

Row Ref:	Indicator	Target	Month	Month Actual (A)	Forecasted (B)	Month result (A / B)	Month Trend	YTD (A)	Forecasted YTD (B)	YTD result (A / B)	YTD Trend
Leasehold Forum scorecard											
Income recovery											
1	Service charges collected as % of the monthly profiled target	101.00%				0.00%	⌛			0.00%	⌛
Recovery action											
2	% of disputes logged on service charges	3.00%	Jun 2016		4,820	n/a	⌛		4,820	n/a	⌛
3	% of disputes logged on major works	3.00%	Jun 2016	0	4,820	0.00%	➔	0	4,820	0.00%	➔
Adjustments to accounts											
4	Value of adjustments on service charges above £20	---	Jun 2016			n/a	●			n/a	●
5	Value of adjustments on major works above £20	---	Jun 2016			n/a	●			n/a	●
Consultation under the Act											
6	Consultation on day-to-day MITIE repairs within 10 working days	100.00%	Jun 2016	9	10	90.00%	↗	17	30	56.67%	↗
7	Consultation on PPM contracts within 15 working days	100.00%	Jun 2016	1	2	50.00%	↗	1	2	50.00%	↗
Correspondence											
8	% Correspondence responded to on time	85.00%	Jun 2016	223	246	90.65%	↘	699	883	79.16%	↗
LH Telephones											
9	Calls answered within 25 seconds	85.00%	Jun 2016	918	945	97.14%	↘	3,391	3,708	91.45%	↗

Key - Risk rating scoring system

- GREEN

Performance target has been met or exceeded
- AMBER

Performance below target, but within tolerance
- RED

Performance below target and below tolerance
- ⌛

Awaiting data, (n/a) not yet available

Direction of travel

- ↗

Indicates improved performance
- ➔

Indicates static performance
- ↘

Indicates declining performance
- No Target, Trend and RAG indicator not applicable