within 12 months of the previous service.
	Client	
Blenheim Gardens	TMO	Blenheim Gardens RMO met their target on the percentage of the gas services completed within 12 months of the previous service.
	Client	
CETRA	TMO	CETRA met their target on the percentage of the gas services completed within 12 months of the previous service.
	Client	
Cottington Close	TMO	Cottington Close RMO met their target on the percentage of the gas services completed within 12 months of the previous service.
	Client	
Cowley	TMO	Cowley RMO met their target on the percentage of the gas services completed within 12 months of the previous service.
	Client	
Holland Rise	TMO	Holland Rise & Whitebeam Close TMO met their target on the percentage of the gas services completed within 12 months of the previous service.
	Client	
Loughborough	TMO	Loughborough EMB met their target on the percentage of the gas services completed within 12 months of the previous service.
	Client	
RouPELL Park	TMO	RouPELL Park RMO met their target on the percentage of the gas services completed within 12 months of the previous service.
	Client	
Waltham Estate	TMO	Waltham Estate RMO met their target on the percentage of the gas services completed within 12 months of the previous service.
	Client	
Wellington Mills Co-op	Heating & Hot Water provided through a communal heating system	

6. Short Cycle Void Turnaround Time																		
TMO	Target	Direction of travel	Rank		Mar-16	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-17	
			Position	Out of														
Angell Town	25 days	→	5	8	40.3	21.0	21.0	18.7	24.5	24.5	24.5	25.0	24.5	24.5	24.5	24.5	24.5	
Blenheim Gardens		↑	3	8	14.9	No Lets	No Lets	35.0	18.7	17.5	17.5	15.4	17.5	17.5	17.5	15.0	14	
CETRA		↓	2	8	7.0	No Lets	No Lets	No Lets	14.0	14.0	14.0	12.3	12.3	12.3	12.3	12.3	12.0	12.3
Cottington Close		↓	4	8	44.3	No Lets	No Lets	28.0	28.0	28.0	28.0	28.0	17.5	17.5	17.5	17.5	17.5	23.3
Cowley		→	8	8	22.8	No Lets	No Lets	42.0	42.0	35.0	35.0	35.0	35.0	35.0	35.0	35.0	35.0	35.0
Holland Rise		→	8	8	14.0	No Lets	35.0	35.0	35.0	35.0	35.0	35.0	35.0	35.0	35.0	35.0	35.0	35.0
Loughborough		↓	1	8	20.4	No Lets	14.0	14.0	9.3	9.3	9.3	9.3	9.3	9.3	9.3	9.3	7.0	9.6
RouPELL Park		↑	7	8	25.9	28.0	28.0	28.0	26.6	25.7	23.0	23.0	32.2	31.2	30.9	30.0	29.9	29.9
Waltham Estate		→	8	8	42.0	28.0	42.0	42.0	42.0	42.0	35.0	35.0	35.0	35.0	35.0	35.0	35.0	35.0
Wellington Mills Co-op		→	6	8	No Lets	No Lets	56.0	56.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0	28.0

Lambeth Housing Management	20 days	TMOs outperforming LHM	3	21.7	34.8	17.1	15.9	19.1	22.2	24.5	24.5	24.0	24.0	23.9	23.7	22.9
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Performance notes - Short Cycle Void turnaround time

Angell Town (8 lets)	TMO	
	Client	Angell Town RMO is meeting their target on the turnaround time of its short cycle voids.
Blenheim Gardens (11 lets)	TMO	
	Client	Blenheim Gardens RMO is meeting their target on the turnaround time of its short cycle voids.
CETRA (4 lets)	TMO	
	Client	CETRA is meeting their target on the turnaround time of its short cycle voids.
Cottington Close (4 let)	TMO	
	Client	Cottington Close RMO is meeting their target on the turnaround time of its short cycle voids.
Cowley (6 lets)	TMO	
	Client	There were no new lets this month and for that, Cowley RMO have had no opportunity to improve their performance on this year to date indicator.
Holland Rise (1 let)	TMO	
	Client	There were no new lets this month and for that, Holland Rise & Whitebeam Close TMO have had no opportunity to improve their performance on this year to date indicator.
Loughborough (5 lets)	TMO	
	Client	Loughborough EMB is meeting their target on the turnaround time of its short cycle voids.
RouPELL Park (14 lets)	TMO	In 2016-17 we had a large number of voids – 14 which is the highest of all TMOs that year. The main issue affecting our performance that year has been the number of non-verified nominations combined with 3 voids which were held pending appeal. Nonetheless, the TMO will continue completing the stage of the process that is within their control in the shortest period of time.
	Client	There was one new let that month which helped RouPELL Park RMO improve their performance on its turnaround around time by 0.1 day but fell outside of the target by 4.9 days.
Waltham Estate (3 lets)	TMO	
	Client	There were no new lets this month and for that, Waltham Estate RMO have had no opportunity to improve their performance on this year to date indicator.
Wellington Mills (2 lets)	TMO	
	Client	There were no new lets this month and for that, Wellington Mills Housing Co-op have had no opportunity to improve their performance on this year to date indicator.

