

Organisation	THHF - Q2 & Q3 (2021-22) - Quartile Report															
	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 ME/MP 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 works)	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 Percentage of repair appointments made	Q13 Percentage of repair 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 18 metres	Q17 Quarter 3 General Needs Stock Numbers
Clarion Housing Q3	301	55%	38	212	12	146	ISSUES WITH REPORTING SYSTEM	ISSUES WITH REPORTING SYSTEM	2702	8814	3128	3038	83%	685	100%	3996
Q2	147	64%	54	188	30	166	N/A	49	1757	5432	2764	2672	84%	820	100%	3993
Eastend Homes Q3	66	79%	13	88	40	27	63	24	2500	4898	91.16%	96%	90%	99.85%	100%	2243
Q2	43	81%	5	37	25	28	63	22	2215	3267	90.56%	98%	95%	99.83%	100%	2243
Gateway Housing Association Q3	26	54%	8	21	52	18	49	20	2160	7500	No Data Provided	No Data Provided	69%	1849	100%	1915
Q2	20	42%	7	20	16	42	7	309	4417	Awaiting KPI DATA returns	Awaiting KPI DATA returns	87%	1843	100%	1910	
Land Q Q3	137	93%	137	18	4	21	No MW relets only OK	34	1433	3237	44	57%	67%	1019	100%	1366
Q2	156	87%	156	12	6	88	230	23	926	3974	62	52%	90%	98.83%	100%	1363
Notting Hill Genesis Q3	44	60%	4	33	13	49	74	5	439	3480	363	93%	75%	99.57%	89%	1777
Q2	42	68%	2	20	21	40	21	2	524	1787	147	117%	77%	99.93%	100%	1777
One Housing Q3	103	89%	26	61	42	33	43	8	3815	12546	4452	4310	80%	98.70%	100%	2875
Q2	84	89%	20	36	18	24	24	10	2293	8735	4954	4789	89%	98.6%	100%	2875
Peabody Q3	23	95%	4	31	19	18	62	6	1651	5166	324	93%	77%	1252	100%	1922
Q2	6	100%	0	23	17	27	62	9	446	1265	1016	366	88%	100%	1871	
Poplar HARCA Q3	112	100%	3	94	9	147	179	23	5378	12357	100%	99%	94%	4,795	100%	5,302
Q2	65	99%	4	76	8	60	82	9	3508	6632	5,213	5157	94%	99.8%	100%	5320
Providence Row Housing Association Q3	6	100%	0	0	0	0	No MW relets OK only	0	188	1045	362	97%	94%	79	100%	99
Q2	2	100%	0	1	1	55	No MW relets OK only	0	161	757	184	98%	95%	96.90%	100%	99
Southern Housing Group Q3	73	100%	5	17	9	27	75	4	1059	12626	74%	100%	97%	99.95%	100%	1185
Q2	58	100%	3	15	15	24	104	2	123	1888	116%	98%	81%	99.99%	100%	1183
Spitfields Housing Association Q3	32	84%	3	19	4	75	N/A	0	196	1662	1962	100%	94%	224	100%	745
Q2	23	57%	0	23	13	87	N/A	4	74	1059	431	100%	95%	100%	745	
Swan Housing Association Q3	17	100%	3	18	39	10	22	2	173	1990	97.69	89%	92%	1600	100%	1546
Q2	16	100%	2	15	20	21	38	2	114	1364	1365	1364	93%	1599	100%	1546
Tower Hamlets Community Housing Q3	34	85%	0	83	75	142	160	28	1377	4005	100%	100%	100%	99.87%	100%	2003
Q2	45	62%	2	63	26	108	143	25	742	2280	640	100%	N/A	100%	2003	
Tower Hamlets Homes Q3	500	100%	85	417	75	26	40	91	18745	35082	1,009	51%	77%	9456	100%	11,633
Q2	437	100%	64	381	87	44	58	95	11086	22733	981	105%	81%	9461	100%	11,633
Bottom quartile	22	66.20%	2	18	9	25	42	3582	318	3583	5213	5157	100.0%	945600.0%	100.00%	11633
2nd quartile	44	88.40%	4	37	17	40	65	71	609	1405	92	1	100.0%	113500.0%	100.00%	2529
3rd quartile	66	100.00%	12	55	28	81	97	140	1480	363	363	1	100.00%	100.00%	1872	
Top quartile	90	100.00%	16	73	37	106	130	18745	1725	33	1	80.3%	99.84%	100.00%	1365	

	N/A OR NO DATA PROVIDED / AWAITING DATA SUBMISSION
	90-100% or low number
	80-90%
	60% or lower / high number
	N/A ON STOCK NUMBERS
	Mixed data
KPIs	1,4,9,10,12,13 and 17 No grading