

Appendix 1

Organisation	QTR4 AND QTR1 RP PERFORMANCE FIGURES										
	1. % Repairs completed in target	2. % respondents satisfied with last completed repair	3. % appointments kept as % of appointments made	4. % properties with a valid gas safety certificate	5. % residents satisfied with how the ASB case was handled	6. % complaints responded to in target	7. % Members Enquiries answered in target	8. Average relet time (days)	9. % General Needs Income collected (Rent including eligible service charges only)	10. % of tall buildings (over 18 metres) owned by RPs that have an up to date FRA in place	11. General Needs Stock Numbers
Clarion Housing Q1	99.88%	91.00%	99.53%	96.20%	We do not currently report on this	53.00%	58.00%	119.0 days	95.88%	100%-(29 out of 29 high rise buildings)	4102
Clarion Housing Q4	86.39%	89.01%	95.47%	99.72%	We do not currently report on this	20.00%	32.00%	102 days	We do not currently report on this	80.56%	3840
EastendHomes Q1	82.58%	95.90%	93.66%	99.83%	No figure Provided	100.00%	42.86%	11.0	84.31%	100.00%	2243
EastendHomes Q4	91.83%	97.46%	97.98%	100.00%	93.28%	94.48%	92.94%	19.9	97.85%	100.00%	2243
Gateway HA Q1	65.00%	76.00%	N/A	99.56%	N/A	63.00%	100%	82	100.46%	100%	1922
Gateway HA Q4	85.00%	82.00%	86.00%	100.00%	66.00%	70.00%	56%	28	100.19%	100%	1922
Land Q Q1	78.42%	83.33%	90.91% (Overall percentage)	97%	Not Collected	61%	50%	49 days (after Minor repairs) 147 days (after Major repairs) General Needs Only	101.67%	96%	1367
Land Q Q4	64.94%	85.50%	89.8% (Overall percentage)	99%	Not Collected	72%	55%	119 days (after Minor repairs) 182 days (after Major repairs) General Needs Only	100.00%	100%	1457
Notting Hill Genesis Q1	N/A	88%	N/A	99.03%	N/A	90%	80%	53.4	98%	100%	1634
Notting Hill Genesis Q4	N/A	61% (All General Needs)	N/A	99.87%	N/A	50.00%	64.00%	54	98%	100%	1634
One Housing Q1	90.56%	n/a	87.74%	99.5%	100.00%	87.50%	73.51%	82.10	95.5%	100.0%	2876
One Housing Q4	95.07%	n/a	93.70%	99.9%	68.75%	57.63%	64.44%	37.30	108.1%	100.0%	2876
Peabody Q1	Average Speed Reported instead	88.8%	Average Speed Reported instead	99.0%	36%	No Target Set	No Target Set	60	96.0%	53%	1822
Peabody Q4	metric not used in Peabody	90.8%	metric not used in Peabody	99.8%	0%	68.29% complaints logged in quarter and resolved in quarter	50% % complaints via MP / Councilor logged in quarter and resolved in quarter	52	98.4%	100%	1934
Poplar HARCA Q1	97.37%	98.60%	N/A	99.90%	82.35%	96.67%	96.77%	N/A	96.09%	100%	5542
Poplar HARCA Q4	98.88%	95.46%	98.15%	99.98%	73.33%	88.78%	92.75%	32.3	101.66%	100%	5542
Providence Row HA Q1	94.30%	95.00%	94%	99%	n/a	100%	100%	n/a	79%	100%	100
Providence Row HA Q4	98.20%	97.10%	100%	99%	No cases closed	91%	100%	1	96%	100%	100
Southern Housing Group Q1	91%	No Data	N/A	100%	No Data	33%	73%	2	N/A	100%	1161
Southern Housing Group Q4	75%	82%	N/A	100%	52%	55%	82%	16	N/A	100%	1159
Spitalfields HA Q1	92.27%	99%	98.05%	100%	100%	100%	100%	65.5	97.00%	n/a	732
Spitalfields HA Q4	99.05%	97%	97.77%	100%	100%	100%	88%	11	100.40%	n/a	732
Swan HA Q1	97.51%	96%	97.58%	100%	no data	100%	100%	34	2.62%	100%	1631
Swan HA Q4	96.38%	92%	95.46%	100%	100%	100%	100%	17.4	100.12%	100%	1631
Tower Hamlets Community Housing Q1	94.80%	n/a during Q1- currently undertaken	99.2%	100%	follow-up ASB cases not completed	60.0%	60%	N/A - no lettings in Q1	90.90%	100%	2002
Tower Hamlets Community Housing Q4	95.09%	74.5%	100.0%	100%	Data not collected	65.5%	93%	37.7	100.30%	100%	2002
Tower Hamlets Homes Q1	98.66%	n/a	n/a	99.31%	n/a	96.41%	84.87%	3.5	100.11%	43%	11,466
Tower Hamlets Homes Q4	98.07%	87.76%	94.01%	100%	53.57%	95.74%	91.00%	20.58	101.34%	47%	11,466

Below 85%

n/a = The information is either not a RP measured by the RP measured in a different way or is not available.  
NR = The Data was not requested by the borough for the period in question.