7. Repairs satisfaction (Quarterly) - percentage of tenants satisfied with their completed repair(s)

TMO	TARGET	Rank		Apr to June 16(Qtr. 1)	Jul to Sept 16 (Qtr. 2)	Oct to Dec 16 (Qtr. 3)	Jan to Mar 17 (Qtr. 4)
		Position	Out of				

Angell Town	95.0%	1	9	100% (67 returns)	100% (64 returns)	100% (57 returns)	100% (33 returns)
Blenheim Gardens		1	9	100% (9 returns)	100% (17 returns)	100% (23 returns)	100% (10 returns)
CETRA		1	9	100.0%	100% (35 returns)	100% (17 returns)	100% (11 returns)
Cottington Close		1	9	100% (40 returns)	100% (73 returns)	100% (70 returns)	100% (61 returns)
Cowley		1	9	100.0%	100% (67 returns)	100% (54 returns)	100% (61 returns)
Holland Rise		1	9	100% (11 returns)	100% (17 returns)	100% (36 returns)	100% (21 returns)
Loughborough		1	9	100% (149 returns)	100% (193 returns)	100.0%	100.0%
Roupell Park		1	9	100.0%	100% (154 returns)	100% (24 returns)	100% (89 returns)
Waltham Estate		1	9	100.0%	100% (15 returns)	100.0%	100% (46 returns)
Wellington Mills Co-op		1	9	100.0%	100% (21 returns)	100% (15 returns)	100% (6 returns)
Lambeth Housing Management	Information not available						

Performance notes - Repairs satisfaction

Angell Town	TMO	Angell Town RMO met their target on the percentage of tenants satisfied with their completed repair(s).				
	Client					
Blenheim Gardens	TMO		Blenheim Gardens RMO met their target on the percentage of tenants satisfied with their completed repair(s).			
	Client					
CETRA	TMO			CETRA met their target on the percentage of tenants satisfied with their completed repair(s).		
	Client					
Cottington Close	TMO				Cottington Close RMO met their target on the percentage of tenants satisfied with their completed repair(s).	
	Client					
Cowley	TMO					Cowley RMO met their target on the percentage of tenants satisfied with their completed repair(s).
	Client					
Holland Rise	TMO	Holland Rise & Whitebeam Close TMO met their target on the percentage of tenants satisfied with their completed repair(s).				
	Client					
Loughborough	TMO		Loughborough EMB met their target on the percentage of tenants satisfied with their completed repair(s).			
	Client					
Roupell Park	TMO			Roupell Park RMO met their target on the percentage of tenants satisfied with their completed repair(s).		
	Client					
Waltham Estate	TMO				Waltham Estate RMO met their target on the percentage of tenants satisfied with their completed repair(s).	
	Client					
Wellington Mills Co-op	TMO					Wellington Mills Housing Co-op met their target on the percentage of tenants satisfied with their completed repair(s).
	Client					

8 Committee meetings (quarterly) - Percentage of Committee meetings that are quorate

TMO	TARGET	Rank		Apr to June 16 (Qtr. 1)	Jul to Sept 16 (Qtr. 2)	Oct to Dec 16 (Qtr. 3)	Jan to Mar 17 (Qtr. 4)
		Position	Out of				
Angell Town	95.0%	1	10	100% (3 meetings)	100% (2 meetings)	100% (2 meetings)	100% (3 meetings)
Blenheim Gardens		1	10	100% (3 meetings)	100% (2 meetings)	100% (2 meetings)	100% (3 meetings)
CETRA		1	10	100% (3 meetings)	100% (2 meetings)	100% (2 meetings)	100% (3 meetings)
Cottington Close		1	10	100% (3 meetings)	100% (2 meetings)	100% (2 meetings)	100% (2 meetings)
Cowley		1	10	100% (3 meetings)	100% (2 meetings)	100% (2 meetings)	100% (2 meetings)
Holland Rise		1	10	100% (3 meetings)	100% (2 meetings)	100% (2 meetings)	100% (3 meetings)
Loughborough		1	10	100% (3 meetings)	100% (2 meetings)	100% (2 meetings)	100% (4 meetings)
Roupell Park		1	10	100% (3 meetings)	100% (2 meetings)	100% (2 meetings)	100% (3 meetings)
Waltham Estate		1	10	100% (3 meetings)	100% (2 meetings)	100% (3 meetings)	100% (2 meetings)
Wellington Mills Co-op		1	10	100% (3 meetings)	100% (2 meetings)	100% (3 meetings)	100% (3 meetings)

