

Social Housing Landlords Performance Report – 2018/19 Quarter 1

Introduction

There are over 45 housing associations working in Tower Hamlets managing over 30,000 homes. 16 are members of the Tower Hamlets Housing Forum (THHF, (in bold below)). These are essentially the associations with the largest proportion of their housing stock in the borough and together they own or manage approximately 85% of the affordable housing stock in Tower Hamlets. Membership of the THHF Executive is automatic if the Registered Provider (RP) is a Local Developing Affordable Housing Provider of the borough or the RP has the majority of their stock in Tower Hamlets. Their membership and the performance data they have agreed to share is supplied on a voluntary basis.

A2 Dominion and Metropolitan Housing Trust are listed as members of the THHF Executive but they do not supply performance data. These RPs only engage sporadically with the borough.

Table 1: THHF Exec Members in Tower Hamlets

A2 Dominion Housing Association	Clarion Housing Group (Affinity Sutton, Circle 33, Old Ford merged in November 2016)	East Thames Group (merged with L&Q in 2016)	EastendHomes
Family Mosaic (merged with Peabody in July 2017)	Gallions Housing Association (now part of the Peabody portfolio)	Gateway Housing Association	Genesis Housing Group (Notting Hill and Genesis merged earlier this year to form Notting Hill Genesis)
London & Quadrant Housing Group (merged with East Thames in 2016)	Metropolitan Housing Trust (includes Metropolitan Support Trust)	Mulberry Housing Society (established in 2017 by LBTH)	Network Homes (includes London Strategic Housing)
Notting Hill Housing Trust (merged with Genesis earlier this year to form Notting Hill Genesis)	One Housing Group	Peabody (merged with Family Mosaic in July 2017)	Poplar HARCA
Providence Row Housing Association	Southern Housing Group	Spitalfields Housing Association Ltd	Swan Housing Group
Tower Hamlets Community Housing	Tower Hamlets Homes		

RP Performance Data

The data is provided for information and should not be used to compare different housing providers. It is also risky to compare performance against previous years, although the data has been presented to aid this, because the number of mergers during the last three years means that it would not be comparing like with like. Finally, not all are able to report on performance indicators listed below or are able to provide reliable equivalents. The figure for the total affordable housing including shared ownership and sheltered stock managed by each association is included at the end of the data tables below to reinforce the message that there is considerable variety between the registered providers operating in Tower Hamlets.

THHF agreed the set of data included in this report following a request from the Housing Scrutiny Sub-committee for performance information. Following the previous post holder's departure this summer, the intention is to recruit a new Affordable Housing Providers Co-ordinator in the next few months to take on the preparation of this report for Housing Scrutiny Sub-committee. This presents an opportunity, in conjunction with the THHF's benchmarking sub-group, to review the data collected and consider whether some analysis could be included in support of the data.

Table 2: Performance Indicators

	Indicator	Reported by	Notes
1.	% repairs completed in target	All apart from Southern	
2.	% respondents satisfied with last completed repair	All	
3.	% appointments kept as % of appointments made	All apart from L&Q (now includes East Thames) and Southern	
4.	% properties with a valid gas safety certificate	All	
5.	% residents satisfied with how the ASB case was handled	All apart from Clarion (ex-Circle stock), L&Q (inc East Thames), Notting Hill Genesis & Tower Hamlets Community Housing	
6.	% complaints responded to in target	All apart from Peabody	
7.	% Members Enquiries answered in target	All apart from Peabody and Southern	
8	Average re-let time in days (General Needs only)	All	Indicator added in 2017/18
9.	% General Needs Income collected	All apart from L&Q (inc East Thames)	Indicator added in 2018/19
10.	% of tall buildings (over 18m) owned by RPs	All apart from Notting Hill Genesis	Indicator added in 2018/19

	that have an up to date FRA in place		
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Table 3: Data at Quarter 1 2018/19

