

Comments from RP's

Clarion	KPI 1	This quarter we have seen an expected increase in received complaints, particularly as we head in to the winter months.
	KPI 2	This quarter we have received a higher volumes of repairs, and as we head in to the winter months we will expect that these will take longer to resolve.
	KPI 3	This quarter we have seen an expected increase in received complaints, particularly as we head in to the winter months.
	KPI 4	See above
	KPI 5	Figures provided are based on General Needs re-lets Re-let times are very high this quarter. This is in part, due to the relatively low number of lets we have had. Alongside delays, we have experienced around the completion of works. We did have a dedicated member of staff who dealt solely with Tower Hamlets. However, they have since left the business during this period, which has meant we have had to re-train staff. Additionally, we did have to await access to the Tower Hamlets system, which caused delays to lettings during this time.
	KPI 6	
	KPI 7	We continue to remain unable to provide this information, due to restrictions in our CORE reporting system.
	KPI 8	This data is based on a half year current period (April through to September), we are unable to provide this information on a quarterly or monthly basis.
	KPI 9	Year to date figure provided. The LBTH stock, in particular Bow E3 continues to be our highest geographical repairs demand area. This in turn is reflected in the extremely high (in relative terms) number of emergency and non emergency repairs, we have attended this quarter.

KPI 10	
KPI 11	First time fix percentage have declined this quarter. During Q2 we've been monitoring our end to end job process carefully, to ensure that follow on works are raised correctly. This process involves the management of our Resource Planners & Trade Operatives in the interest of increasing overall satisfaction.
KPI 12	N/A
KPI 13	This quarter we achieved 97% which is reasonable. We always aim to honour our appointments, however we sometimes have to manage the emerging day through sickness or unforeseen absences.
KPI 14	Please note these figures are only representative of scoring July to August as the full Q2 scoring including September is currently not yet available. Customer satisfaction with repairs continued to remain below our internal target of 85%. Clarion Response are working on multiple initiatives to bring about improvements in this area, and recent indications suggest progress is being made. The current environment, particularly in London concerning Trade resources / recruitment is a huge factor in service challenges faced.
KPI 15	Out of the 826 gas safety records which were due, we were unable to complete 6 by the one year anniversary due to access issues. Of the remaining 6 records; 3 have since been completed and 3 are being pursued 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.
KPI 16	These figures are based on 15 out of 15 blocks high rise blocks in Tower Hamlets with an in date FRA
KPI 17	N/A

EEH **NO COMMENTS**

HARCA **NO COMMENTS**

ONE HOUSING

KPI 8

8 GN 2 MARKET RENT

PRHA

KPI 1

We do not have a target for the number of complaints that are received.

KPI 2

Target met

KPI 3

We do not have a target for the number of complaints that are received.

KPI 4

We do not have a target for the number of ME/MP enquiries received.

KPI 5

One ME was received during Quarter 2 and responded to within timescale.

One GN property was re-let within the quarter.

KPI 6

The void is in within an Almshouse in the borough for which PRHA is the managing agent. The units are not let via the Common Housing Register (with agreement from LBTH) and there are strict referral criteria in place from the landlord. This leads to a correspondingly lengthy review process for referrals to the properties when they become vacant. The units are restricted to "single destitute women" with a local connection.

KPI 7

There were no major works re-lets of GN units during the period.

PRHA has not previously had a separate target for major works voids but we are reviewing this.

KPI 8

There were no vacant GN units at the end of the quarter, whether available or unavailable for letting

KPI 9

PRHA does not have a target for the number of emergency repairs completed during the quarter. A target is set for emergency repairs completed to timescale.

KPI 10

PRHA does not have a target for the number of non-emergency repairs completed during the quarter. Targets are set for urgent and routine repairs completed to timescale.

KPI 11	This remains under target but is an improvement on the 85% recorded for Quarter 1. Work is ongoing with our main contractors in relation to this area.
KPI 12	<p>Our main contractor partially resolved the issue that was preventing them from accurately reporting appointments made and kept from their system, and has today provided data from September as a test (184 appointments made, 181 appointments kept).</p> <p>Please therefore note that this data is indicative of one months performance only and is subject to change as they now work to provide the retrospective data going back to April.</p>
KPI 13	See note above. Target met, but the current figure relates to September data only and will be updated when the full quarter's information is available.
KPI 14	Target met

KPI 15 The figure for Quarter 2 reflects three properties for which contractors and PRHA have been unable to arrange access with the tenant, or where access has been arranged but the tenants then failed to be present for the agreed appointments.