Angell Town	TMO	Angell Town RMO met their target on the percentage of committee meetings that are quorate.		
	Client			
Blenheim Gardens	TMO		Blenheim Gardens RMO met their target on the percentage of committee meetings that are quorate.	
	Client			
CETRA	TMO			

	Client	CETRA met their target on the percentage of committee meetings that are quorate.
Cottingham Close	TMO	
	Client	Cottingham Close RMO met their target on the percentage of committee meetings that are quorate.
Cowley	TMO	
	Client	Cowley RMO met their target on the percentage of committee meetings that are quorate.
Holland Rise	TMO	
	Client	Holland Rise & Whitebeam Close TMO met their target on the percentage of committee meetings that are quorate.
Loughborough	TMO	
	Client	Loughborough EMB met their target on the percentage of committee meetings that are quorate.
RouPELL Park	TMO	
	Client	RouPELL Park RMO met their target on the percentage of committee meetings that are quorate.
Waltham Estate	TMO	
	Client	Waltham Estate RMO met their target on the percentage of committee meetings that are quorate.
Wellington Mills Co-op	TMO	
	Client	Wellington Mills Housing Co-op met their target on the percentage of committee meetings that are quorate.

9. Percentage of Tenancy Checks completed (quarterly) (ytd.)

TMO	TARGET	Rank		Apr to June 16 (Qtr. 1)	Jul to Sept 16 (Qtr. 2)	Oct to Dec 16 (Qtr. 3)	Jan to Mar 17 (Qtr. 4)
		Position	Out of	ytd. - target 2.5%	ytd. - target 5.0%	ytd. - target 7.5%	ytd. - target 10.0%
Angell Town	10% (at year end)	1	10	2.65%	5.4%	8.0%	13.3%
Blenheim Gardens		1	10	7.93%	12.6%	15.2%	20.3%
CETRA		1	10	3.57%	6.3%	8.1%	11.0%
Cottingham Close		1	10	6.02%	5.2%	7.8%	11.0%
Cowley		1	10	3.47%	6.9%	8.0%	10.0%
Holland Rise		1	10	6.90%	13.8%	13.8%	15.5%
Loughborough		1	10	2.83%	5.1%	11.9%	11.9%
RouPELL Park		1	10	2.70%	5.4%	11.2%	11.2%
Waltham Estate		1	10	3.49%	7.0%	7.5%	13.1%
Wellington Mills Co-op		1	10	11.67%	22.4%	42.4%	78.6%

Target is 10% of tenancies by year end, figures quoted are % of checks due by that quarter (i.e. 2.5% quarter 1; 5% quarter 2; 7.5% quarter 3; 10% quarter 4)

Angell Town	TMO	
	Client	Angell Town RMO met their target on the percentage of tenancy checks completed.
Blenheim Gardens	TMO	
	Client	Blenheim Gardens RMO met their target on the percentage of tenancy checks completed.
CETRA	TMO	
	Client	CETRA met their target on the percentage of tenancy checks completed.
Cottingham Close	TMO	
	Client	Cottingham Close RMO met their target on the percentage of tenancy checks completed.
Cowley	TMO	
	Client	Cowley RMO met their target on the percentage of tenancy checks completed.
Holland Rise	TMO	
	Client	Holland Rise & Whitebeam Close TMO met their target on the percentage of tenancy checks completed.
Loughborough	TMO	
	Client	Loughborough EMB met their target on the percentage of tenancy checks completed.
RouPELL Park	TMO	
	Client	RouPELL Park RMO met their target on the percentage of tenancy checks completed.
Waltham Estate	TMO	
	Client	Waltham Estate RMO met their target on the percentage of tenancy checks completed.
Wellington Mills Co-op	TMO	
	Client	Wellington Mills Housing Co-op met their target on the percentage of tenancy checks completed.

