

<u>Organisation</u>	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
Clarion Housing	83.95%	82.80%	97.46%	99.81%	N/A	58.00%
Eastend Homes	90.01%	93.07%	97.73%	99.89%	N/A	94.43%
Gateway Housing Association	85.00%	81.00%	97.00%	99.80%	67%	60.00%
L and Q	85.01%	81.60%	91.2% (Overall percentage)	99%	Not Collected	80%
Notting Hill Genesis	N/A	87%	N/A	99.78%	N/A	82%
One Housing	92.29%	N/A	98.10%	99.9%	100.00%	72.00%
Peabody	Average Speed Reported Instead	87.5%	Average Speed Reported Instead	100.0%	47%	No target set
Poplar HARCA	98.78%	98.60%	N/A	99.90%	73.74%	94.67%
Providence Row Housing Association	94.40%	95.20%	94%	100%	No cases closed	100%
Southern Housing Group	95%	No Data	N/A	100%	No Data	63%
Spitalfields Housing Association	99.90%	99%	76.00%	100%	100%	100%

Swan Housing Association	97.07%	95%	97.01%	100%	no data	100%
Tower Hamlets Community Housing	96.00%	N/A	100.0%	100%	N/A	67.7%
Tower Hamlets Homes	98.60%	79.91%	N/A	99.80%	N/A	96.41%

Bottom quartile	88.76%	82.20%	96.28%	99.80%	67.00%	67.70%
3rd quartile	94.70%	87.50%	97.24%	100%	73.74%	82.00%
2nd quartile	97.45%	95.10%	97.82%	100%	100%	96%
Top quartile	99.90%	99.00%	100%	100%	100%	100%

Below 85%

N/A = The information is either not a PI 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.

RP stock numbers



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	Quarter 2 General Needs Stock Numbers
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58.00%	211	99.69%	91.66%	3995
63.79%	40.2	90.56%	100.00%	2243
100.00%	74	101.63%	93.00%	1886
87%	109 days (after Minor repairs) 61 days (after Major repairs) General Needs Only	107.63%	100%	1365
100%	63.9	100%	100%	1634
75.00%	94.00	99.6%	100.0%	2875
No target set	61	97.0%	100%	1494
98.97%	142.97 Days	98.68%	100%	5379
100%	N/A - no GN relets YTD	94%	100%	100
62%	20	N/A	100%	1159
100%	90	61.00%	N/A	732

100%	32.3	100.00%
95%	N/A	96.03%
89.51%	55.44	100.92%

100%
100%
100%

1546	
2002	
11,461	

75.00%	211.00	0.96	1.00	1.00
95.00%	86.00	1.00	1.00	1.00
100%	62.45	1.00	1.00	1.00
100%	44.01	1.08	1.00	1.00