Indicator/RP	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		
	Q1 18/19	Q1 17/18	Q1 16/17	Q1 18/19	Q1 17/18	Q1 16/17	Q1 18/19	Q1 17/18	Q1 16/17	Q1 18/19	Q1 17/18	Q1 16/17
Clarion	91.92	73.47	94.80	79.37	81.20	69.80	89.73	85.40	No data	100.00	99.95	99.90
East Thames/L&Q (now L&Q)	93.00	89.02	88.14	81.80	63.00	75.29	No data	No data	86.75	99.43	100.00	99.19
EastendHomes	89.46	92.35	95.69	94.28	98.55	95.24	97.75	97.57	98.59	100.00	100.00	100.00
Gateway	94.80	95.60	96.47	82.45	90.14	88.44	No data	88.05	98.35	99.50	99.90	100.00
Genesis/Notting Hill (now Notting Hill Genesis)	91.50	91.00	87.68	77.00	84.40	81.66	94.00	98.40	98.51	100.00	100.00	100.00
One Housing	99.35	99.57	99.40	98.37	97.84	91.76	95.22	98.66	99.50	100.00	100.00	100.00
Peabody	87.00	89.00	90.00	74.00	81.00	89.00	91.00	95.00	87.00	To follow?	100.00	100.00
Poplar HARCA	98.78	99.10	99.30	94.10	92.70	95.30	95.79	97.30	99.00	100.00	100.00	100.00
Providence Row	94.70	95.30	95.20	86.40	82.50	72.00	100.00	100.00	94.10	100.00	100.00	100.00
Southern	No data	87.70	No data	80.00	81.00	79.00	No data	No data	No data	99.79	99.92	99.93
Spitalfields	99.31	96.75	99.80	97.00	95.00	97.00	95.00	99.00	99.50	100.00	100.00	100.00
Swan	98.97	99.59	99.10	94.70	95.00	93.33	99.60	99.28	97.18	99.80	99.95	99.94
THCH	90.00	79.00	86.00	77.00	No data	98.00	97.00	No data	98.00	100.00	100.00	100.00
THH	96.08	97.11	98.53	90.82	94.00	90.70	93.79	No data	99.00	100.00	100.00	99.99

Indicator/RP	5. % residents satisfied with how the ASB case was handled			6. % complaints responded to in target			7. % Members Enquiries answered in target			8. Average re-let time in days		
	Q1 18/19	Q1 17/18	Q1 16/17	Q1 18/19	Q1 17/18	Q1 16/17	Q1 18/19	Q1 17/18	Q1 16/17	Q1 18/19	Q1 17/18	Q1 16/17
Clarion	No data	No data	No data	69.00	35.01	81.60	30.49	30.48	84.70	33.00	52.34	
East Thames/ L&Q (now L&Q)	No data	No data	No data	100.00	No data	No data	No data	100.00	65.74	40.5	15.60	
EastendHomes	No data	100.00	100.00	93.48	92.11	100.00	84.31	82.00	95.24	16.80	25.90	
Gateway	No data	36.36	No data	89.00	100.00	100.00	86.00	100.00	100.00	47.00	19.00	
Genesis/Notting Hill (now Notting Hill Genesis)	No data	No data	No data	No data	58.33	85.45	No data	80.00	80.00	36.00	28.00	
One Housing	70.00	No data	No data	77.32	92.65	100.00	94.83	92.68	96.66	96.79	26.71	
Peabody	No cases	100.00	78.00	No data	No data	No data	No data	No data	No data	25.00	20.00	
Poplar HARCA	71.00	77.00	79.00	96.15	100.00	86.00	97.46	98.00	95.00	15.00	21.00	
Providence Row	No data	No data	100.00	No data	100.00	100.00	100.00	100.00	100.00	20.00	1.00	
Southern	28.00	48.20	66.00	No data	No data	No data	No data	No data	No data	19.00	33.90	
Spitalfields	100.00	100.00	100.00	100.00	100.00	100.00	90.00	100.00	100.00	14.00	14.00	
Swan	100.00	66.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	14.00	12.20	
THCH	No data	No data	No data	96.00	50.00	78.00	89.00	86.00	95.00	23.00	32.00	
THH	51.51	No data	41.00	96.30	82.64	75.92	92.10	79.12	61.90	18.10	24.10	

Indicator/RP	9. % General Needs Income collected			10. % of tall buildings (over 18m) owned by RPs that have an up to date FRA in place			Quarter 1 General Needs Stock Numbers (added in 2018/19)
	Q1 18/19	Q1 17/18	Q1 16/17	Q1 18/19	Q1 17/18	Q1 16/17	
Clarion	97.00			81.25			3,727
East Thames/LQ (now L&Q)	No data			99.00			1,317
EastendHomes	90.64			100.00			2,246
Gateway	104.38			N/A			2,000
Genesis/Notting Hill (now Notting Hill Genesis)	97.73			No data			1,228
One Housing	99.71			100.00			2,892
Peabody	96.47			To follow			1,729
Poplar HARCA	102.1			100.00			5,522
Providence Row	76.10			100.00			97
Southern	99.11			To follow			1,152
Spitalfields	101.62			100.00			850
Swan	95.33			100.00			1,597
THCH	103.30			100.00			2,005
THH	100.25			100.00			11,568

Caveats

Performance results may vary due to different survey methodologies being used. The methodologies used to measure repairs satisfaction in particular often differ significantly. Finally, it is important to reiterate that the considerable differences in size between the RPs impacts on sample sizes and therefore the likelihood of achieving 100% for certain performance indicators.

