

Please provide as much detailed commentary as possible for dips / delays in performance in the last qtr.					
		KPI	<u>QTR1 Figure</u>		
<u>Peabody</u>	1	Number of stage 1 complaints received	22	count of complaints escalated in Q1 from Eod to Stage 1	
	3	Number of stage 2 complaints received	3	count of complaints escalated in Q1 from Stage 1 to Stage 2. Of the 3 reported in Q1, 1 is included in KPI 1; 2 were logged in 2020-1 Q4	
	8	Number of units vacant but unavailable for letting at period end	12	Assessment After Tenancy Termination /	

				Undergoing Works	
	11	Percentage of repairs completed at first visit	75%	We do not collect this information	
	12	Number of repairs appointments made		We do not collect this information	
	13	Number of repairs appointments kept	89.32%	Overall Satisfaction With The Way The Contractor Dealt With The Repair	
	14	Satisfaction with repairs		Overall Satisfaction With The Way The Contractor Dealt With The Repair	
Poplar Harca		No Comments provided.			
			TARGET		QTR1 RESULT

<p><u>One Housing</u></p>	<p>2</p>	<p>Percentage of complaints responded to within target time</p>	<p>90%</p>	<p>We saw lower performance for both stage 1 and stage 2 responses on time during June. Increased complaint volumes within the Property Services team impacted their responsiveness resulting in a number of late responses. At the point of reporting most of the back log had been cleared and performance should improve in July.</p>	<p>71.7%</p>
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			TARGET		QTR1 RESULT
	5	Total number of re-lets	N/A	All supported housing and GN units included]	25
	6	Average re-let time in days (standard re-lets)	Overall target 28 days	All supported housing and GN.	21
	7	Average re-let time in days (major works units, including time spent in works)	Overall target 28 days	All supported housing and GN.	22.4
	8	Number of units vacant but unavailable for letting at period end	N/A	7 General Needs, 2 Market Rent.	9
	9	Total number of emergency repairs completed year-to-date		[Internal note - Responsive jobs (all responsive and gas responsive)]	690
	10	Total number of non-emergency repairs completed year-to-date		[Internal note - Responsive jobs (all responsive and gas responsive)]	1614
		KPI			

Gateway Ha	7	Average re-let time in days (major works units, including time spent in works)	Unable to provide for this quarter		
	8	Number of units vacant but unavailable for letting at period end	Unable to provide for this quarter		
	11	Percentage of repairs completed at first visit	98%		
	12	Number of repairs appointments made	Currently unable to validate and provide data		
	13	Number of repairs appointments kept	Currently unable to validate and provide data		
	14	Satisfaction with repairs	82% Based on our internal DLO Only (Homeworks)		
	15	The number of properties which had their gas safety record renewed by their anniversary date	1833 Exact anniversary date is not measured the measure is how many properties have a current valid LGSR		
		KPI	TARGET		QTR1 FIGURE
Providence Row HA	1	Number of stage 1 complaints received	no target	We do not have a target for the number of complaints that are received	3

	3	Number of stage 2 complaints received	no target	We do not have a target for the number of complaints that are received	1
	4	Number of ME/MP enquiries received	no target	We do not have a target for the number of ME/MP enquiries received. 1 ME was received and responded to within timescale for Quarter 1	1
	5	Total number of re-lets	no target	3 GN properties were re-let within the quarter	3

	6	Average re-let time in days (standard re-lets)	<20 days	<p>Two of the GN flats that were standard re-lets in the quarter had significant issues during the lettings process, rather than during the void works period, which extended the time they were vacant.</p> <p>One of the two properties is historically a hard to let property due to its size and layout. In this case there were a significant</p>	114
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				<p>number of viewings which resulted in refusal. We had to give an incentive of donating white goods in order to achieve an agreement from a prospective tenant to sign.</p> <p>In the second case, following acceptance of the property the prospective tenant raised issues around post void repair works and the tenant did not wish to sign the tenancy</p>	
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				<p>until the issues raised had been resolved. There were subsequent delays as the prospective tenant then developed Covid which led to a further delay before sign up and move in.</p>	
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	7	Average re-let time in days (major works units, including time spent in works)	Under review (see note)	There were no major works re-lets of GN flats during the period. PRHA does not have a separate target for major works voids, but we will be reviewing this.	n/a
	8	Number of units vacant but unavailable for letting at period end	no target	There were no vacant GN units at the end of quarter 1, whether available or unavailable for letting	0
	11	Percentage of repairs completed at first visit	91%	This is a reduction from the year end figure for 2020-21 of 90% and is under	82%

				target.	
	12	Number of repairs appointments made	Not applicable	Our main contractor is currently experiencing issues with their system in relation to providing the KPIs for this quarter. This is being addressed as a priority and the data will be provided as soon as the issue is resolved.	tbc
	13	Number of repairs appointments kept	95%	See note above. This data will be provided as soon as the current issue has been	tbc

				resolved.	
		We do not currently have a separate target for major works void completion times but that is being reviewed.			
		Our main repairs contractor is still experiencing an issue in relation to the appointments data but are continuing to work on it, so I have added a note to this effect on the KPI sheet and we will be providing this information as soon as it is available.			
		KPI	Target		QTR1 Figure
Clarion		Percentage of complaints responded to within target time	N/A	84%	Since putting in place new measures to improve our complaint response time, we have seen continued improvements in this area. We experienced an improvement of 34%, for complaints which were responded to in 20 working days, in comparison to the previous quarter.

