

End of Year Performance For 2015/16 – cumulative from 1st April 2015 to 31st March 2016*

RP	Circle Old Ford	14/15 year end performance	Trend	Quartile performance
Pls				
% all repairs completed in target	N/A	N/A	-	N/A
% respondents satisfied with last completed repair****	82.6%	N/A	-	
% appointments kept as % of appointments made	N/A	81.8%	↑ (84.7% end of Q2)	-
% properties with a valid gas safety certificate	N/A	N/A	-	-
% residents satisfied with outcome of ASB case	N/A	N/A	-	-
% complaints responded to in target	70.8%	N/A	-	
% Members Enquiries answered in target	62.1%	59.2%	↑	

RP	East Thames	14/15 year end performance	Trend	Quartile performance
Pls				
% all repairs completed in target	N/A	N/A	-	N/A
% respondents satisfied with last completed repair	N/A	N/A	-	-
% appointments kept as % of appointments made	N/A	N/A	-	-
% properties with a valid gas safety certificate	N/A	N/A	-	-
% residents satisfied with outcome of ASB case	40.0%	50.0%	-	
% complaints responded to in target	79.8%	76.47%	↑	
% Members Enquiries answered in target	71.7%	78.0%	↓	

RP	Eastend Homes	14/15 year end performance	Trend	Quartile performance
Pls				
% all repairs completed in target	94.94%	93.43%	↑	N/A
% respondents satisfied with last completed repair	97.24%	97.63%	↓	
% appointments kept as % of appointments made	98.26%	98.08%	↑	
% properties with a valid gas safety certificate	100%	100%	↔	
% residents satisfied with outcome of ASB case	81.18%	77.27%	↑	
% complaints responded to in target	93.40%	92.91%	↑	
% Members Enquiries answered in target	92.89%	91.66%	↑	

RP	Gateway	14/15 year end performance	Trend	Quartile performance
Pls				
% all repairs completed in target	96.03%	96.30%	↓	N/A
% respondents satisfied with last completed repair	95.54%	95.54%	↔	
% appointments kept as % of appointments made	81.83%	81.72%	↑	
% properties with a valid gas safety certificate	100%	100%	↔	
% residents satisfied with outcome of ASB case	57.14%	57%	↑	
% complaints responded to in target	100%	99.20%	↑	
% Members Enquiries answered in target	100%	100%	↔	

RP	Genesis	14/15 year end performance	Trend	Quartile performance
Pls				
% all repairs completed in target	95.20%	89%	↑	N/A
% respondents satisfied with last completed repair	75.20%	N/A	-	
% appointments kept as % of appointments made	98.30%	81.70%	↑	
% properties with a valid gas safety certificate	100%	99.80%	↑	
% residents satisfied with outcome of ASB case	N/A	N/A	-	-
% complaints responded to in target	80%	45.00%	↑	
% Members Enquiries answered in target	88%	44.00%	↑	

RP	One Housing Group	14/15 year end performance	Trend	Quartile performance
Pls				
% all repairs completed in target	97.69%	92.20%	↑	N/A
% respondents satisfied with last completed repair	90.67%	93.70%	↓	
% appointments kept as % of appointments made	98.72%	99.98%	↓	
% properties with a valid gas safety certificate	99.72%	99.63%	↑	
% residents satisfied with outcome of ASB case	N/A	N/A	-	-
% complaints responded to in target	95.09%	95.74%	↓	
% Members Enquiries answered in target	94.39%	96.46%	↓	

RP	Peabody	14/15 year end performance	Trend	Quartile performance
Pls				
% all repairs completed in target	90%	91%	↓	N/A
% respondents satisfied with last completed repair	72%	78%	↓	
% appointments kept as % of appointments made	90%	91%	↓	
% properties with a valid gas safety certificate	N/A	99.97	-	-
% residents satisfied with outcome of ASB case	70%	70%	↔	
% complaints responded to in target	N/A	N/A	-	

RP	Poplar Harca	14/15 year end performance	Trend	Quartile performance
Pls				
% all repairs completed in target	99.58%	98.78%	↑	N/A
% respondents satisfied with last completed repair	92%	90%	↑	
% appointments kept as % of appointments made	96.40%	96.50%	↓	
% properties with a valid gas safety certificate	100%	99.85%	↑	
% residents satisfied with outcome of ASB case	81%	86%	↓	
% complaints responded to in target	94.40%	99.00%	↓	

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RP	Circle Old Ford	14/15 year end performance	Trend	Quartile performance
Pls				
% all repairs completed in target	N/A	N/A	-	N/A
% respondents satisfied with last completed repair****	182.6%	N/A	-	
% appointments kept as % of appointments made	N/A	181.8%	↑ (84.7% end of Q2)	-
% properties with a valid gas safety certificate	100%	99%	↑	
% residents satisfied with outcome of ASB case	100%	100%	↔	
% complaints responded to in target	100%	100%	↔	
% Members Enquiries answered in target	100%	100%	↔	

