

COMMENTARY

| | Qtr | Number of stage 1 complaints received | Percentage of complaints responded to within target time | Number of stage 2 complaints received | Number of ME/MP enquiries received | Total number of re-lets | Average re-let time in days (standard re-lets) days | Average re-let time in days (major works units, including time spent in works) | Number of units vacant but unavailable for letting at period end |
|------------------------------------|-----|--|--|---|---|--|--|---|--|
| Clarion Housing | Q1 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| | Q2 | Performance in the area of complaints was impacted due to the cyber security incident that occurred in June. Where possible stage 1 complaints have been progressed. Now systems are coming back online we expect to answer complaints in a more timely fashion. | | | Good progress continues to be made with Member Enquiries. Given the cyber attack, some responses have been outside of target. | Following the cyber security incident in June, we remain unable to provide this data. | Following the cyber security incident in June, we remain unable to provide this data. | Following the cyber security incident in June, we remain unable to provide this data. | Following the cyber security incident in June, we remain unable to provide this data. |
| Eastend Homes | Q1 | | Overall figure. Cannot provide this by borough | | | General Needs | General Needs | General Needs | General Needs |
| | Q2 | | A review is being undertaken to understand the reason for late responses | | | | Whilst performance remains below target this is a significant improvement on 21/22 which is mostly due to the reintroduction of multiple viewings. | Performance continues to improve however, it continues to be impacted by the number of voids requiring Type 4 FRA works. We have now agreed a schedule for these works based on archetypes which will improve the turnaround of any such future voids | |
| Gateway Housing Association | Q1 | | | | | | | is this just for standard relets? The figure provided is for standard relets including major and minor works. | |
| | Q2 | | We are currently reviewing our complaints process and how they have been logged since 1st April 2022 so we are unable to provide an accurate calculation | | | | YTD Figure | YTD Figure | |
| Land Q | Q1 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| | Q2 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| Notting Hill Genesis | Q1 | | Overall figure. Cannot provide this by borough | | | General Needs | General Needs | General Needs | General Needs |
| | Q2 | | We do not report on this - the figure that we have is for complaints resolved | | | The target is days to re-let and not the number | | No target for these | No target for these |
| One Housing | Q1 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| | Q2 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| Peabody | Q1 | | | | | | | | |
| | Q2 | no. of complaints (logged at stage 1) or (escalated to stage 1) in quarter | 10 or fewer w/days from stage_1_start to stage_1_response | no. of complaints escalated to stage 2 in quarter | no. of MP & Councillor Enquiry logged | routine and long-term voids, rental tenures, re-let | routine voids, rental tenures, re-let | long-term voids, rental tenures, re-let | void status = undergoing works |
| Poplar HARCA | Q1 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| | Q2 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| Providence Row Housing Association | Q1 | One Stage 1 complaint was received from a general needs tenant during the quarter, concerning a lift breakdown. | One Stage 1 complaint received, which was responded to within the target timescale. | No Stage 2 escalation requests received from general needs tenants during the quarter | No ME / MP enquiries received during the quarter | There was one re-let of a general needs property within the quarter. This was a major works void re-let. | There were no standard works void re-lets in the quarter. | There was one major works void re-let within the quarter. The property required extensive works, and the associated re-let period was 108 days. | One general needs unit was in void works at the end of the quarter and unavailable to let. |
| | Q2 | Three complaints were received at Stage 1 from general needs tenants. Two related to Property Services (repairs) and one to Estates Services. | Two were responded to within the standard deadline of 10 working days. The third was responded to within 20 working days. As the tenant had not been notified that an extension was required in order to provide a response it was counted as out of timescale Within the quarter: 2 of 3 to timescale, 67% Cumulatively: 3 of 4 to timescale, 75% | No Stage 2 escalation requests received from general needs tenants during the quarter | No ME / MP enquiries received during the quarter | There were no re-lets of general needs units during the quarter | There were no standard works void re-lets for GN units in the quarter. For the year to date there have been no re-lets of standard works voids for GN units so there is no average re-let time available. | There were no major works void re-lets for GN voids in the quarter. The average re-let time is therefore unchanged at 108 days. This figure relates to 1 major works void re-let for the year to date, which occurred in Quarter 1 and took 108 days to re-let. See Quarter 1 return. | There are no general needs units vacant but unavailable for let at the end of Quarter 2 |
| Southern Housing Group | Q1 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| | Q2 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| Spitalfields Housing Association | Q1 | | | | | | | | |
| | Q2 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| Swan Housing Association | Q1 | | | | | | | | |
| | Q2 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| Tower Hamlets Community Housing | Q1 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| | Q2 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| Tower Hamlets Homes | Q1 | | | | | | | | This includes decanted properties at Malting & Brewster Houses and Hadleigh House. It also includes properties being held for decants at Angela Court. |
| | Q2 | | | | | | | Voids held for residents evacuated as a result of the explosion and fire at Bentworth Court | This includes decanted properties at Malting & Brewster Houses and properties being held for decants at Angela Court. It also includes vacant 'residential' units at Robin Hood Gardens though it excludes vacant 'temporary' units there. |