	3	Number of stage 2 complaints received	N/A	44	Significant improvements have been made across the number of stage 2 complaints received, in comparison to last financial year Q4.
	4	Number of ME/MP enquiries received	N/A	150	Significant improvements have been made across the number of received ME/MP enquiries, in comparison to last financial year Q4.
	5	Total number of re-lets	N/A	24	Re-let figures are appearing lower this quarter due to ongoing Covid-19 restrictions and staffing pressures. To provide a comparison across the quarters we will provide an updated return next week outlining our usual relet figures each quarter.

	9	Total number of emergency repairs completed year-to-date	98%	798	The volume of emergency repairs being reported by our customers is high nationally and this in turn is impacting on our ability to complete non-emergency repairs on time, this quarter we achieved a completion rate of 96.03%. This figure is reflective of emergency repairs reported across 560 properties.
	10	Total number of non-emergency repairs completed year-to-date	95%	2189	The volume of emergency repairs being reported by our customers is high nationally and this in turn is impacting on our ability to complete non-emergency repairs on time, this quarter we achieved a completion rate of 80.75%. This figure is reflective of non-emergency/routine repairs reported across 1558 properties.

	11	Percentage of repairs completed at first visit	90%	94.11%	Repairs completed at first visit have exceeded our target of 90% for this quarter. This figure is reflective of repairs completions across 1601 properties.
	12	Number of repairs appointments made	95%	2676	Across both measurements for appointments kept and made, we have exceeded our target of 95% by achieving 98.17% for this quarter. However, those appointments which have not been met, have been impacted by resourcing issues, due to Covid-19 related absences. These figures are reflective of appointments made and kept across 1394 properties.
	13	Number of repairs appointments kept	95%	2627	

	14	Satisfaction with repairs	85%	83.75%	<p>These figures are representative of performance between April & May only. This is due to the availability of data, within the timeframes set for benchmarking report production.</p> <p>Resident satisfaction information is provided to us by TLF who conduct resident satisfaction interviews on our behalf.</p> <p>Customer satisfaction with repairs is below our internal target of 85% but we are aware of the issues impacting customer satisfaction and are working to improve these.</p> <p>We will continue to include results specific to North London only, as borough specific information remains unavailable.</p>
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	15	The number of properties which had their gas safety record renewed by their anniversary date	100%	1025	Out of the 1058 gas safety records which were due, 33 were not completed by the one year anniversary due date to access issues. Of the remaining 33 records; 20 records have since been completed. With the remaining 13 records requiring outstanding services, which we are pursuing through legal action. All attempts are being made to gain access to these properties to complete the necessary safety checks. These continue to remain a high priority and will be followed up on, through to completion.
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	16	FRA on percentage of buildings over 18 metres	100%	80%	All site visits have been completed, however we are awaiting confirmation on completion for three remaining out of date FRAs from our Contractors. We are currently working with our Contractors to improve their performance, to also complete any overdue properties and provide us with FRAs in a more timelier manner.
		KPI			
<u>Spitalfields HA</u>	6	Average re-let time in days (standard re-lets)	21	Q1 stats are high due delays from Public trustee to release the properties. Also, lettings officer was off due to bereavement which caused further delays to let void	69.9

				properties.	
	7	Average re-let time in days (major works units, including time spent in works)	n/a		n/a
	16	FRA on percentage of buildings over 18 metres	n/a	we do not have building over 18 metres	
		KPI	<u>Target</u>	<u>QTR1 figure</u>	
<u>THH</u>	2	Percentage of complaints responded to within target time	95%	100	For THH this is Stage 1 complaints only; LBTH deal with Stage 2s
	6	Average re-let time in days (standard re-lets)	50	65.9	THH generated a

	7	Average re-let time in days (major works units, including time spent in works)	50	89.7	backlog of voids in 2020-21 due to: emergency rehosings only in 1st period of lockdown; socially distanced viewings and sign ups; priority given to letting new build schemes; high refusal rates. A range of measures has been introduced to speed up reletting and reduce refusals, and the backlog is reducing month-on-month.
	8	Number of units vacant but unavailable for letting at period end		75	This includes properties to be demolished for Blackwall Reach, and properties being held to facilitate the decant of Malting & Brewster Houses.
	12	Number of repairs appointments made			Discussions are taking

