

<u>Commentary Info on submissions per RP. QTR3</u>		
Poplar Harca	-	
-	Relet times	Poplar HARCA stopped social lettings from March to September, following guidance from the council due to the Covid-19 Pandemic; which has significantly affected the void loss and lettings performance. During this period we were only allowed to let properties on licences to help move residents into self-contained flats from communal living due to Covid-19 which helped reduce the overall impact of voids. If we excluded the period where we were unable to let properties the performance would be on average 48.4 days.
PEABODY	3. % appointments kept as % of appointments made	Apologies that there is no answer currently for question 3. The possibility of providing figures for this is being investigated.
	6. % complaints responded to in target	This will be reportable from February 2021
	7. % Members Enquiries answered in target	This will be reportable from February 2021
		The relevant database has new fields added, which are currently being completed, but it will not be possible to report on these retrospectively
Clarion		
	1. % Repairs completed in target	Our Routine completion times are currently a national focus, as we have seen a reduction in performance for all regions in recent months. This can be attributed to clearing the backlog of our long overdue repairs. Whilst this has benefits to our customers by making sure we are addressing these repairs; it does have a detrimental impact on our routine completion KPIs. This will hopefully level out with the focus on scheduling new repairs within target and our continued work to ensure all repairs are dealt with.

	<p>5. % residents satisfied with how the ASB case was handled</p>	<p>The % provided is the national average mean score across the following three questions:</p> <p>(1) The Clarion staff you dealt with her helpful (2) The Clarion staff you dealt with were efficient (3) The Clarion staff you dealt with kept you informed</p> <p>Whilst there was an increase in the % of customers being satisfied with the helpfulness of staff, there were reductions in satisfaction in being kept informed and in the perceived efficiency of the case. To mitigate the impact of the significant increase in case volume during the tiered and national lockdowns, all non-urgent ASB cases were allocated to our Neighbourhood Response teams to case manage. This enabled our specialist ASB teams to focus on the most urgent cases. Customer satisfaction is also likely to have been impacted by operational restrictions that had been applied to our ASB service (i.e. suspension of home visits, the temporary suspension of installing sound monitoring equipment). In order to improve upon our service delivery, we will have implemented a new specialist project team by Q1 2021/22 that will case manage non-urgent ASB cases. The implementation of our Manager Compliance Framework, which requires our managers to audit 40 ASB cases monthly, will also enable our teams to adopt continuous improvement practices.</p>
	<p>6. % complaints responded to in target</p>	<p>During Q3 we received 136 complaints, this is compared to 90 in Q1 and 137 in Q2. The average response time for complaints in Q3 was 18 working days, compared to 12 in Q1 and 14 in Q2. The volumes received and the resolution time is a typical seasonal increase and this trend is also reflected in Clarion's overall resolution time. Clarion continues to offer a full service to all residents, although it's worth noting, that given the current Covid-19 situation and lockdown pressures on staff capacity, we anticipate there may be some increase in the response times to complaints and the action required to resolve any issues. We continue to monitor complaint returns closely and we anticipate the changes we have implemented; will ensure we continue to see improvements in turnaround times and have a demonstrable impact as soon as restrictions lift.</p>
	<p>7. % Members Enquiries answered in target</p>	<p>During Q3 we received 137 MEs, this is compared to 63 in Q1 and 144 in Q2. The average response time for the MEs in Q3 was 11 working days, compared to 13 in Q1 and Q2.</p> <p>The volumes received and the resolution time is a typical seasonal increase and this trend is also reflected in Clarion's overall resolution time. Clarion continues to offer a full service to all residents, although it's worth noting, that given the current Covid-19 situation and lockdown pressures on staff capacity, we anticipate there may be some increase in the response times to MEs and the action required to resolve any issues. We continue to monitor ME returns closely and we anticipate the changes we have implemented; will ensure we continue to see improvements in turnaround times and have a demonstrable impact as soon as restrictions lift.</p>
	<p>8. Average relet time (days)</p>	<p>This figure is based on the average relet time of 3 General Needs units (re-let time of 172.7 days) and 7 Supported Housing units (re-let time of 117.4 days)</p>
<p>THCH</p>		

	1. % Repairs completed in target	Job turn-around for our 3 main contractors. Potential differences to other HP's due to the fact that some THCH routine repair jobs were held internally and shared with contractors at a later stage.
	2. % respondents satisfied with last completed repair	THCH has not resumed transactional surveys. We are in the process of instituting new survey offerings in advance of the new regulatory agenda. New contracts with our repair's contractors will cover this requirement in more detail and allow us to target customers at an earlier stage. Expectation to resume transactional surveys Q1 21/22
	3. % appointments kept as % of appointments made	Data provided by contractors. Strict definition of missed appointments does not include rearranged appointments
	4. % properties with a valid gas safety certificate	one property had fallen out of target because of absent tenants. Our compliance team liaised with our legal department and we are in the process of securing entry to all properties.
	6. % complaints responded to in target	THCH has instituted new complaint handling procedures and ran staff workshops to share procedures and reinforce expectations. ~50% in target in oct/nov but improved performance to 89% in target in Dec.
	7. % Members Enquiries answered in target	High volumes of ME's.
	8. Average relet time (days)	The reletting of void properties was suspended on 23 March 2020 and restarted in August 2020. Properties that became void prior to August are classified as Long-Term Void and do not contribute to the Average Relet Time KPI. 42 homes have been let so far this year. We continue letting empty homes. HouseMark analysis suggests our historical void loss figures are consistently below sector average and continue to be so. Of the 42 homes we have let 12 are included in the average relet calculation, the average turnaround to date is 62 days.
PRHA	Repairs	We are still having some issues related to the integration of the main contractor we appointed just prior the start of the whole Covid period into our system (basically it hasn't happened yet) so I hope it will be okay that the repairs indicators provided are provisional. If there are to be any changes, I will try to get them to you early next week. I know this isn't ideal, but hopefully it will be acceptable and not cause you any problems with the process.
SHG	% appointments kept as % of appointments made	Please note - We haven't carried out any surveys at all in Q3 20/21 so there is no data for any of our CSAT measures.
	% General Needs Income collected (Rent including eligible service charges)	Previously we have never reported on:

