



LMH Performance

Year 3 Quarter 3

% Satisfaction with how complaint has been managed

56.67%

Number of Calls Answered by Customer Service Centre

38,185

Average time taken to answer incoming telephone calls (seconds)

48



% Stage 1, 2 & 3 Complaints Investigated and Responded to in Target (10 Working Days)

99.49%



Focus on
Communities and Customers

% Satisfied with Improvement Programme

94.19%



% Customer Satisfaction with Gas Servicing and Maintenance

96.5%



% Improvement Works Completed within Timetable

118%



% Properties with a Valid Landlords Gas Safety Record

100%



Focus on
Communities and Customers

% Satisfied with overall way LMH deals with repairs

90.38%



% Repairs Completed within Target (Emergency Combined Figure)

97.36%



% Repairs Completed within Target (Urgent Combined Figure)

93.86%



% Repairs Completed within Target (Routine Combined Figure)

82.47%



Focus on
Communities and Customers

% Voids Vacant & Available to Let (General Needs & Sheltered)

0.64%



% Voids Vacant & Unavailable to Let (General Needs & Sheltered)

0.41%



Average Relet Times Days (General Needs & Sheltered)

16.18



Number of Lettings Period - General Needs & Sheltered Stock (Sustainable Stock Only)

325



Focus on
Communities and Customers

% Current tenant
arrears (General Needs
and Sheltered)

4.35%



% Former Tenant
Arrears (General Needs
and Sheltered)

0.8%



% Rent Collected
excluding arrears brought
forward (General Needs
and Sheltered)

99.43%



% Rent Lost Through
Vacant Properties (General
Needs & Sheltered)

1.07%



Focus on
Viability and Strength

% of ASB Cases
Responded to in Target
(5 Working Days)

100%



% of ASB Urgent
Responses issued within
in Target (1 Working Day)

100%



% Closed ASB
cases that
were resolved

84.26%



% Satisfied with
the way the ASB case
was handled

67.09%

Focus on
Communities and Customers