

IHHF - Q2 (2021-22) Quartile Report

Organisation	Q1 Number of stage 1 complaints received	Q2 Percentage of complaints responded to within target time	Q3 Number of stage 2 complaints received	Q4 Number of MEM/P enquiries received	Q5 Total number of re-lets	Q6 Average re-let time in days (standard re-lets)	Q7 Average re-let time in days (major works units, including time spent in work)	Q8 Number of units vacant but unavailable for letting at period end	Q9 Total number of emergency repairs completed year-to-date	Q10 Total number of non-emergency repairs completed year-to-date	Q12 Number of repairs appointments made	Q13 Number of repairs appointments kept	Q14 Satisfaction with repairs	Q15 The number of properties which had their gas safety record renewed by their anniversary date	Q16 FRA on percentage of buildings over 19 metres	Q17 Quarter 2 General Needs Stock Numbers															
Clarion Housing QTR1	No Target	111	N/A	64%	N/A	44	N/A	150	N/A	24	N/A	N/A	N/A	N/A	N/A	N/A	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	3994
Clarion Housing QTR2	147	64%	54	188	30	165.7	N/A	49	1757	5432	2764	2672	83%	820	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	3993
Eastend Homes QTR1	No Target	19	Target 100%	76.47%	N/A	2	N/A	25	N/A	13	Target 15 days	27.5	Target 50 days	64.9	N/A	15	N/A	1124	N/A	1393	Target 98%	1573	Target 98%	1550	Target 98%	96.15%	Target 100%	100%	Target 100%	95%	2243
Eastend Homes QTR2	48	81%	5	37	25	28.2	63.0	22	2215	3267	90%	98%	95%	100%	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	2248
Gateway Housing Association QTR1	No Targets provided	23	62%	7	13	44	16	42	656	2227	N/A	N/A	62%	100%	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	1886
Gateway Housing Association QTR2	20	42%	7	20	16	42	42	7	1309	4417	Awaiting KPI DATA returns	Awaiting KPI DATA returns	82%	1843	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	1910
Land Q QTR1	127 (see also 17 complaints completed in target or beyond)	86.6%	137	6	9	0	139	9	997	979	69	62	78.4%	97.5%	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	1363
Land Q QTR2	156	87%	154	12	6	88	230	23	926	1974	62	52	90%	98.83%	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	1363
Notting Hill Genesis QTR1	No Target	40	Target 95%	63.2%	N/A	5	N/A	20	N/A	14	Target 35 days	39	N/A	47.2	N/A	7	Target not provided	276	Target not provided	874	N/A	N/A	Target 83%	88%	Target 100%	100%	Target 100%	100%	Target 100%	100%	1769
Notting Hill Genesis QTR2	42	68%	2	20	21	40	21	2	524	1787	2311	79%	77%	100%	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	1777
One Housing QTR1	No Target	85	Target 90%	71%	N/A	26	Target N/A	43	N/A	25	Target 28 days	21	Target 28 days	22.4	Target not provided	9	Target not provided	690	Target not provided	1614	Target not provided	3848	Target not provided	3818	Target not provided	88.4%	Target 100%	97%	Target 100%	100%	8324
One Housing QTR2	84	89%	20	36	18	24	24	10	2293	8735	4954	4789	89%	99%	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	2875
Peabody QTR1	No Target	22	Target 100%	81%	No Target	3	No Target	10	No Target	16	Target 24	12	No Target	71	No Target	12	Target not provided	550	Target not provided	1329	N/A	N/A	Target 83%	89.32%	Target 100%	100%	Target 100%	100%	Target 100%	100%	1877
Peabody QTR2	13	50%	3	23	17	0	68	9	768	2908	Can't report on these and require more time.	Can't report on these and require more time.	88%	No comment / figure	No comment / figure	No comment / figure	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	1871
Poplar HARCA QTR1	Targets not provided	70	99%	5	81	13	No staged works re-lets	18	1844	3932	4926	4849	95%	100%	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	5339
Poplar HARCA QTR2	65	99%	4	76	8	60	82	9	3,508	6,432	5,213	5,157	94%	100%	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	5320
Providence Row Housing Association QTR1	No target	3	Target 92%	100%	No target	1	No target	1	No target	3	Target 20 days	114	No major works relets	0	No target	0	Target not provided	83	Target not provided	485	N/A	N/A	Target 95%	97%	Target 100%	100%	Target 100%	100%	Target 100%	100%	100
Providence Row Housing Association QTR2	2	100%	0	1	1	55	No major works relets	0	161	757	184	98%	95%	96%	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	99
Southern Housing Group QTR1	N/A	52	Target 100%	100%	N/A	2	N/A	8	N/A	12	N/A	33	N/A	72	N/A	2	N/A	65	N/A	641	N/A	582	Target 98%	574	Target 95%	88%	Target 100%	99%	Target 100%	100%	1159
Southern Housing Group QTR2	58	100%	3	15	15	24	104	2	123	1388	116%	97%	81%	100%	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	1183
Spitfields Housing Association QTR1	No Targets provided	2	100%	0	0	10	77	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	732
Spitfields Housing Association QTR2	COMPLAINTS SYSTEM UNDER REVIEW	COMPLAINTS SYSTEM UNDER REVIEW	COMPLAINTS SYSTEM UNDER REVIEW	23	13	87	N/A	4	74	1059	431	100%	95%	100%	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	745
Swan Housing Association QTR1	No target	23	Target 100%	100%	No target	3	No target	18	No target	12	Target 15 days	17	Target 40 days	19.8	No target	11	No target	58	No target	721	No target	721	No target	705	Target 90%	92.89%	Target 100%	100%	Target 100%	100%	1546
Swan Housing Association QTR2	16	100%	2	15	20	20	37	2	114	1364	1365	1364	92%	1599	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	1546
Tower Hamlets Community Housing QTR1	No targets provided	52	84%	0	0	48	44	44	895	641	641	609	N/A	100%	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	2003
Tower Hamlets Community Housing QTR2	45	62%	2	63	26	108	143	25	742	2280	640	100%	N/A	100%	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	2003
Tower Hamlets Homes QTR1	No target	100	Target 95%	100%	No target	63	No target	314	No target	114	Target 50 days	65.9	Target 50 days	85.7	No target	75	No target	5802	No target	11225	No target	873	Target 95%	978	Target 83%	82.5%	Target 100%	9461	Target 100%	100%	11,465
Tower Hamlets Homes QTR2	437	100%	64	381	87	44	57.87	95	11086	22733	981	1053	80%	9461	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	11633
Bottom quartile	20	67%	2	15	13	27	40	22723	320	22733	5213	5157	95%	9461/100%	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	11633
2nd quartile	46	80%	4	32	16	36	39	32	1627	4891	2314	2364	90%	2029/100%	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	1056
3rd quartile	84	100%	10	76	31	87	143	9	1937	2504	681	59	100%	100/100%	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	1877
Top quartile	67	100%	156	381	87	166	140	2	11086	1382	184	1	84%	9461	100%	100%	Target 98%	798	Target 95%	2189	Target 95%	2676	Target 95%	2627	Target 85%	63.75%	Target 100%	125%	Target 100%	80%	1363

N/A OR NO DATA PROVIDED / assessment data unavailable
90-100% or low number
80-90%
80% or lower
QTR1-QH STOCK NUMBERS

KPI'S 1,4,9,10,12,13 and 17 No grading.