COMMENTARY

| | Qtr | Total number of emergency repairs completed year-to-date | Total number of non-emergency repairs completed year-to-date | Percentage of repairs completed at first visit | Percentage of repair appointments made | Percentage of repair appointments kept | Satisfaction with repairs | The number of properties which had their gas safety record renewed by their anniversary date |
|------------------------------------|-----|---|---|---|--|---|--|--|
| Clarion Housing | Q1 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| | Q2 | Following the cyber security incident in June, we remain unable to provide this data. | Following the cyber security incident in June, we remain unable to provide this data. | Will not be reported to Scrutiny Board Following the cyber security incident in June, we remain unable to provide this data. | Following the cyber security incident in June, we remain unable to provide this data. | Following the cyber security incident in June, we remain unable to provide this data. | Following the cyber security incident in June, we remain unable to provide this data. | This quarter we have seen an increase in our overdue numbers. This was mainly as a result of the cyber security incident we experienced, which left us being unable to access current customer contact details in some instances. Additionally, with our Customer Support activities initially being stalled, we were unable to make calls or send out letters. Court action was also delayed during this period. Out of the 646 gas safety records which were due, we were unable to complete 16 by the one year anniversary. Of the remaining 16 records; 14 have since been completed, 2 properties remain outstanding. |
| Eastend Homes | Q1 | | | | Cannot provide the figure as we use contractors | | Overall figure, cannot be broken down by borough | |
| | Q2 | | | Performance reported considers in-dwelling repairs carried out by the main repairs contractor | Performance considers appointments made by EeH at the point the job is issued. Repairs of a more technical nature are appointed by the contractors | | | |
| Gateway Housing Association | Q1 | | | This is only internal DLO performance. We have a ongoing contractor portal project, when finalised we will be able to provide DLO & contractor performance | We will not be providing this as we are not able to provide % based on internal DLO & Contractor jobs | We will not be providing this as we are not able to provide % based on internal DLO & Contractor jobs | | |
| | Q2 | YTD Figure | YTD Figure | YTD Figure | We will not be providing this as we are not able to provide % based on internal DLO & Contractor jobs | We will not be providing this as we are not able to provide % based on internal DLO & Contractor jobs | YTD figure | |
| L and Q | Q1 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| | Q2 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| Notting Hill Genesis | Q1 | | | | Cannot provide the figure as we use contractors | | Overall figure, cannot be broken down by borough | |
| | Q2 | | | Will not be reported to Scrutiny Board | We do not report on this | | Overall figure, cannot be broken down by borough | No target for number but are 100% compliant |
| One Housing | Q1 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| | Q2 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| Peabody | Q1 | | | | | | | 1 Cert completed during the month after expiry date but Compliant by end of month. |
| | Q2 | | | Will not report this KPI to the scrutiny committee | no. of repair appointments made | no. of repair appointments kept as a % of repair appointments made | % of survey respondents very/satisfied with the way the contractor dealt with the repair | |
| Poplar HARCA | Q1 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| | Q2 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| Providence Row Housing Association | Q1 | 70 emergency repair orders were raised and responded to within the quarter. | 241 non-emergency repair orders were raised and responded to within the quarter. | This is under target, but an increase on the full year 2021-22 figure of 84.6%. We continue to work with our main contractors in this area to improve first time fix performance, to improve satisfaction and value for money for our tenants | Within the quarter 211 repairs appointments were made. As a proportion of the number of repairs undertaken in the quarter, this equates to 67.8%. The majority of our stock is within supported accommodation that is staffed 24 hours per day, and appointments are not always necessary within those properties. | For Quarter 1, 97.6% of the appointments made were kept. This compares to 97.8% for the | The satisfaction percentage for repairs undertaken within Quarter 1 is 94.6%. This compares to 94.0% for the previous year. | As of the end of Quarter 1, 75 units were in date (gas safety records renewed by their anniversary date), 1 unit was capped, and 8 units were outside of their anniversary date. This gives a figure of 90.4%. Of the 8 units referred to above, 7 are now capped and access was agreed for the 8th unit, with the gas safety check now having been completed (but within Quarter 2). PRHA has continued to encounter an above normal level of access refusals from tenants (at the end of Quarter 4 there were 5 such units and by the end of Quarter 1 there were 8) with tenants not allowing access and not responding to attempts to negotiate the access. Concerted action is being taken to resolve this situation by Housing Management, Property Services and our gas safety contractor, including action being taken for breach of tenancy where necessary in order to gain access. |
| | Q2 | 197 emergency repair orders have been undertaken for the year to date (Quarter 1 & Quarter 2) | 757 non-emergency repair orders have been undertaken for the year to date (Quarter 1 & Quarter 2) | This is under target, but an increase on the full year 2021-22 figure of 84.6% and on our Quarter 1 figure (85.1%) We continue to work with our main contractors in this area to improve first time fix performance, to improve satisfaction and value for money for our tenants | The majority of our stock is within supported accommodation that is staffed 24 hours per day, and appointments are not always necessary within those properties. | Target exceeded. | The satisfaction percentage for repairs undertaken within Quarter 1 is 94.2%. This compares to 94.0% for the previous year. | In July 2022 11 domestic units within 2 properties that we were the managing agent for were handed back to the landlord. In addition 1 commercial unit (with 2 boilers) was handed over to a new leaseholder. This reduced the number of boilers that PRHA is responsible for by 13. All 13 boilers for the properties handed over were in date. At the end of Quarter 2, 60 of 61 boilers were within date (98.4%) with 1 remaining out of timescale (see note below). This is an improvement on the 90.4% reported for Quarter 1, where 8 units were outside of timescale. This reflects the work undertaken by the Housing Management Team, Property Services and our heating contractors to resolve the significantly increased number of access refusals that were reported during Quarter 1. This has involved additional units being capped where access has still not been agreed, but work is continuing around gaining access for these units as well. The remaining unit that is neither capped nor within date has a very vulnerable tenant, and work is continuing to ensure that access is agreed and the check undertaken while safeguarding the wellbeing of the tenant. |
| Southern Housing Group | Q1 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| | Q2 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| Spitalfields Housing Association | Q1 | | | | Note: Contractor reports visits and not appointments | | | |
| | Q2 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| Swan Housing Association | Q1 | completed in 24 hours | | For all properties | For all properties | For all properties | For all properties | |
| | Q2 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| Tower Hamlets | Q1 | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments | No Comments |
| Tower Hamlets Homes | Q1 | | | | The repairs service is mobilising four new contracts including General Build, and performance and reporting is being impacted by issues of IT integration. Data will be available next quarter. | | | |
| | Q2 | | | | The repairs service is mobilising seven new contracts including General Build, and performance and reporting is being impacted by issues of IT integration. Data will be reported once available. | | | |

