

Organisation	THHF - Q4 (2018-19) Quartile Report										
	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 (Rent including eligible service charges only)	10. % of tall buildings (over 18 metres) owned by RPs that have an up to date FRA in place	Quarter 4 General Needs Stock Numbers
Clarion (ex-Circle stock)	86.61%	83%	93.91%	99.56%	NA	82%	38.64%	31	100.80%	93%	3725
EastendHomes	91%	94%	96.69%	100%	100.00%	85.53%	88%	18.8	95.08%	100%	2243
Gateway Housing Association	86.92%	83.00%	88.00%	100%	30.00%	82.00%	84%	60	100.60%	66%	1890
L and Q (includes East Thames)	76.90%	72.20%	N/A	99.40%	N/A	75%	N/A	81.5	N/A	88%	1486
Notting Hill Genesis											
One Housing	96.95%	98.91%	95.83%	100%	100.00%	95.59%	93.33%	35.00	115.09%	100.00%	2877
Peabody	Average Speed is now reported instead	83%	Average Speed is now reported instead	100.00%	57%	No target set	No target set	15	113.60%	97.21% group figure (18m+ breakdown unavailable)	1826
Poplar HARCA	98.55%	92.69%	99.82%	100%	78.00%	95.45%	100.00%	N/A	102.60%	100%	5455
Providence Row Housing Association	96.60%	89.00%	100%	100%	n/a	100%	100%	7.3	98.4	100	97
Southern Housing Group		79%		99.99%				22.00	99%		1167
Spitalfields Housing Association	96.77%	95%	99%	100%	100%	100%	100%	18	100.20%	0	732
Swan Housing Association	97.74%	93%	99.55%	100%	75%	100%	100%	14.1	100.2	100	1597
Tower Hamlets Community Housing	92%	77.0%	98.0%	100%		93%	93%	33	101.01%	100%	2004
Tower Hamlets Homes	98.08%	88.73%	93.48%	99.97%	44.9%	95.43%	90.38%	21.00	99.79%	100%	23000
Bottom quartile	91.20%	82.70%	94.39%	99.97%	53.98%	83.77%	88.89%	81.50	1.00	0.91	
3rd quartile	96.69%	88.73%	97.35%	100%	76.50%	95.43%	93.17%	34.00	1.01	1.00	
2nd quartile	97.54%	93.00%	99.41%	100%	100%	98%	100%	22.00	1.14	1.00	
Top quartile	98.55%	98.91%	100%	100%	100%	100%	100%	18.40	100.20	100.00	