

THHF - Q3 (2020-21) Quartile Report

Organisation	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. % complaints responded to in target	6. % Members Enquiries answered 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	Quarter 3 General Needs Stock Numbers
Clarion Housing	84.13%	87.9%	97.11%	99.87%	31.00%	57.00%	165 days	99.22%	100.00%	3995	
Eastend Homes	93.33%	93.57%	97.58%	99.94%	93.98%	72.31%	35.4	92.36%	100%	2243	
Gateway Housing Association	88%	81.00%	97%	99.72%	66%	96.15%	49	101.77%	100.00%	1886	
L and Q	82%	75.40%	97.10%	99.21%	91.34%	77%	57.3 (minor repairs only recorded during this period)	97.10%	100%	1,365	
Notting Hill Genesis	80.50%	88.90%	59.80%	99.91%	81%	100%	53	98.82%	100%	1769	
One Housing	92.4%	n/a	98.3%	100.0%	68.0%	87.2%	38.8	94.8%	100.0%	2875	
Peabody	85.69%	75.20%	tba	100.00%	This will be reportable from February 2021	This will be reportable from February 2021	41	98%	100%	1869	
Poplar HARCA	98.95%	98.58%	N/A	99.83%	96.75%	99.39%	146.1 Days	99.89%	100.00%	5302	
Providence Row Housing Association	92.30%	95%	94%	100%	83.30%	100%	44	94%	100%	100	
Southern Housing Group	95%	Survey Programme Not started	N/A	100.00%	51%	64%	26	N/A	100%	2047	
Spitalfields Housing Association	no data	no data	no data	100%	100%	86%	21	99.42%	n/a	732	
Swan Housing Association	96.07%	90.81%	96.43%	99.91%	100%	100%	25.4	97.56%	100%	1546	
Tower Hamlets Community Housing	96%	Survey Programme Not started	100%	99.96%	63%	92.65%	62	98.10%	100%	2002	
Tower Hamlets Homes	98.08%	84.18%	n/a	99.83%	96.82%	89.54%	59.91	100.59%	100%	11,465	
Bottom quartile	85.69%	81.80%	96.43%	99.84%	66.00%	77.00%	62.00	0.97	1.00	1.00	
3rd quartile	92.39%	88.40%	97.10%	100%	83.30%	89.54%	51.00	0.98	1.00	1.00	
2nd quartile	96.00%	92.88%	97.58%	100%	97%	99%	41.00	0.99	1.00	1.00	
Top quartile	98.95%	98.58%	100%	100%	100%	100%	30.70	1.02	1.00	1.00	

	ACHIEVED 100% OR MORE
	LESS THAN 85%
	N/A OR NOT COLLECTED
	NO SUBMISSION
	SURVEY'S NOT RECEIVED OR STARTED