

HRSSC 13<sup>TH</sup> May Q3 data 2023/24 Registered Provider Performance detail

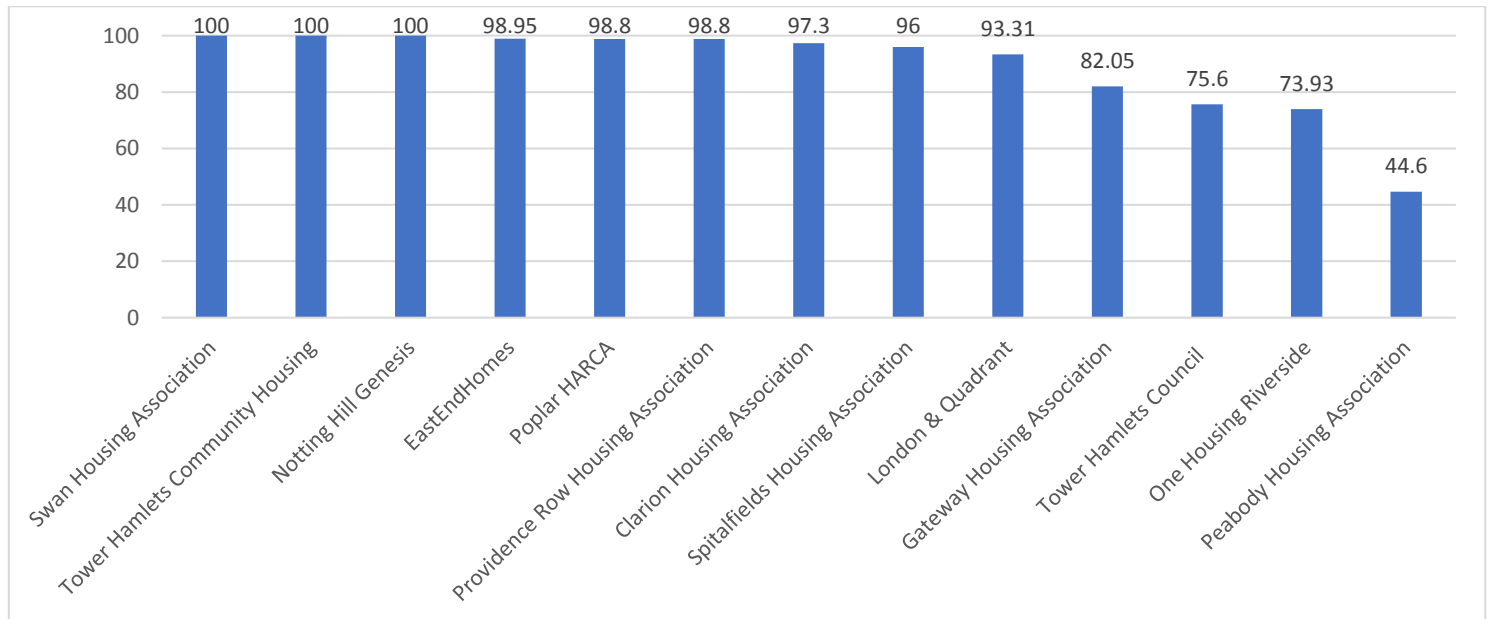
**Stock and Repairs**

**1. % of homes that do not meet the decent-homes standard**

Registered Provider	% of homes
One Housing Riverside	0.00
Spitalfields Housing Association	0.00
Poplar HARCA	0.00
Gateway Housing Association	0.00
Providence Row Housing Association	0.00
Peabody Housing Association	*0.05
Clarion Housing Association	0.17
London & Quadrant	0.20
Notting Hill Genesis	0.26
Swan Housing Association	0.30
Tower Hamlets Community Housing	2.00
EastEnd Homes	4.44
Tower Hamlets Council	14.13

