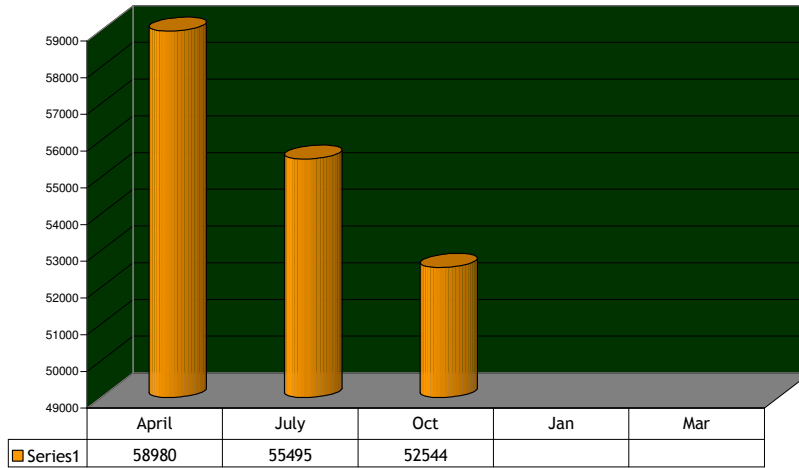
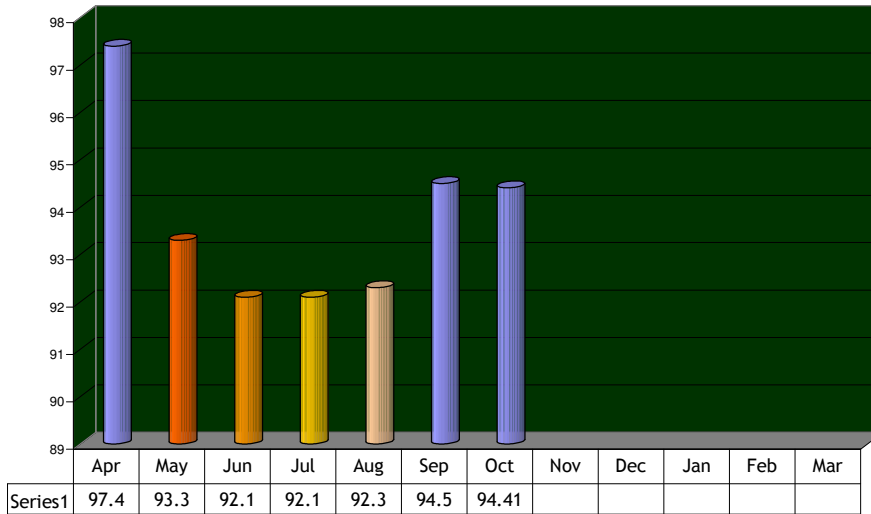


