

QTR3	1. Stage 1 complaints as % of stock	2. Complaints responded within target	3. Stage 2 complaints received as % of stock	4. ME/MP enquiries as % of stock	5. Re-lets	6. Average standard re-let time (days)	7. Average major works re-let time (days)	8. Empty properties unavailable for letting as % of stock	9. Emergency repairs completed year-to-date	12. Repair appointments made	13. Repair appointments kept	14. Satisfaction with repairs	15. Gas safety record renewed by anniversary	16. Buildings 18m+ with FRA
Clarion	This quarter we continue to see an increase in complaints, member enquiries and peer reviews. This is an expected seasonal occurrence for this time of year. We have seen trends mainly in the area of Repairs.				Following an emergency decant at Clare House, we have since had a very low number of re-lets this quarter. This has contributed to higher re-let times, alongside a number of issues around refusals.	We continue to remain unable to provide this information, due to restrictions in our reporting system.		This data is available on a half year current period, we are unable to provide this information on a quarterly or monthly basis.	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 number of emergency and non-emergency repairs, which we have attended this quarter.			Please note these figures are only representative of scoring averages from October to November, as the full Q3 scoring including December is currently not yet available.	Out of the 685 gas safety records which were due, we were unable to complete 11 by the one year anniversary. Of the remaining 11 records, 8 have since been completed and 3 are being pursued through legal action following our gas access process. 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, through to completion.	These figures are based on 13 out of 13 blocks high rise blocks in Tower Hamlets with an in date FRA
Gateway					This is higher due to the new development handover							We are checking this figure		
Nottinghill Genesis												East Region General Needs Tower Hamlets is too small a sample to get a more specific figure		Checking responsibility on 4 blocks, 1 is a new handover.
One Housing		A high number of complaints received in quarter 3 and COVID staff shortages resulted in us missing our target				Smaller number of voids than usual with longer term voids let. IT issues accessing Northgate causing problems with turnaround time.								
Peabody		There was 1 x complaint that did not achieve the target time for a response. This was because the complaint handler had to take some unexpected leave due to a family bereavement and there was a delay in handing over this complaint to another complaint handler.										The aim is always to honour 100% of the appointments but there has been a high level of staff/contractors this quarter	This is particularly low this quarter. This seasonal winter/christmas dip due to increase in heating/boiler issues. % of survey respondents very/satisfied with the way the contractor dealt with the repair	
Providence Row		Six complaints were received from GN residents within the quarter, and all were responded to within timescale. Five of the six related to repairs issues. Complaints are viewed as an opportunity to address shortfalls and improve service delivery, with each department and team conducting post-response reviews and complaints received as part of the formal learning and feedback process.		No MEs were received during this quarter. Two have been received cumulatively for the year to date, both of which have been responded to within timescale. We will shortly be meeting with the Borough to review the MEs received and responded to by PRHA within the last two years, as part of the Borough's		There were no GN relets during this quarter but our cumulative figure for the year remains at 42 days, which is above our target. The reduction of void works turnaround times is a priority for PRHA, however for the re-lets during the current year there have also been other factors involved: one historically hard to let void for which there were a high number of refusals following viewing before it was								PRHA has two buildings which are over 18 meters in height, and both of them have a current FRA.
Southern						Three lettings were delayed due to void works, a fraud case and another was held for Clarion decants.								29 units are in date, 3 are capped, and 2 have ongoing access issues which Housing Management and Property Services are seeking to resolve (giving a performance of 97.5%). One of the two units with access issues involves the tenant being absent from the property due to ongoing mental health issues, so there is currently no utility usage at the property.
Spitfields										Contractor reports visits and not appointments				
Swan		100% achieved in December, 90% in November, 64.3% in October. Issues from early in the quarter have been resolved as demonstrated in more recent months figures			We had a backlog of empty homes to relet as covid restrictions were lifted, there has also been an increase in the volume of properties being vacated as the in-borough transfers recommenced. Of the homes we have let 17 are included in the KPI Days to Relet, with an average of 130 days. In total, 45 properties have been let with an average turnaround of 139 days. As at the end of December 2021 we have 17 homes for reletting all at different stages of the voids process. There are an additional 10 properties unavailable to let because of intrusive fire stopping works or as decant properties for existing tenants.	130 YTD	144 YTD							
THH		For THH this is Stage 1 complaints only; LBTH responded to Stage 2's					Whilst the target is being met in Q3 there are a number of long term voids in the pipeline that mean the year end target is at risk.	This includes properties to be demolished for Blackwall Reach, damaged by fire at Hadleigh House, and properties being held to facilitate the decant of Maiting & Brewster Houses.		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.		Significant workforce absences in our main contractor due to covid-related illness and self isolation has resulted in a backlog of non-emergency repairs which in turn has impacted on satisfaction.		
THG		100% achieved in December, 90% in November, 64.3% in October. Issues from early in the quarter have been resolved as demonstrated in more recent months figures			We had a backlog of empty homes to relet as covid restrictions were lifted, there has also been an increase in the volume of properties being vacated as the in-borough transfers recommenced. Of the homes we have let 17 are included in the KPI Days to Relet, with an average of 130 days. In total, 45 properties have been let with an average turnaround of 139 days. As at the end of December 2021 we have 17 homes for reletting all at different stages of the voids process. There are an additional 10 properties unavailable to let because of intrusive fire stopping works or as decant properties for existing tenants.	130 YTD	144 YTD							