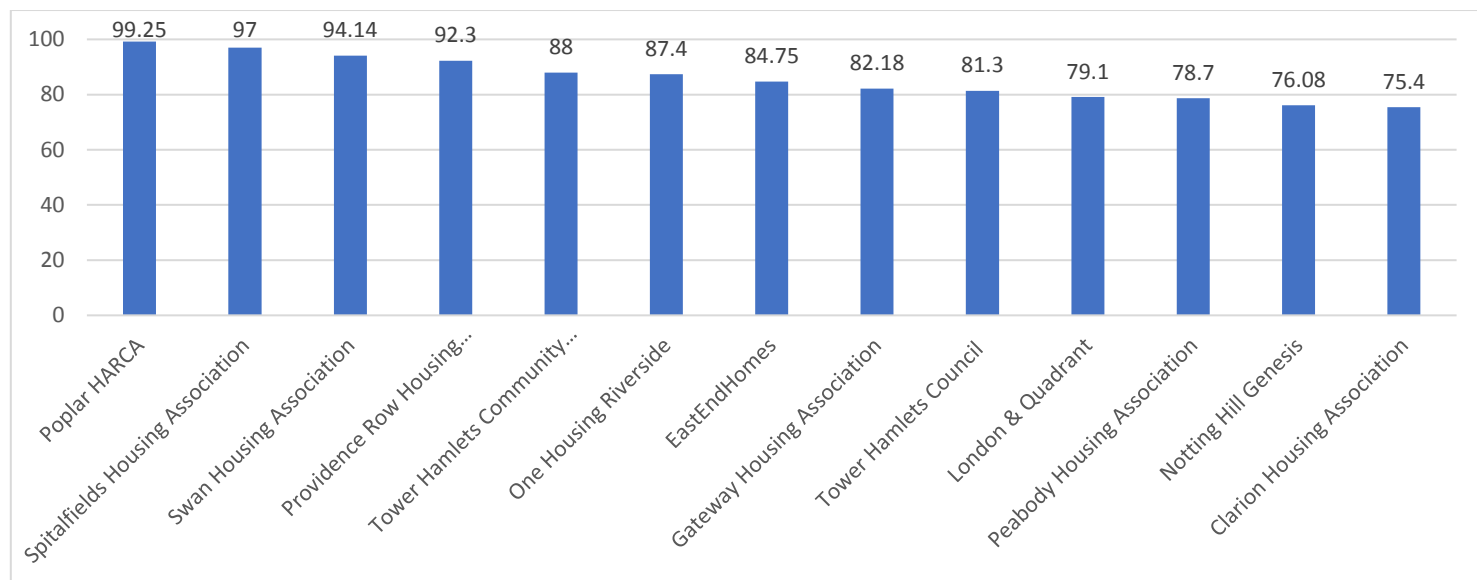
\*Company wide data, not specific to Tower Hamlets

**1. % of emergency repairs completed within target timescale**



## 2. % of non-emergency repairs completed within target timescale

Targets per organisation will differ according to their own response target time frames. Furthermore, predominantly majority of the repairs completed are **making safe** thereon, following up with additional repair works as required.



### Stock and Repairs: Additional comments.

<b>Registered Provider</b>
<b>Notting Hill Genesis</b>
Decent Homes: 5 homes in Tower Hamlets are non-decent. I do not have the figures to submit the repairs information yet. I will submit this separately when received.
<b>Providence Row Housing Association</b>
Q3 total LBTH stock: One of our supported services was decommissioned and decanted at the end of Quarter 2. Our current stock figure for supported units has been adjusted to account for this. There is no change to our general needs stock figure.
<b>Peabody Housing Association.</b>
The data provided was the number of emergency repairs that were completed to our own work order target dates. This often reflects how long follow-up works took to complete, rather than if we attended and made safe within 4 hours, which we do in the majority of cases.
<b>Swan Housing Association</b>
Monthly performance meetings remain in place to review all repairs data

## Tower Hamlets Council

### Decent Homes:

In 2012 the level of non-decency across Tower Hamlets housing stock was 66% which provides useful context for the current figure of 14%. Since 2017 the focus of our capital programme has been on fire safety as you may expect following the Grenfell Tower fire. This has meant prioritising safety works to homes at the expense of non-fire related works such as new kitchens, bathrooms, windows etc all of which influence the decency calculation.

We are currently reviewing our capital programme for the next 5 years and whilst we are still aiming to carry out some works each year that will tackle non decency, the bulk of our programme is focused on building and fire safety as well as essential renewal of M&E equipment i.e. new boilers, lifts etc. This means that at current funding levels non decency will inevitably increase over the next few years.