WERMO Performance against Lambeth Targets

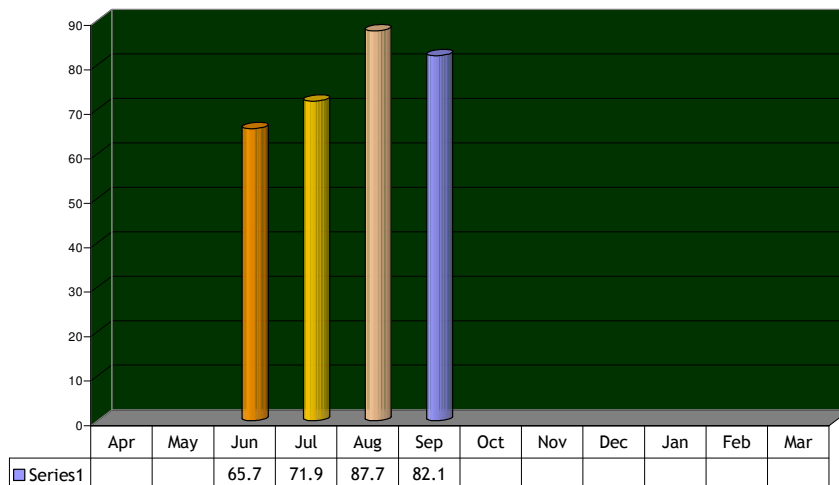
Total arrears balance



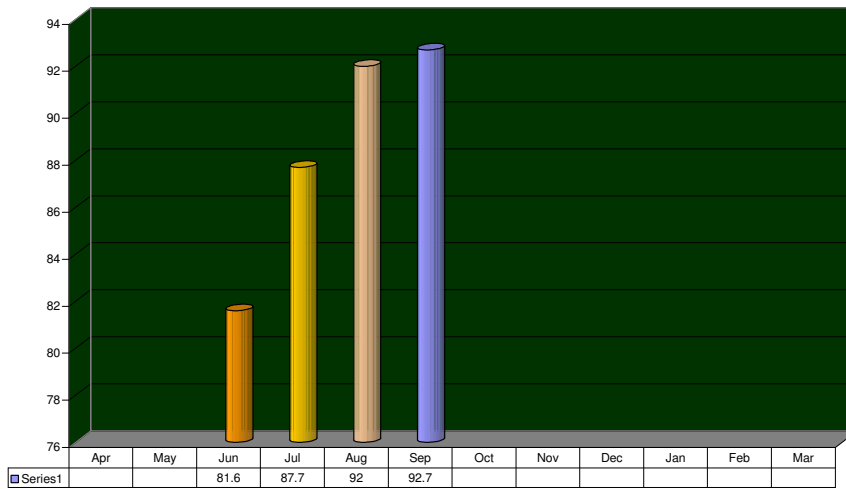
Rent Collection - target 102%



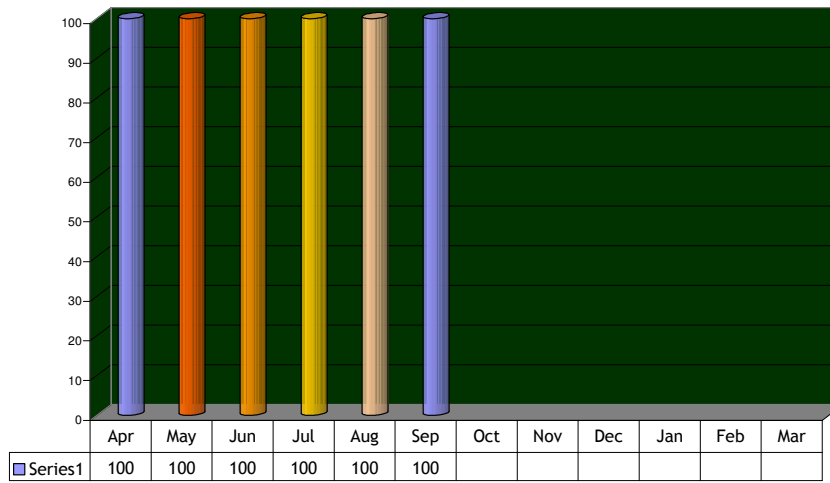
Service Charge Collection - target 95%



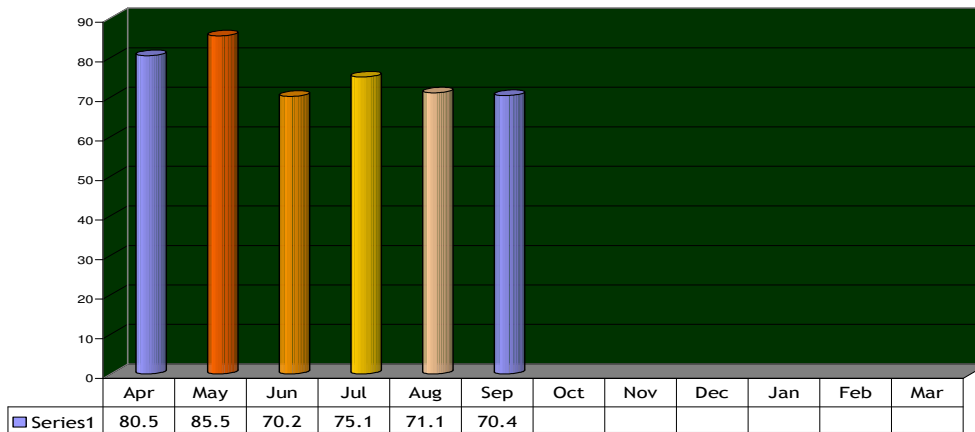
Gas Servicing - target 100% by March 2008



Members Enquiries - target to answer within 10 working days



Telephone - target answer within 15 seconds



Complaints - target answer within 10 days

