

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			n/a	⌚			n/a	⌚	
3	% of disputes about major works	3.00%		by the total number of Leaseholders			n/a	⌚			n/a	⌚	
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%		Responded to on time divided by all needing a response			n/a	⌚			n/a	⌚	
LH Telephones													
7	% of calls answered within 25 seconds	85.00%		Calls answered within target divided by calls received			n/a	⌚			n/a	⌚	

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

Direction of travel

- ↗

Indicates improved performance
- Indicates static performance
- ↘

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

⌚
Awaiting data, (n/a) not yet available