### Repairs in target:

We generally report mid- 90% performance on emergencies repairs and mid to high-80% for non-emergency repairs; this allows for small extensions of time agreed with the contractor. The TSM requires performance to be calculated from when the tenant reports the repair to when it is completed compared to the published target(s) regardless of extenuating circumstances. Performance in Q3 has been impacted by some severe weather conditions and a number of block boiler outages.

## Safety Checks

### 3. % of homes that have had all necessary gas safety checks

The vast majority if not all properties will be **100% compliant** however, not **100% certified**. Predominantly due to lack of property access. Thereon, the RP commences legal enforcement proceedings thus consequently causing delays in the entire process.

Registered Provider	% of homes
London & Quadrant	100
Swan Housing Association	100
Spitalfields Housing Association	100
EastEnd Homes	100
Gateway Housing Association	100
Notting Hill Genesis	100
Poplar HARCA	99.92
Tower Hamlets Community Housing	99.9
Tower Hamlets Council	99.77
Clarion Housing Association	99.77
Providence Row Housing Association	99.6
Peabody Housing Association	*99.2
One Housing Riverside	98.4

\*Company wide data, not specific to Tower Hamlets

#### 4. % of homes that have had all necessary fire risk assessments

Registered Provider	% of homes
Spitalfields Housing Association	100
Poplar HARCA	100
Tower Hamlets Community Housing	100
EastEnd Homes	100
Providence Row Housing Association	100
London & Quadrant	100
Swan Housing Association	100
Notting Hill Genesis	100
One Housing Riverside	100
Clarion Housing Association	99.64
Gateway Housing Association	99.53
Peabody Housing Association	*99.4
Tower Hamlets Council	93.6

\*Company wide data, not specific to Tower Hamlets

#### 5. % of homes in buildings that have had all necessary asbestos management surveys or re-inspections

Registered Provider	% of homes
Providence Row Housing Association	100
Clarion Housing Association	100
Swan Housing Association	100
EastEnd Homes	100
Poplar HARCA	100
Gateway Housing Association	100
Spitalfields Housing Association	100
Notting Hill Genesis	100
Tower Hamlets Community Housing	100
One Housing Riverside	100
Peabody Housing Association	*99.8
Tower Hamlets Council	98.28

\*Company wide data, not specific to Tower Hamlets

**6. % of homes that have had all necessary water checks (legionella)**

<b>Registered Provider</b>	<b>% of homes</b>
Providence Row Housing Association	100
Clarion Housing Association	100
Swan Housing Association	100
EastEndHomes	100
Poplar HARCA	100
Gateway Housing Association	100
Spitalfields Housing Association	100
Notting Hill Genesis	100
Tower Hamlets Community Housing	100
One Housing Riverside	100
Peabody Housing Association	*99.8
Tower Hamlets Council	71.03

\*Company wide data, not specific to Tower Hamlets

**7. % of homes in buildings where the communal passenger lifts have had all the necessary safety checks**

<b>Registered Provider</b>	<b>% of homes</b>
Providence Row Housing Association	100
Tower Hamlets Community Housing	100
Spitalfields Housing Association	100
Notting Hill Genesis	100
Clarion Housing Association	100
Peabody Housing Association	98.7
EastEndHomes	*98.67
Swan Housing Association	96.53
Poplar HARCA	94.29
One Housing Riverside	89.7
Gateway Housing Association	89.19
Tower Hamlets Council	67.14

\*Company wide data, not specific to Tower Hamlets

**Safety checks: Additional comments**

<b>Registered Provider</b>
<b>Clarion Housing Association</b>
Figures for the end of December 23 reporting.
<b>EastEndHomes</b>
The six-monthly lift insurance inspection at one block was two weeks overdue at the end of quarter three. However, the monthly contractor servicing/ repair visits were all up to date.
<b>London &amp; Quadrant</b>
Asbestos, water, and lift safety checks are difficult to collate, we don't have any legal obligation to provide this information.

**Providence Row Housing Association**

% of homes the with necessary gas safety checks: the figure continues to reflect that one unit was outside of timescale at the end of Quarter 3. It relates to the ongoing issue with access to the flat which were detailed in the Quarter 2 submission

**Swan Housing Association**

All lift safety checks are programmed in

**Tower Hamlets Community Housing**

**Gas:**

1 x LGSR outstanding

**Tower Hamlets Council**

**Gas:**

Adequate evidence of compliance had not been received for two communal boilers when this result was calculated.

