

Leasehold Services Scorecard

INDICATOR LABEL	Target	month to:	FORMULA	month A#	month B#	current month	YTD a#	Month Score	YTD b#	YTD	FORMAT
Leasehold Services monthly scorecard											
Income recovery											
1 Service charges collected as % of the monthly profiled target	101.00%		A/B *-1			0.00%		0.00%		0.00%	0.00%
1b Major works collection rate	---		A/B *-1			0.00%		0.00%		0.00%	0.00%
1c Equity Share collection rate	---		A/B *-1			0.00%		0.00%		0.00%	0.00%
Recovery action											
2a Number of cases signed off for legal services	---		A								0
2b % of disputes about service charges	3.00%		A/B		4,820				4,820		0.00%
2c % of disputes about major works	3.00%	Oct 2017	A/B	5	4,820	0.10%	33	0.10%	4,820	0.68%	0.00%
2d % of disputes logged on Equity Share	3.00%		A/B								0.00%
2e Front door demises	---	Oct 2017	A/B	1,067			1,067				0.00%
Adjustments to accounts											
3a Total debt under £200	---		A								0,000
3b Unallocated cash	---		A								£0,000
3c Number of adjustments on service charges above £20	---		A								0
3d Value of adjustments on service charges above £20	---		A								£0,000
3e Number of adjustments on major works above £20	---		A								0
3f Value of adjustments on major works above £20	---		A								£0,000
Consultation under the Act											
4a Consultation on day-to-day MITIE repairs within 10 working days	100.00%	Oct 2017	A/B	6	7	85.71%	26	85.71%	39	66.67%	0.00%
4b Consultation on PPM contracts within 15 working days	100.00%	Oct 2017	A/B	1	1	100.00%	10	100.00%	16	62.50%	0.00%
4c Consultation on QLTA's within 20 days	---	Oct 2017	A	0		0.00%		0.00%			0.00%
4d Sec 20B's issued within 17 months of the sec 20	---	Oct 2017	A	29		29		29			0

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Billing											
5a PPM billed within 10 days of receipt	100.00%	Oct 2017	A	309		30900.00		30900.00			0.00%
5b DH billed within 10 days of receipt	100.00%	Oct 2017	A	0		0.00%		0.00%			0.00%
5c AOR billed within 10 days of receipt	100.00%	Oct 2017	A	0		0.00%		0.00%			0.00%
5d Works inspected	100.00%	Oct 2017	A	6		600.00%		600.00%			0.00%
Correspondence											
7a % Correspondence responded to on time (10 working days)	90.00%	Oct 2017	A/B	666	739	90.12%	3,429	90.12%	3,777	90.79%	0.00%
7b Holding responses	---	Oct 2017	A	61		61	329	61		329	0
7c % Solicitor packs responded to on time	---	Oct 2017	A/B	6	10	60.00%	94	60.00%	105	89.52%	0.00%
7d % additional queries responded to on time	---	Oct 2017	A/B	23	29	79.31%	262	79.31%	278	94.24%	0.00%
7e % forwarded queries to MITIE responded to within 5 days (by MIT	---	Oct 2017	A/B	12	12	100.00%	39	100.00%	44	88.64%	0.00%
7f % forwarded queries to Pinnacle responded to within 5 days	---	Oct 2017	A/B	4	6	66.67%	13	66.67%	17	76.47%	0.00%
LH Telephones											
8a Calls answered within 12 seconds	85.00%	Oct 2017	A/B	1,178	1,319	89.31%	6,232	89.31%	7,056	88.32%	0.00%
8b % of calls answered within 25 seconds	85.00%	Oct 2017	A/B	1,270	1,318	96.36%	6,732	96.36%	7,048	95.52%	0.00%