

**THHF Qtr3. (2023) Quartile Report**

Organisation	Qtr	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) days	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
Clarion Housing	Q3	124	67%	26	159	34	N/A	N/A	8	N/A
Eastend Homes	Q3	79	84%	6	109	52	27.2	123.0	12	3413
Gateway HA	Q3	93	We are currently reviewing our complaints process and how they have been looged since 1st April 2022 so we are unable tp provide an accurate calculation	1	17	20	24	41	No data due to system error	2145
L&Q	Q3	263	77%	263	28	7	304	0	40	1304
Notting Hill Genesis	Q3	50	70%	5	26	16	53	77	5	24,512
One Housing	Q3	117	100%	16	71	62	40.62	48.9	16	5090
Peabody	Q3	13	71%	4	4	17	24	40	5	1978
Poplar HARCA	Q3	86	91%	8	150	34	N/A	202.6	12	5,025
Providence Row HA	Q3	4	71%	0	0	2	There were no standard works re-lets of GN flats during the period.	77	0	238
Southern HG	Q3	129	84%	28	164	0	0	0	1	0
Spitalfields HA	Q3	7	100%	2	18	2	15	43	1	263
Swan HA	Q3	68	68%	6	58	26	16	31	2	1505
THCH	Q3	17	64%	3	70	18	36	87	6	963
THH	Q3	511	100%	68	445	63	16.26	33	103	20,792

<b>Bottom quartile</b>	17	70.68%	3	18	7	16	33	75679	963
<b>3rd quartile</b>	79	80.60%	6	58	18	24	43	13	1978
<b>2nd quartile</b>	117	93.25%	16	109	34	38	77	6	5025
<b>Top quartile</b>	511	100.00%	263	445	63	304	203	2	24512

**Key**

N/A OR NO DATA PROVIDED / AWAITING DATA SUBMISSION
90-100% or low number
80-90%
80% or lower / high number
GN STOOCK NUMBERS
Mixed Data
KPIs 1,4,7, 9,10,12,13 and 17
No grading.

THHF Qtr3. (2023) Quartile Report		Mixed data	Mixed data		Mixed data			
Organisation	Qtr	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			N/A	N/A	329	100%	3408
Eastend Homes	Q3	6707	72.39%	97.96%	96%	1418	100%	2239
Gateway HA	Q3	6816	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	83%	1855	100%	1914
L&Q	Q3	3442	44	77%	71%	1015	100%	1363
Notting Hill Genesis	Q3	75,679	Data not available	72%	84%	100%	100%	1875
One Housing	Q3	12464	99.7%	97%	82%	2284	100%	2873
Peabody	Q3	5372	2167	90%	75%	100%	100%	1938
Poplar HARCA	Q3	11,919	100%	N/A	N/A	4718	100%	5,013
Providence Row HA	Q3	1092	33.60%	86%	94%	62	100%	88
Southern HG	Q3	92	Our Data Management team have reviewed this request and have advise that we cannot report on these metrics as there is currently not scope for either none or multiple "Appointment Made" events against repair	Our Data Management team have reviewed this request and have advise that we cannot report on these metrics as there is currently not scope for either none or multiple "Appointment Made" events against repair	98%	100%	No data provided	1632
Spitalfields HA	Q3	1373	94%	99%	92%	163	100%	745
Swan HA	Q3	6784	96%	96%	89%	100%	100%	1658
THCH	Q3	3926	100%	99%	82%	100%	100%	1999
THH	Q3	35,568	The repairs service has mobilised seven new contracts including General Build, and performance and reporting are being impacted by issues of IT integration.	The repairs service has mobilised seven new contracts including General Build, and performance and reporting are being impacted by issues of IT integration.	88%	2470	100%	11586
<b>Bottom quartile</b>		75679	2167	99%	98.0%	471800.00%	100.00%	11586
<b>3rd quartile</b>		11919	1	98%	92.5%	185500.00%	100.00%	2239
<b>2nd quartile</b>		6707	1	96%	85.6%	16300.00%	100.00%	1914
<b>Top quartile</b>		3442	1	86%	82.0%	100.00%	100.00%	1632

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No grading.