**FRAs:**

18 blocks had been inspected but we had not received the finalised reports at the time of reporting. In addition, we await FRA reports for 3 new blocks.

**Water:**

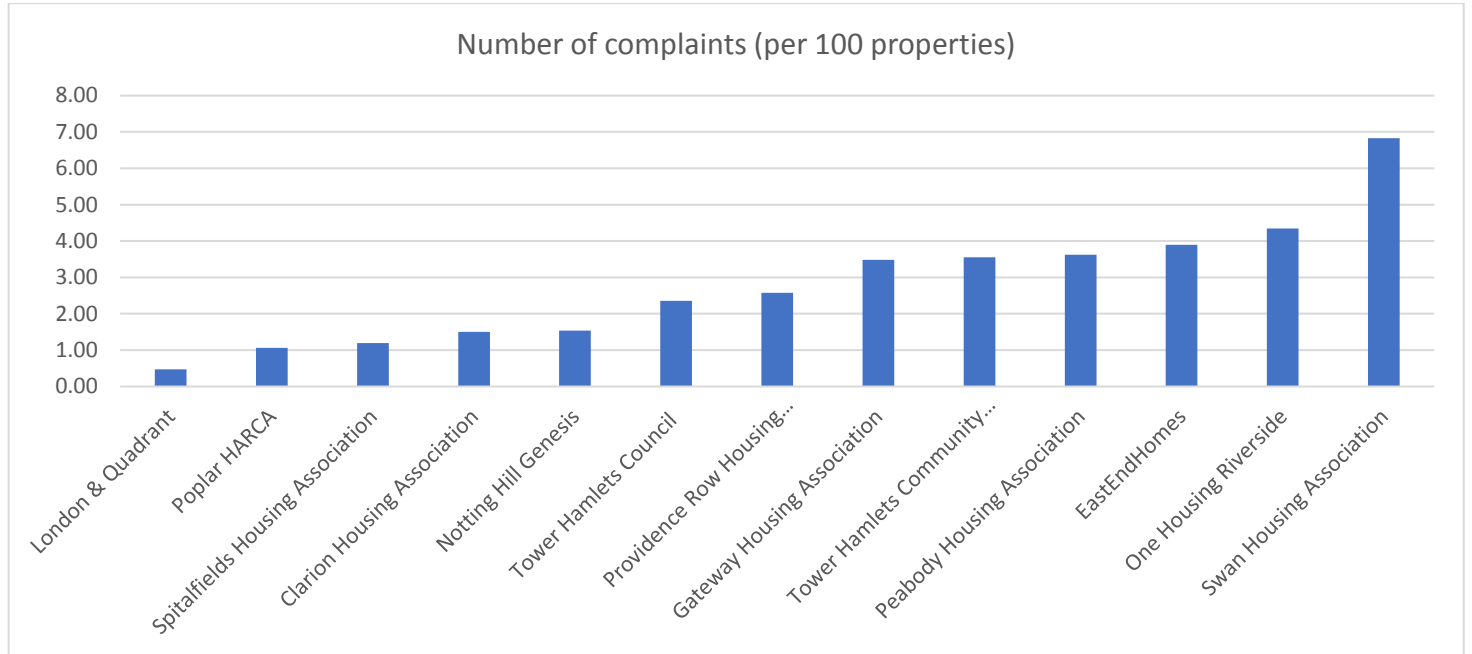
There is no statutory frequency for these checks just good practice. Performance here is reported against our policy of re-inspecting on a 3-yearly frequency. The current re-assessment programme runs until November 2024. The TSM checks are supplemented by other monthly and annual water safety checks.

