

Performance at year end March 2020

KPI Description	Lambeth Results	2019/20 Target	TMO Result	TMO Target Met?	Outperformed Lambeth?
% Rent Collected in year	99.20%	99.30%	104.50%	YES	YES
% Rents and arrears collected	94.21%	95%	99.30%	YES	YES
% Service charges collected	TBC	105.00%	96.93%	NO	YES
Average relet Void time	45.11 days	25 days	11.7 days	YES	YES
% Gas services completed on time	TBC	100%	100.00%	YES	YES
% Repairs completed on time	77.00%	92%	97.40%	YES	YES