In one case the tenant has not responded to written correspondence or to phone calls, and was not present or did not respond during site visits. A notice is being served on this tenant to gain access as the gas meter is inside the property so it cannot be capped without obtaining access.

In the other two cases appointments were agreed with the tenants, who then were not then present for the appointed dates and times to allow access. A further attempt is being made to arrange access in each case, but if agreement is not reached (or if agreement is reached but access is then not provided on the day) the contractors will be instructed to cap the supplies until the access is granted.

SHG	KPI 1	Tower Hamlets only
	KPI 2	Tower Hamlets only
	KPI 3	Tower Hamlets only
	KPI 4	Tower Hamlets only
	KPI 5	Tower Hamlets only
	KPI 6	Tower Hamlets only
	KPI 7	Tower Hamlets only
	KPI 8	Tower Hamlets only
	KPI 9	Southern Maintenance - Tower Hamlets only
	KPI 10	Southern Maintenance - Tower Hamlets only
	KPI 11	Southern Maintenance - Tower Hamlets only
	KPI 12	Southern Maintenance - Tower Hamlets only
	KPI 13	Southern Maintenance - Tower Hamlets only
	KPI 14	Group figures - satisfaction with last repair
	KPI 15	Group Figures
	KPI 16	Group Figures
	KPI 17	Tower Hamlets only

SPHA	KPI 1	Complaints system under review
	KPI 2	Complaints system under review

KPI 3**Complaints system under review****SWAN****KPI 6**

Swan overall performance (all Local authorities) is below this target, due to the smaller number of voids in one area the number has been shown to be out of target, however, our overall performance is currently 14.8 days for all voids

KPI 11

Repairs completions are still impacted by the shortage of supplies for some trades plus labour shortages where staff have to self isolate. A recovery plan is in place and is monitored with our repairs partners

KPI 15

Repairs completions are still impacted by the shortage of supplies for some trades plus labour shortages where staff have to self isolate. A recovery plan is in place and is monitored with our repairs partners

THCH**KPI 1**

There is no target set.

KPI 2

Internal process changes have been made to deliver a higher performance rate by end of year.
Average number of days to respond to a complaint is 13 days against a target of 10 days.

KPI 5

6 minor works voids
20 Major works voids

KPI 6

We started the year with a backlog of void properties to be let and these continue to impact on average relet turnaround.

KPI 7

The last 18 months has seen an increase in the number of long term tenants ending their tenancy, resulting in more major works voids with capital spend.

KPI 11

We had a reduced capital programme during the C19 restrictions and have taken the opportunity to complete component replacement e.g. kitchen and bathroom replacement during the void period where we can.

KPI 13

No broken appointments recorded

KPI 14	Transactional surveys recommenced 1 October 2021. Data will be available next quarter
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THH	KPI 2	For THH this is Stage 1 complaints only; LBTH respond to Stage 2's
	KPI 6 & 7	THH generated a 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.
	KPI 8	This includes properties to be demolished for Blackwall Reach, and properties being held to facilitate the decant of Malting & Brewster Houses.
	KPI 12 & 13	THH has been unable to agree with Mears, its main repairs contractor, a sound enough methodology, using Mears systems, to produce robust data for this indicator. Performance reported here is based on data from the repairs satisfaction survey carried out by our independent market research partner on our behalf. Performance for Q2 is 93.16%
	KPI 15	This is 100% of properties requiring a gas safety certificate

GATEWAY HA	NO COMMENTS
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NHG	KPI 1	All tenures
	KPI 2	All tenures
	KPI 3	All tenures
	KPI 4	All tenures
	KPI 5	General Needs
	KPI 6	General Needs
	KPI 7	General Needs
	KPI 8	General Needs
	KPI 9	Wates and Plentific
	KPI 10	Wates and Plentific
	KPI 11	Will not report this KPI to the scrutiny committee
	KPI 12	All tenures. Wates and Plentific
	KPI 13	Wates only

KPI 14	East Region General Needs. Tower Hamlets is too small a sample to get a more specific figure
KPI 15	All boroughs, domestic gas properties

PEABODY	KPI 1	no. of complaints escalated to stage 1 in quarter
	KPI 2	Percentage of complaints resolved within target no. of days
	KPI 3	no. of complaints escalated to stage 2 in quarter
	KPI 9	undergoing works
	KPI 12 AND 13	Cant report on these and require more time.
	KPI 14	Overall Satisfaction With The Way The Contractor Dealt With The Repair