**Lifts:**

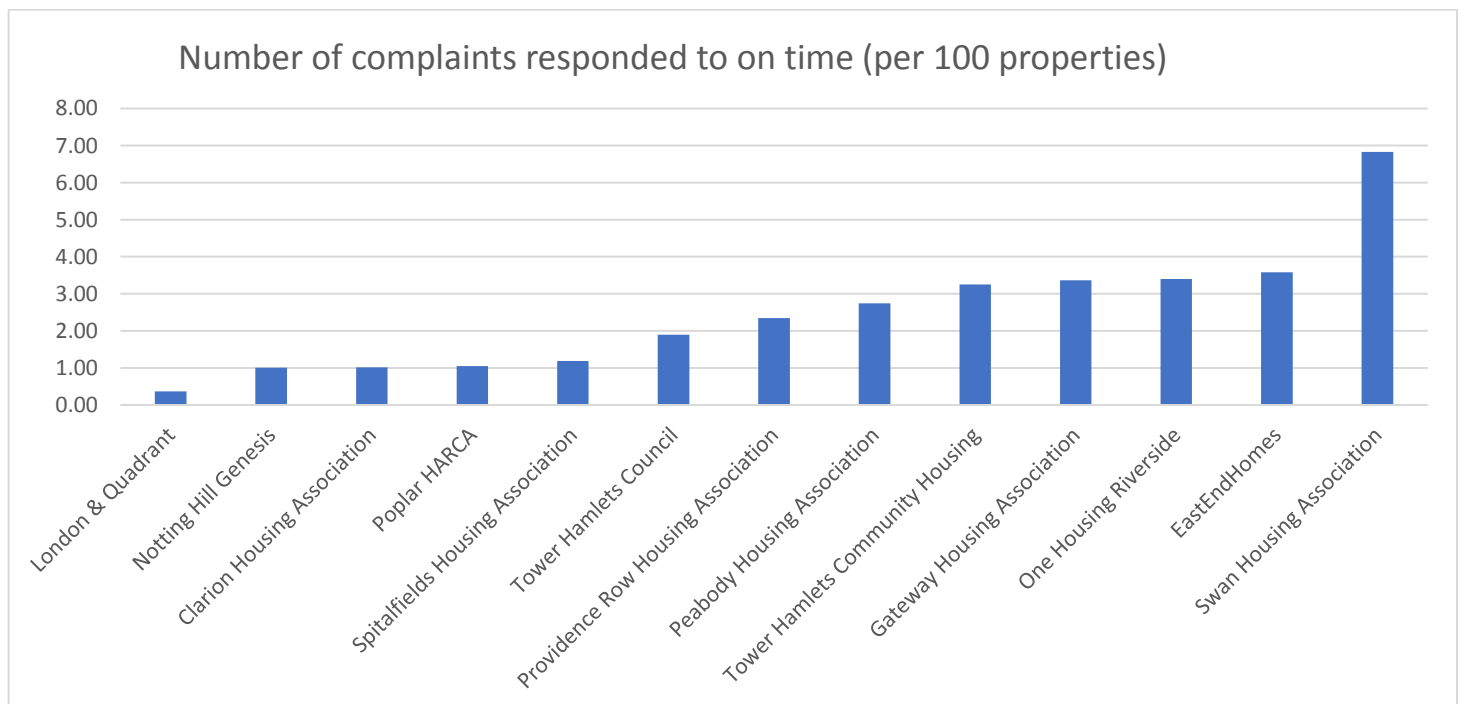
We carry out our own monthly inspections of all our lifts. The TSM relates to LOLER regulations with inspections carried out on LBTH's behalf by insurance inspection contractors, until recently not monitored. Resources have now been identified to track and monitor the LOLER inspections. The figure reported here is as at 30 September 2023 as the LOLER regulations stipulate each lift should receive 2 inspections a year.