COMMENTARY

| | Qtr | FRA on percentage of buildings over 18 metres | Quarter 1 General Needs Stock Numbers |
|------------------------------------|-----|---|--|
| Clarion Housing | Q1 | No Comments | No Comments |
| | Q2 | We achieved 100% compliance for adherence to fire risk assessment frequency for the 18m+ buildings within Tower Hamlets. These figures are based on 11 high rise blocks in Tower Hamlets with an in date FRA. | n/a |
| Eastend Homes | Q1 | | |
| | Q2 | | |
| Gateway Housing Association | Q1 | | |
| | Q2 | | Previous figure provided in Q1 was incorrect |
| Land Q | Q1 | No Comments | No Comments |
| | Q2 | No Comments | No Comments |
| Notting Hill Genesis | Q1 | | |
| | Q2 | 18 units in 2 blocks | |
| One Housing | Q1 | No Comments | No Comments |
| | Q2 | No Comments | No Comments |
| Peabody | Q1 | | |
| | Q2 | | General Needs and GN Affordable Rent |
| Poplar HARCA | Q1 | No Comments | No Comments |
| | Q2 | No Comments | No Comments |
| Providence Row Housing Association | Q1 | No change (100%) | No change (99 units). This figure will however reduce from Quarter 2 onwards due to 11 units which we managed under contract being handed back to the landlord. |
| | Q2 | No change (100%) | Reduced from the Quarter 1 figure of 99, due to 11 units which we previously managed under contract being handed back to the landlord in July 2022. |
| Southern Housing Group | Q1 | No Comments | No Comments |
| | Q2 | No Comments | No Comments |
| Spitalfields Housing Association | Q1 | | |
| | Q2 | No Comments | No Comments |
| Swan Housing Association | Q1 | | |
| | Q2 | No Comments | No Comments |
| Tower Hamlets Community Housing | Q1 | No Comments | No Comments |
| | Q2 | No Comments | No Comments |
| Tower Hamlets Homes | Q1 | | |
| | Q2 | This number equates to 100% | |