

Row Ref:	Indicator	Target	Month	Description	Month (A)	Month (B)	Month result (A / B)	Month Trend	YTD (A)	YTD (B)	YTD result (A / B)	YTD Trend	Comments
<b>Leasehold Forum scorecard</b>													
<b>Income recovery</b>													
1	Service charges collected as % of the monthly profiled target	101.00%					0.00%	⌵			0.00%	⌵	
<b>Recovery action</b>													
2	% of disputes about service charges	3.00%		Number of disputes received divided			n/a	⌵			n/a	⌵	
3	% of disputes about major works	3.00%		by the total number of Leaseholders			n/a	⌵			n/a	⌵	
<b>Adjustments to accounts</b>													
4	Value of adjustments on service charges above £20	---		Total no. of adjustments > £20			n/a	●			n/a	●	
5	Value of adjustments on major works above £20	---		Total no. of adjustments > £20			n/a	●			n/a	●	
<b>Correspondence</b>													
6	% Correspondence responded to on time (10 working days)	90.00%	Aug 2017	Responded to on time divided by all needing a response	470	508	92.52%	⬇	2,285	2,493	91.66%	⬆	
<b>LH Telephones</b>													
7	% of calls answered within 25 seconds	85.00%	Aug 2017	Calls answered within target divided by calls received	843	864	97.57%	⬇	4,528	4,744	95.45%	⬆	

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