10. Complaints & Member Enquiries (quarterly)														
TMO	TARGET	Rank		Complaints (Local resolution)				TARGET	Rank		Member Enquires			
		Position	Out of	Q1	Q2	Q3	Q4		Position	Out of	Q1	Q2	Q3	Q4
Angell Town	90.0%	1	10	100% (1)	100 (1)%	100% (5)	100%(2)	90.0%	N/A	10	100% (4)	100% (1)	None	None
Blenheim Gardens		1	10	None	100% (2)	100% (3)	100%(4)		N/A	10	100%(1)	None	None	None
CETRA		N/A	10	None	100% (1)	100%(1)	None		N/A	10	100%(3)	None	None	None
Cottington Close		1	10	None	None	None	100% (1)		N/A	10	100%(1)	100%(1)	None	None
Cowley		1	10	None	None	None	100% (2)		N/A	10	100% (1)	100%(2)	None	None
Holland Rise		N/A	10	None	None	None	None		N/A	10	100%(1)	None	None	None
Loughborough		1	10	100% (1)	100% (3)	100% (1)	100%(2)		1	10	100% (4)	100% (5)	100% (6)	100%(2)
Roupell Park		1	10	100%(3)	None	100% (4)	100%(4)		N/A	10	100% (3)	None	100% (1)	None
Waltham Estate		1	10	100% (1)	None	100%(2)	100% (2)		N/A	10	None	100%(2)	None	None
Wellington Mills		N/A	10	None	None	None	None		N/A	10	100%(1)	100%(1)	None	None

Lambeth Housing Management		TMOs outperforming LL							TMOs outperforming LL				
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Performance notes - Complaints & Member enquiries

Angell Town	TMO	Angell Town RMO received two complaints in Q4. All have been answered on time. There were no Members' Enquiries received in the quarter.
	Client	
Blenheim Gardens	TMO	Blenheim Gardens RMO have received four complaint this quarter. This was answered on time.
	Client	
CETRA	TMO	There were no complaints or members enquiries received in Q4.
	Client	
Cottington Close	TMO	Cottington Close RMO received one complaint in Q4 which was answered on time. There were no Members' Enquiries.
	Client	
Cowley	TMO	Cowley RMO received two complaints in Q4 which was answered on time. There were no Member enquiries in Q4.
	Client	
Holland Rise	TMO	There were no complaints or members enquiries received in Q4.
	Client	
Loughborough	TMO	Loughborough EMB received two complaints and two Members' Enquiries in Q4. All of them were answered on time.
	Client	
Roupell Park	TMO	Roupell Park RMO received 4 complaints in Q4. All of them were responded to within the target time. There were no Members' Enquiries received that quarter.
	Client	
Waltham Estate	TMO	Waltham Estate RMO received two complaints in Q4. All of them was responded to within the target time. There were no Members' Enquiries received in that quarter.
	Client	
Wellington Mills Co-op	TMO	There were no complaints or members enquiries received in Q4.
	Client	

11. Six monthly indicators

		Angell Town RMO	Blenheim Gardens RMO	CETRA	Cottington Close RMO	Cowley RMO	Holland Rise & Whitebeam Close TMO	Loughborough EMB	Roupell Park RMO	Waltham Estate RMO	Wellington Mills Housing Co op
Number of Officers' position on Board (e.g. Chair, Vice Chair etc.)	Number of Officers' position vacant	0	0	0	0	0	1	0	0	0	0
	Target Met i.e. all Officers positions on the Board filled at all times	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Number of Vacant Positions on Board for more than 3 months	Number of Vacant Positions on Board for more than 3 months	0	0	0	0	0	0	1	0	0	1
	Target Met i.e. no Positions vacant on the Board for more than 3 months	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
Number of Estate Inspections completed	Number of Estate Inspections completed	6	2	12	6	4	3	10	6	2	3
	Target Met i.e. at least one estate inspection carried out every quarter?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

12 Annual indicators (Survey of Tenants and Residents results)										
	Angell Town RMO	Blenheim Gardens RMO	CETRA	Cottingham Close RMO	Cowley RMO	Holland Rise & Whitebeam Close TMO	Loughborough EMB	RouPELL Park RMO	Waltham Estate RMO	Wellington Mills Housing Co-op
% of overall satisfaction with TMO services	65.1%	88.4%	84.6%	81.2%	76.0%	94.3%	65.2%	76.0%	73.3%	73.9%
% of satisfaction with your views being taken into account	46.7%	73.93%	72.05%	61.39%	61.83%	87.95%	52.27%	66.16%	64.06%	56.44%
% of satisfaction with the way ASB was dealt with	50.65%	76.51%	71.97%	71.62%	72.87%	88.03%	56.56%	59.11%	69.63%	79.48%
13 Annual indicators (shareholders)										
Total number of eligible shareholders (as per Rules)	475	440	762	374	560	103	1011	750	238	188
Total number of shareholders	143	149	185	81	193	76	388	290	120	127
% of shareholders	30.1%	33.9%	24.3%	21.7%	34.5%	73.8%	38.4%	38.7%	50.4%	67.6%