

| Lee Housing Association, Key Performance Indicators (KPI's) | | | | |
|--|---------------------------------|-------|-------|--------|
| | Targets/Performance 06:07:08:09 | | | |
| | Target 08 09 | 06 07 | 07 08 | 08 09 |
| Voids | 2% | 2.3% | 2.6% | 2.58% |
| Average Relet Days | 28 | | | 20.75 |
| Current Rent Arrears | 6.3% | 8.0% | 7.00% | 6.16% |
| Repairs | | | | |
| 1. Emergency 24 hours | 95% | 93% | 100% | 100% |
| 2. Urgent 5 days | 95% | 86% | 95% | 97% |
| 3. Routine 20 days | 95% | 89% | 92% | 98.54% |
| Complaint dealt within procedure time scale | 95% | 100% | 100% | 100% |
| Residents panel meeting | 4 | 4 | 4 | 4 |
| Residents Satisfaction | | | 75% | 84.29% |
| Satisfaction with the management of anti-social behaviour | 90% | | | 72.00% |
| Percentage of residents satisfied with reception visit | 90% | | | 93.38% |
| Resident overall satisfaction with repairs | 90% | | | 85.12% |