	only)	
NHG	5. % residents satisfied with how the ASB case was handled	We don't survey this, but we monitor ASB cases resolved within our SLA (service level agreement) - We have provided the figure for this.
	6. % complaints responded to in target	Key Issue: compliance with the process, whether that be following process, using new systems, meeting deadlines. This impacts satisfaction and is a regulatory/reputational risk. Mitigation: An improvement action plan will focus on driving compliance with the use of enhanced dashboards, restating expectations, and training. This is complemented by business specific improvement plans; focussed on increasing quick fixes, improving the quality of complaint handling.
	1. % Repairs completed in target	Key Issues: 1. Lack of visibility on the progress of complex repairs referrals which are managed by the Assets team, preventing the Housing Officer from responding to customer queries about the repair.2. Customer Experience for DPS repairs was inconsistent due to different processes in different parts of the Business. 3. The emergency repairs process for one of our contractors was reliant on the Housing Officer to raise any follow-on work that was needed. It was identified that this could result in delays or repairs being dropped. Mitigations: 1. Pilot of complex repairs referrals being managed end to end through our 'Workwise' system by the Assets team to streamline the process and give full visibility of complex repairs referrals to Local Officers. This will be rolled out across all areas if successful. 2. Assets, housing and business improvement teams worked together to map out a single consistent process with the focus on providing a good customer experience. 3. The process has been changed so that contractors arrange follow on work for any Emergency Repairs that they carry out so that the problem is fully resolved for the customer.
	3. % appointments kept as % of appointments made	There is a high probability that the score provided is lower than in reality because our contractors do not always report appointments that have been kept. The validity of the performance is being reviewed and will update on this in the Q4 report.
Swan	2. % respondents satisfied with last completed repair	The figure is low due to low feedback and response from residents.
Eastend Homes	General Comment:	Service arrangements, in response to the pandemic, have been managed differently by the various RPs operating in Tower Hamlets and this may be reflected in some of the performance areas measured.EastendHomes welcomes the opportunity to work with other Sub Group members to ensure there is a consistency in the definitions and methodology applied when determining performance.Specific Comment:1. Repairs Completions in Target This measures completion in target for Emergency (24 hours) and Routine (28 calendar days). With the exception of the first lockdown of EastendHomes has continued to provide a full repairs service. The direction of travel since quarter one has been positive as demonstrated by the discrete quarterly performance. • Quarter One 82.25%• Quarter Two 96.78%• Quarter Three 99.31%4. Properties with

		a Valid LGSR Performance of 99.94% represents one property where the current LGSR is older than 12months. EastendHomes is pursuing legal action to obtain access.6. Complaints Answered in Target Performance of 93.63% represents three out of forty-seven complaints being responded to outside of the agreed target dates. Between April and December all Stage two and three complaints were answered in target. 7. Members Enquiries Responded to in Target 9. General Needs Income CollectionPerformance measure income collected as a percentage of rent due, including arrears bought forward, and both eligible and non-HB eligible service charges. When arrears bought forward are excluded performance is 96.83%.
THH		
		Our market research partner, Kwest Research Ltd, carry out almost all our resident's satisfaction surveys including for repairs and ASB
	ASB satisfaction:	Closed ASB cases are referred to Kwest who attempt to contact Kwest report This is measured
	Repairs satisfaction:	THH provided an 'emergency-only' repairs service and paused all its satisfaction surveys from the first period of lockdown. Non- emergency repairs were put on the system but not actioned. By check when a full service was resumed, a backlog had arisen. With socially distanced working and large volumes of repairs being reported that backlog is still significant, and we believe is driving lower satisfaction ratings
		The repairs survey was re-introduced in late August. Since that time satisfaction results have ranged from 75 -88%
	Appointments made & kept:	Technical issues between our Northgate housing management system and Mears Appoint have meant THH has been unable to report on appointments made and kept all year. In previous years this was measured by our Contact Centre staff recording broken appointments (which under represented the number not met) and then via a question in the repairs satisfaction survey i.e. a resident perception measure (which over presented the number not met). In 2020/21
SPHA		
	1. % Repairs completed in target	Unfortunately, no data from our maintenance team. Since December 2020 we have had no maintenance team (internal issues), we have been running skeleton services therefore was not able to produce any data for that period.
	2. % respondents satisfied with last completed repair	
	3. % appointments kept as % of appointments made	