

Performance for end of financial year 2018/19

KPI Description	Lambeth Results	2018/19 Target	TMO Result	TMO Target Met?	Outperformed Lambeth?
% Rent Collected in year	99.80%	99.00%	99.80%		Yes
% Rents and arrears collected	94.90%	96%	98.10%		Yes
% Service charges collected	116.07%	105.00%	115.49%		No
Average relet Void time	36.1 days	25 days	11 days		Yes
% Gas services completed on time	98.60%	100%	100.00%		Yes
% Repairs completed on time	88.80%	97%	98.80%		Yes