

Organisation	Q1, Q2, Q3, Q4 & Q4 2018 /19 RP Performance Figures										Quarter 4 General Needs Stock Numbers	Rent Arrears % TBC
	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) Q4 (2018)	90.38%	81.40%	84.27%	99.62%	Not measured	70.16%	33.54%	44	Not provided	Not provided	3728	
Clarion (ex-Circle stock) Q1	91.92%	79%	89.73%	100.00%	NA	69%	30.49%	33	97%	81.25%	3727	
Clarion (ex-Circle stock) 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	
Clarion (ex-Circle stock) Q4	86.61%	83%	93.91%	99.56%	NA	82%	38.64%	31	100.80%	93%	3725	
	7% -						9%-					
EastendHomes Q4 (2018)	87.69%	90.49%	97.33%	100%	100.00%	80.56%	87.55%	36.28	Not collected at the time.	Not collected at the time.	2245	
EastendHomes Q1	89%	94%	97.75%	100%	No data available	93.48%	84%	16.8	90.64%	100.00%	2,246	
EastendHomes 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	
EastendHomes Q4	91%	94%	96.69%	100%	100.00%	85.53%	88%	18.8	95.08%	100%	2243	
Gateway Housing Association Q4 (2018)	93.70%	83.80%	83.00%	100%	35.30%	100%	100%	17.6	Not collected at the time.	Not collected at the time.	1894	
Gateway HA Q1	94.80%	82.45%	IT system changed	100%	sample too small	89.00%	86%	47 days	104.38%	n/a	2000	
Gateway HA Q2	93.75%	79.00%	TBA	100%	n/a	88.00%	61%	49.7	100%	66	1894	
Gateway HA Q3	94.10%	82.86%	45.00%	100%	29.00%	100.00%	N/A	57	100.86%	66	1891	
Gateway HA Q4	86.92%	83.00%	88.00%	100%	30.00%	82.00%	84%	60	100.60%	66%	1890	
	7%-					18%-						
L and Q (includes East Thames) Q4 (2018)	95.40%	87.40%	92.90%	99.95%	N/A	89%	82%	28	Not collected at the time.	Not collected at the time.	48901	
L and Q (inc East Thames) Q1	93%	81.80%	N/A	99.43%	N/A	100%	N/A	40.5	N/A	99%	1317	
L and Q (inc East Thames) 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	

L and Q (includes East Thames) Q4	76.90%	72.20%	N/A	99.40%	N/A	75%	N/A	81.5	N/A	88%	1486	
	13%-											
Notting Hill Genesis Q4 (2018)	89.60%	81.90%	97.50%	100%	n/a	70%	66%	29	Not collected at the time.	Not collected at the time.	1243	
Notting Hill Genesis Q1	91.50%	77.00%	94.00%	100%	n/a	not recorded	not recorded	36 days	97.73	not available	1228	
Notting Hill Genesis 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	
Notting Hill Genesis Q4												
One Housing Q4 (2018)	99.25%	97.98%	96.53%	100%	n/a	93.73%	95.12%	28.65	2892	Not collected at the time.	2892	
One Housing Q1	99.35%	98.37%	95.22%	100%	70.00%	77.32%	94.83%	36.79	99.71%	100%	2892	
One Housing 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	
One Housing Q4	96.95%	98.91%	95.83%	100%	100.00%	95.59%	93.33%	35.00	115.09%	100.00%	2877	
Peabody Q4 (2018)	88%	82%	92%	100.00%	50%	no figure provided	no figure provided	20	Not collected at the time.	Not collected at the time.	1307	
Peabody Q1	87%	74%	91%		no cases			25	96.47%		1729	
Peabody 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	
Peabody Q4	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 Q4 (2018)	98.7%	93.0%	96.6%	100%	73.0%	95.2%	99.6%	21.8	Not collected at the time.	Not collected at the time.	5,624	
Poplar HARCA Q1	99%	94%	96%	100.00%	71%	96.15%	97.46%	15	4.74	100	5,522	
Poplar HARCA 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	
Poplar HARCA Q4	98.55%	92.69%	99.82%	100%	78.00%	95.45%	100.00%	N/A	102.60%	100%	5455	