RP	East Thames	14/15 year end performance	Trend	Quartile performance
Pls				
% all repairs completed in target	N/A	N/A	-	N/A
% respondents satisfied with last completed repair	N/A	N/A	-	-
% appointments kept as % of appointments made	N/A	N/A	-	-
% properties with a valid gas safety certificate	99.96%	99.89%	↑	
% residents satisfied with outcome of ASB case	52%	N/A	-	-
% complaints responded to in target	N/A	N/A	-	-
% Members Enquiries answered in target	N/A	N/A	-	-

RP	Spitalfields HA	14/15 year end performance	Trend	Quartile performance
Pls				
% all repairs completed in target	99.64%	98.93%	↑	N/A
% respondents satisfied with last completed repair	81%	95%	↓	
% appointments kept as % of appointments made	97.30%	83.98%	↑	
% properties with a valid gas safety certificate	100%	100%	↔	
% residents satisfied with outcome of ASB case	N/A	N/A	-	-
% complaints responded to in target	100%****	100%	↔	
% Members Enquiries answered in target	100%	100%	↔	

RP	Swan	14/15 year end performance	Trend	Quartile performance
Pls				
% all repairs completed in target	98.61%	N/A	-	N/A
% respondents satisfied with last completed repair	92.17%	80%	↑	
% appointments kept as % of appointments made	96.14%	N/A	-	-
% properties with a valid gas safety certificate	100%	100%	↔	
% residents satisfied with outcome of ASB case	60%	77%	↓	
% complaints responded to in target	100%	97.10%	↑	
% Members Enquiries answered in target	100%	100%	↔	

RP	THCH	14/15 year end performance	Trend	Quartile performance
Pls				
% all repairs completed in target	96%	97%	↓	N/A
% respondents satisfied with last completed repair	99%	97%	↑	
% appointments kept as % of appointments made	100%	100%	↔	
% properties with a valid gas safety certificate	100%	100%	↔	
% residents satisfied with outcome of ASB case	80%	80%	↔	
% complaints responded to in target	81%	97%	↓	
% Members Enquiries answered in target	88%	98%	↓	

RP	THH	14/15 year end performance	Trend	Quartile performance
Pls				
% all repairs completed in target	97.34%	98.20%	↓	N/A
% respondents satisfied with last completed repair	90%	90%	↔	
% appointments kept as % of appointments made	98.20%	98.42%	↓	
% properties with a valid gas safety certificate	100%	100%	↔	
% residents satisfied with outcome of ASB case	41%	64%	↓	
% complaints responded to in target	64.40%	85.70%	↓	
% Members Enquiries answered in target	51.40%	93.00%	↓	

Quartile Performance April 2015 to March 2016:

Pls	Top	Medium	Bottom	Comments
% all repairs completed in target	N/A	N/A	N/A	This quartile is not available from Housemark as they produce this for each of the 3 repair categories only not for total repairs performance
% respondents satisfied with last completed repair	97.24	92.3	89.8	
% appointments kept as % of appointments made	98.73	98.23	96.34	
% properties with a valid gas safety certificate	100	100	100	
% residents satisfied with outcome of ASB case	81.05	70	56.81	
% complaints responded to in target	99.2	93.4	80	
% Members Enquiries answered in target	99.34	92.18	87.5	

N/A = data is not available (although may be at regional level) - usually because the RP or social landlord does not measure this PI (or did not in previous years).
 *Performance results may vary due to different survey methodologies being used (postal, by phone, transactional methods etc.) and by whether they are undertaken internally - or externally by external parties. Results are normally highest where internal surveys are undertaken over the phone. Thus meaningful comparisons below can be limited unless survey methods are closely scrutinized and caveated.
 **Providence Row is a small HA relative to the majority of other RPs on the list - their sample sizes for each indicator are also small in comparison, which does have a magnifying effect on the percentages. It can make it easier to achieve 100% for some Pls due to the smaller sample sizes.
 *** Southern Housing Group use lean systems to measure progress with certain key processes and service delivery areas so do not always use Pls for some of the issues reported on above
 **** As with Providence Row - Spitalfields HA is a small HA relative to the majority of other RPs on the list - their sample sizes for each indicator are also small in comparison, which does have a magnifying effect on the percentages and can make it easier to achieve 100% for some Pls due to the smaller sample sizes.
 ***** The methodology used by different RPs (in particular) to measure repairs satisfaction often differs significantly and therefore results are not directly comparable and need to be treated with caution.