## Complaints and Anti-social behaviour

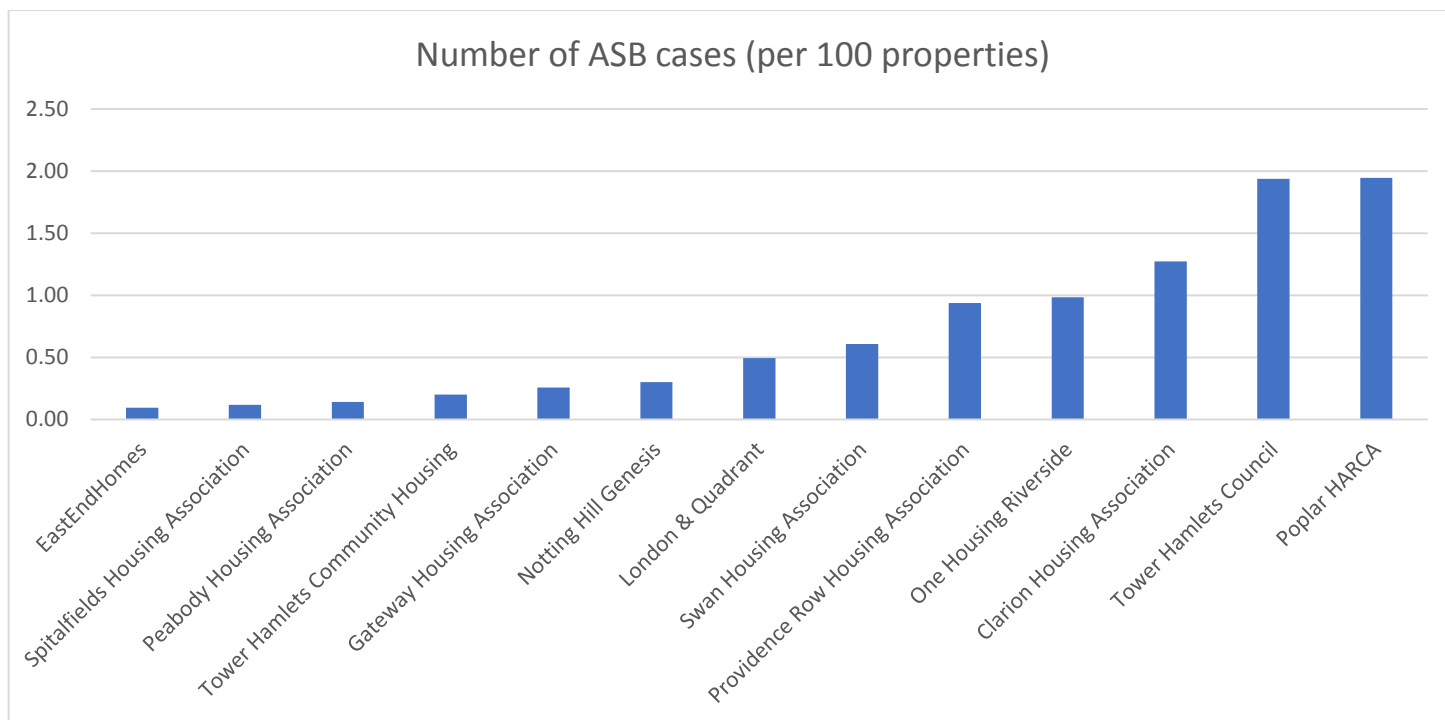
### 8. Number of complaints received (per 100 units of stock)



### 9. Number of Complaints responded to within Complaint Handling Code timescales (per 100 units of stock)



## 10. Number of anti-social behaviour cases (per 100 units of stock)



### Complaints and Anti-social behaviour: Additional comments

A greater number of reports frequently do not indicate deficient performance or inaction on the part of the RP. On the contrary, increased reporting could indicate residents' confidence in alerting the RP and proactively seeking a solution to alleviate the situation for the longer term.

<b>Registered Provider</b>
<b>Notting Hill Genesis</b>
Number of complaints include stage 1 and stage 2 complaints
<b>Providence Row Housing Association</b>
<b>Number of complaints responded to on time:</b> number of complaints responded to within Code timescales: 10 out of 11 Stage 1 complaints received from LBTH residents within Quarter 3 were responded to within Complaint Handling Code timescales (91%). This is an improvement in relation the previous quarter (which had 3 responded outside of timescale) and we are continuing to work with our departments to improve performance further.
<b>Number of ASB cases:</b> PRHA specialises in supported accommodation for individuals with varied and potentially complex support needs, including former rough sleepers. 3 of the 4 cases raised in the quarter related to internal neighbour disputes and associated reports of ASB within our supported services, with the remaining case relating to ASB within one of our general needs properties.



<b>One Housing riverside</b>
The focus on completing all overdue LGSRs continues, with all the backlog now in the legal process. Quarter 4 services are being monitored to ensure compliance remains above 98% whilst we see the backlog through the injunction process.
<b>Swan Housing Association</b>
29 complaints related to one block where the lift was out of service
<b>Tower Hamlets Community Housing</b>
92% complaints responded on time
<b>Tower Hamlets Council</b>
The figures reported here relate to Stage 1 complaints only; the equivalent figures for Stage 2 are 22 & 0.

