

Appendix 1

Organisation	Q2 & Q3 RP Performance Figures 2018/19										Quarter 2 General Needs Stock Numbers
	1. % Repairs completed in target	2. % respondents satisfied with last completed repair	3. % appointments kept as % of appointments made	4. % properties with a valid gas safety certificate	5. % residents satisfied with how the ASB case was handled	6. % complaints responded to in target	7. % Members Enquiries answered in target	8. Average relet time (days)	9. % General Needs Income collected (n/i service charges)	10. % of tall buildings (over 18 metres) owned by RPs that have an up to date FRA in place	
Clarion (ex-Circle stock) 2018-19 Q2	90.50%	83%	92.43%	99.86%	n/a	78%	4.58%	35.2	97.60%	62.5	3,727
Clarion (ex-Circle stock) Q3	93.18%	82%	97.47%	99.94%	n/a	69%	48.15%	37.1	98.00%	100	3,725
EastendHomes 2018-19 Q2	91%	94%	97.95%	100%	n/a	98.41%	86%	15.60%	93.08%	100	2246
EastendHomes Q3	90%	94%	96.75%	100%	n/a	87.30%	87%	18.40%	96.26%	100	2246
Gateway HA 2018-19 Q2	93.75%	79.00%	TBA	100%	n/a	88.00%	61%	49.7	100%	66	1894
Gateway Housing Association Q3	94.10%	82.86%	45.00%	100%	29.00%	100.00%	N/A	57	100.86%	66	1891
L and Q (inc East Thames) 2018-19 Q2	90.60%	87.20%	n/a	100%	n/a	50%	n/a	68.2	n/a	84	1488
L and Q (includes East Thames) Q3	90.90%		n/a	100%	n/a	55%	n/a	69.7	n/a	86	1486
Notting Hill Genesis 2018-19 Q2	89.50%	70.30%	95.00%	100%	n/a	n/a	n/a	49	96.20%	n/a	1393
Notting Hill Genesis Q3	TBC	72.50%	TBC	99.73%	not available	not recorded	not recorded	103	95.6%	not available	1277
One Housing 2018-19 Q2	96.75%	98.24%	97.02%	100%	82.05	83.53%	93.26%	60.70	98.59%	100	2891
One Housing Q3	98.50%	98.24%	97.58%	100%	87.50%	83.00%	92.98%	66.32	97.41%	100	2877
Peabody 2018-19 Q2	n/a	78%	n/a	98.00%	n/a	no target set	no target set	28	96.26%	100	1864
Peabody Q3	n/a	83%	n/a	98.00%	53%	no target set	no target set	19	94.14%	100	2058
Poplar HARCA 2018-19 Q2	99.10%	94.80%	96.70%	100%	74.00%	89.70%	98.10%	n/a	101.36%	100	5724
Poplar HARCA Q3	98.10%	94.50%	97.00%	100%	77.00%	93.33%	97.67%	n/a	102.54%	100	5598
Providence Row HA 2018-19 Q2	96.30%	87.70%	100%	100%	n/a	100%	100%	10.5	94.80%	100	97
Providence Row Housing Association Q3	95.50%	85.50%	100%	100%	n/a	100%	100%	7.3	95.50%	100	97
Southern Housing Group 2018-19 Q2	n/a	61%	n/a	99.99%	32%	n/a	n/a	21.9	95.20%	tbc	1152
Southern Housing Group Q3	n/a		n/a			n/a	n/a			tbc	1152
Spitalfields HA 2018-19 Q2	96.25%	97%	99%	100%	100%	100%	100%	21	99.10%	n/a	850
Spitalfields Housing Association Q3	96.77%	95%	99%	100%	100%	100%	100%	12	99.70%	n/a	850
Swan HA 2018-19 Q2	98.86%	94%	99.46%	100%	100%	100%	100%	12.8	85.64%	100	1597
Swan Housing Association Q3	97.90%	93%	99.61%	100%	67%	100%	100%	13.9%	97.04%	100	1597
Tower Hamlets Community Housing Q2	90%	81.0%	97.0%	100%	n/a	93%	90%	n/a	97%	100	2,005
Tower Hamlets Community Housing Q3	84%	77.0%	98.0%	100%	n/a	92%	91%	23	96%	100	2005
Tower Hamlets Homes Q2	97%	88.7%	93.5%	100%	52.0%	95%	90%	19.32	97%	100	11,409
Tower Hamlets Homes Q3	97.72%	88.60%	93.83%	100%	45%	94.21%	89.53%	20.48	100%	100	11,409

n/a = The information is either not a PI measured by the RP; measured in a different way or is not available.

NR = The Data was not requested by the borough for the period in question.