

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%					0.00%	⌚			0.00%		
Recovery action													
2	% of disputes about service charges	3.00%		Number of disputes received /		4,820	n/a	⌚		4820	n/a	⌚	
3	% of disputes about major works	3.00%	Jan 2017	Total number of Leaseholders	3	4,820	0.06%	↗	3	4,820	0.06%	↗	
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	●	
Consultation under the Act													
6	Consultation on day-to-day MITIE repairs within 10 working days	100.00%	Jan 2017	Consultation notices issued on time / received	5	5	100.00%	↗	49	63	77.78%	↗	
7	Consultation on PPM contracts within 15 working days	100.00%	Jan 2017		0	0	0.00%	→	1	2	50.00%	→	
Correspondence													
8	% Correspondence responded to on time (10 working days)	85.00%	Jan 2017	Responded within target / needing response	195	218	89.45%	↘	2,153	2,586	83.26%	↗	
LH Telephones													
9	% of calls answered within 25 seconds	85.00%	Jan 2017	Calls answered	765	784	97.58%	↗	9,221	9,728	94.79%	↗	

Key - Risk rating scoring system

Direction of travel

- 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

- ↗

Indicates improved performance
- Indicates static performance
- ↘

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

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9		85.00%	Jan 2017	within target / calls received	765	784	97.58%	↗	9,221	9,728	94.79%	↗	


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