	13	Number of repairs appointments kept	95%		place with Mears, the THH main repairs contractor, re the definition, calculation and reporting of this measure. The essence of the discussion is whether servicing appointments can and/or should be included. This will be resolved before Q2 report due.
	15	The number of properties which had their gas safety record renewed by their anniversary date	100%	9461	This is 100% of properties requiring gas safety certificate
		KPI	<u>Target</u>	-	<u>QTR1 Figure</u>

<u>NHG</u>	2	Percentage of complaints responded to within target time	95%	A new complaints framework introduced in early 2021 led to initial improvements in performance in the housing teams, the focus has shifted as teams start to return to community working. Teams are revising their approach to adapt to these new circumstances.	63.20%
	11	Percentage of repairs completed at first visit	N/A	Please note, this is based on emergency repairs only	93%

	12	Number of repairs appointments made	N/A	Not able to report for Q1 as there are a number of issues with this dataset as the contractor relies on 'event data' which at the moment is difficult to obtain.	N/A*
	13	Number of repairs appointments kept	N/A	*To increase confidence levels NHG monitor % of appt within the 24 hours. Performance for this is reported at 86% in TH for the period reporting	N/A*
		KPI	<u>Target</u>	<u>QTR1 figure</u>	

<u>Southern HA</u>	2	Percentage of complaints responded to within target time	100%	99.84%	NB - 100% compliance for acknowledging complaints within timeframe
	13	Number of repairs appointments kept	98.00%	98.63%	574 of the appointments araised
	14	Satisfaction with repairs	95.00%	96.80%	125 customers surveyed in total
	15	The number of properties which had their gas safety record renewed by their anniversary date	100%	99.99%	99.99% compliant with 1 overdue case in the legal process, for which access has since been gained
		KPI	QTR1 Figure		

<p><u>THCH</u></p>	<p>2</p>	<p>Percentage of complaints responded to within target time</p>	<p>81%</p>	<p>Of the 47 complaints responded to 9 were out of target. 5 (56%) of those related to repairs who received 55% of all complaints responded to. Additional support has been given to the team to help resolve customer complaints within target time. This has already had an impact with 100% of repairs complaints responded to within</p>	
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				target time	
	6	Average re-let time in days (standard re-lets)	94	16 re-lets have taken place of which 5 were standard re-lets. Of those 5, 1 was void for 205 days and underwent 4 separate bid rounds because it is a one person besit THCH are looking to develop an	

				under occupation and overcrowding strategy that is likely to address the relets of such 'had to let' properties. We will continue to report longer than target re-let days as we work through our backlog of voids generated during C19 government restrictions	
	14	Satisfaction with repairs	0	THCH will recommence transactional surveys in quarter 3	
		KPI		QTR1 figure	

Eastend Homes	2. Complaints responded to in target	Stage 1	Target - 10 days	76.47%	
		Stage 2	Target - 20 days		
	8. Properties vacant and unavailable for letting	All 15 properties awaiting intrusive Type 4 FRAs	N/A	15	
	11. % of repairs completed on first visit	Performance relates to in-dwelling repairs completed by the main repairs contractor.	90%	91.48%	
	12. Number of repairs appointments made	Performance relates to non emergency in-dwelling repairs issued to the main repairs contractor and the gas contractors	N/A	1573	
	15. The number percentage of properties which had their gas safety record renewed by their anniversary date	Performance reported relates to 1748/1760.9 communal boilers and 1751 residential properties. The three outstanding LGSR inspections are for residential properties and have now been completed	N/A	99.83%	
	16. FRA on percentage of buildings over 18 metres	Performance reported relates to 21/22 "tall" building with a current FRA at the end of quarter one. Performance in July is 100%	100%	95.45%	

		KPI	QTR1 Figure and comments		
<u>L&Q</u>	1	Number of stage 1 complaints received	137 (we don't categorise complaints received as Stage 1 or Stage 2)		
	3	Number of stage 2 complaints received	137 (we don't categorise complaints received as Stage 1 or Stage 2)		
	5	Total number of re-lets	7 (General Needs only)		
	7	Average re-let time in days (major works units, including time spent in works)	137 (General Needs only)		
	8	Number of units vacant but unavailable for letting at period end	9 (General Needs only)		
			<u>Target</u>		<u>QTR1 Figure</u>

<u>Swan</u>	6	Average re-let time in days (standard re-lets)	15	8 operational voids have been processed this quarter, 5 in target and 3 out of target. Main reasons for not achieving target in these 3 properties are due to several refusals mainly due to property size and no contact from person nominated.	17