

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
Leasehold Forum scorecard													
Income recovery													
1	Service charges collected as % of the monthly profiled target	101.00%		No Data available from Agresso			0.00%	⌛			0.00%	⌛	
Recovery action													
2	% of disputes about service charges	3.00%		Number of disputes received divided		4,820	n/a	⌛		4820	n/a	⌛	
3	% of disputes about major works	3.00%	Dec 2017	by the total number of Leaseholders	3	4,820	0.06%	→	39	4,820	0.81%	↘	
Adjustments to accounts													
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	●	
Correspondence													
6	% Correspondence responded to on time (10 working days)	90.00%	Dec 2017	Responded to on time divided by all needing a response	516	554	93.14%	↘	4,494	4,929	91.17%	↗	
LH Telephones													
7	% of calls answered within 25 seconds	85.00%	Dec 2017	Calls answered within target divided by calls received	657	758	86.68%	↘	8,392	8,871	94.60%	↗	

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