Providence Row HA Q4 (2018)	94.90%	84.00%	99%	100%	100.0%	100%	100%	18	Not collected at the time.	Not collected at the time.	97	
Providence Row HA Q1	94.70%	86.40%	100%	100%	n/a	n/a	100%	20	Not provided	100%	97	
Providence Row HA Q2	96.30%	87.70%	100%	100%	n/a	100%	100%	10.5	94.80%	100	97	
Providence Row HA Q3	95.50%	85.50%	100%	100%	n/a	100%	100%	7.3	95.50%	100	97	
Providence Row HA Q4	96.60%	89.00%	100%	100%	n/a	100%	100%	7.3	98.4	100	97	
Southern Housing Group Q4 (2018)	N/A	75%	N/A	99.21%	50%	40.80%	Not Available	26.00	Not collected at the time.	Not collected at the time.	1166	
Southern Housing Group Q1	n/a	80%	n/a	99.79%	28%	n/a	n/a	19.00	4.31%	tbc	1152	
Southern Housing Group 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	
Southern Housing Group Q4											1152	
Spitalfields HA Q4 (2018)	98.08%	98%	100%	100%	60%	100%	60%	7	Not collected at the time.	Not collected at the time.	845	
Spitalfields HA Q1	99.31%	97%	95%	100%	100%	100%	90%	14	101.62%	100	850	
Spitalfields HA Q2	96.25%	97%	99%	100%	100%	100%	100%	21	99.10%	n/a	850	
Spitalfields HA Q3	96.77%	95%	99%	100%	100%	100%	100%	12	99.70%	n/a	850	
Spitalfields HA Q4	96.77%	95%	99%	100%	100%	100%	100%	18	100.20%	0	732	
Swan HA Q4 (2018)	81.6%	51.0%	64.5%	79.0%	72.0%	100%	100%		Not collected at the time.	Not collected at the time.	1597	
Swan HA Q1	98.97%	94.70%	99.60%	99.80%	100%	100%	100%	14	(95%) correct figure inc. eligible service charges TBA w/c 23/7/18	100%	1597	
Swan HA Q2	98.86%	94%	99.46%	100%	100%	100%	100%	12.8	85.64%	100	1597	
Swan HA Q3	97.90%	93%	99.61%	100%	67%	100%	100%	13.9%	97.04%	100	1597	
Swan HA Q4	97.74%	93%	99.55%	100%	75%	100%	100%	14.1	100.2	100	1597	
Tower Hamlets Community Housing Q4 (2018)	88%	89.0%	98.0%	100%	Not collected at the time.	66%	86%	36	Not collected at the time.	Not collected at the time.	2006	
Tower Hamlets Community Housing Q1	90%	77.0%	97.0%	100%		96%	89%	23	103.30%	100%	2005	
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 Community Housing Q4	92%	77.0%	98.0%	100%	n/a	93%	93%	33	101.01%	100%	2004	
Tower Hamlets Homes Q4 (2018)	96.30%	91.70%	n/a	100%	n/a	87.00%	85.80%	23.14	Not collected at the time.	Not collected at the time.	11,568	
Tower Hamlets Homes Q1	96.08%	90.82%	93.79%	100%	51.51%	96.30%	92.10%	18.10	100.25%	100%	11,568	
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	
Tower Hamlets Homes Q4	98.08%	88.73%	93.48%	99.97%	44.9%	95.43%	90.38%	21.00	99.79%	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.

**GATEWAY** The slight dip in satisfaction on repairs is due to loss of 3 multi traders which had a knock on effect on repairs between February and March. This has now been resolved as we have recruited to cover the posts. The other main issue was around special order materials not being available for follow-on works. We have worked with our main supplier, Travis Perkins, to create a live google operation spreadsheet for tracking issues and orders from both sides in real time to improve productivity.

**Southern Housing** were not able to provide stats for quarter 4 due to internal restructures and have promised to provide data more robustly from qtr1 onwards.

**NHG** did not respond nor provide any data for qtr4 although numerous requests and emails were sent for a response.

**Clarion** were asked to specify why there had been dips in KPI 1 and 7 by 7 and 9% however, no explanation was provided.

**L&Q** have been asked to clarify why they have had a slight dip in kpi 1. awaiting response still.