## Re-Let's and Vacant Units

### 11. Average re-let time (in days) for standard re-lets and major works.

Registered Provider	Standard Re-lets	Major works Re-lets
London & Quadrant	287	316
Clarion Housing Association	179	
Gateway Housing Association	69.03	75
Notting Hill Genesis	45	4
Spitalfields Housing Association	40	40
One Housing Riverside	40	69
Peabody Housing Association	39	82
Tower Hamlets Council	38.75	56.15
Swan Housing Association	26.5	37
EastEndHomes	25.2	73.5
Providence Row Housing Association	0	126
Poplar HARCA	0	52
Tower Hamlets Community Housing	0	33

## 12. Number of units vacant but unavailable for letting at period end (per 100 units of stock)

Registered Provider	Vacant Units	Tower Hamlets stock
Tower Hamlets Council	111	11608
One Housing Riverside	58	5084
Clarion Housing Association	21	5734
Poplar HARCA	19	10389
EastEndHomes	14	3185
Peabody Housing Association	6	4227
Tower Hamlets Community Housing	4	1999
Notting Hill Genesis	4	2984
Gateway Housing Association	3	2726
London & Quadrant	3	4048
Spitalfields Housing Association	3	840
Providence Row Housing Association	2	427
Swan Housing Association	0	2137

### Re-Let's and Vacant Units: Additional comments.

Registered Provider
<b>Clarion Housing Association</b>
We have been unable to provide data on average major-works re-let times (in days) in the Q3 submission. This is because we did not have the reporting capability in order to provide this data. We have escalated this request to our Business Intelligence team who have identified a solution that will enable us to distinguish between major works and standard re-let times. As this reporting requirement is contingent on further development, we anticipate providing this requested dataset from Q1 (2024/25).
<b>EastEnd Homes</b>
The voids unavailable for letting include three properties damaged by fire
<b>London &amp; Quadrant</b>
Re-Let's and Vacant Units information for General Needs only.
<b>Notting Hill Genesis</b>
Calculation of average re-let times include available days only.
<b>One Housing Riverside</b>
There have been 13 General Needs sign ups during Qtr 3, 1 Major void and 12 Minor voids. The average relet time is higher than we would have liked, we experienced some delays in a change of contractor in the health and safety aspect of the void works. This has now been resolved.
<b>Poplar HARCA</b>
We are measuring overall relet time only

**Providence Row Housing Association****Standard re-lets:**

Average re-let time in days for standard relets there were no standard re-lets of general needs properties in the quarter.

**Major works re-lets:**

Average re-let time in days for major works relets there was one re-let of a general needs property within the quarter. The flat was being illegally sub-let, and legal action was required to regain possession of the property before void works could begin. It also required major works to be undertaken to restore the property. Total void period was 126 days.

**Number of vacant units:**

Number of units vacant but unavailable for letting at period end: at the end of the current quarter there was one general needs units undergoing major void works and unavailable to let. We have however included a second void that had been made ready to let but was being used for decant purposes and was therefore also unavailable for re-letting at that time.

**Swan Housing Association**

Regular weekly void meetings are in place to review and improve performance

**Tower Hamlets Community Housing**

No minor works voids in reporting period. 29 days turnaround year to date  
Major works year to date turnaround is 34 days.

Performance has experienced notable enhancement under the guidance of strategic management of new leadership, marked by precise targets. Fostering a revitalised emphasis on interdepartmental collaboration with repairs & neighbourhoods, and voids training for all new colleagues.

A structured framework has been implemented, including daily void meetings to promptly identify and address any issues that may delay void turnaround times. Monthly performance scorecard meetings hold space to meticulously examine delays, address recurring themes, and ensure accountability among managers and colleagues via performance management protocols. Furthermore, transparent expectations have been outlined through contract meetings with our void contractor Axis.

**Tower Hamlets Council****Re-Let's:**

Staff resource issues within the Voids Team, and new build properties being prioritised for viewings and letting have resulted in an increase in re-let times in Q3. An interim Voids Team Leader has now been appointed.

**Vacant units:**

The figure reported here includes blocks being decanted, undergoing major works or block strengthening works as well as properties being used as temporary respite accommodation.