

Appendix One

<b>Q1, Q2, Q3, Q4 2020-21 RP Performance Figures</b>											
<b>Organisation</b>	<b>1. % Repairs completed in target</b>	<b>2. % respondents satisfied with last completed repair</b>	<b>3. % appointments kept as % of appointments made</b>	<b>4. % properties with a valid gas safety certificate</b>	<b>5. % residents satisfied with how the ASB case was handled</b>	<b>6. % complaints responded to in target</b>	<b>7. % Members Enquiries answered in target</b>	<b>8. Average relet time (days)</b>	<b>9. % General Needs Income collected (n/i service charges)</b>	<b>10. % of tall buildings (over 18 metres) owned by RPs that have an up to date FRA in place</b>	<b>Quarter General Needs Stock Numbers</b>
<b>Clarion HG Q1</b>	99.88%	91.00%	99.53%	96.20%	We do not currently report on this	53.00%	58.00%	119.0 days	95.88%	100.00%	4102
<b>Clarion HG Q2</b>	83.95%	83%	97.46%	99.81%	N/A	58%	50.00%	211 DAYS	99.69%	91.66%	3,995
<b>Clarion HG Q3</b>	84.13%	87.9%	97.11%	99.87%	Survey Programme Not started	31.00%	57.00%	165 days	99.22%	100.00%	3995
<b>Clarion HG Q4</b>	81.78%	87.60%	96.81%	99.60%	66.10%	26.00%	65.00%	N/A	100.94%	100.00%	3994
<b>EastendHomes Q1</b>	82.58%	95.90%	93.66%	99.83%	N/A	100.00%	42.86%	11.0	84.31%	100.00%	2243
<b>EastendHomes Q2</b>	90.01%	93.07%	97.73%	99.89%	N/A	94.43%	63.79%	40.2	90.56%	100.00%	2243
<b>EastendHomes Q3</b>	93.33%	93.57%	97.58%	99.94%	No completed survey's received	93.98%	72.31%	35.4	92.36%	100%	2243
<b>EastendHomes Q4</b>	94.72%	93.94%	97.75%	100%	60.00%	94.21%	79.78%	30	97.32%	100%	2243
<b>Gateway HA Q1</b>	65.00%	76.00%	N/A	99.56%	N/A	63.00%	100%	82	100.46%	100%	1922
<b>Gateway HA Q2</b>	85.00%	81.00%	97.00%	99.80%	67%	60.00%	100.00%	74	101.63%	93.00%	1886
<b>Gateway HA Q3</b>	88%	81.00%	97%	99.72%	75%	66%	96.15%	49	101.77%	100.00%	1886
<b>Gateway HA Q4</b>	90%	81.00%	98%	99.61%	66%	63%	89.61%	33	101.18%	100.00%	1886

<b>L and Q Q1</b>	78.42%	83.33%	90.91% (Overall percentage)	97%	N/A	61%	50%	49 days (after Minor repairs) 147 days (after Major repairs) General Needs Only	101.67%	96%	1367
<b>L and Q Q2</b>	85.01%	81.60%	91.2% (Overall percentage)	99%	N/A	80%	87%	109 days (after Minor repairs) 61 days (after Major repairs) General Needs Only	107.63%	100%	1365
<b>L and Q Q3</b>	82%	75.40%	97.10%	99.21%	N/A	91.34%	77%	57.3 (minor repairs only recorded during this period)	97.10%	100%	1,365
<b>L and Q Q4</b>	85%	78.13%	97.37%	99.71%	N/A	87.40%	100%	150 days (after Minor repairs) 113 days (after Major repairs) General Needs Only	106.80%	100%	1363
<b>Notting Hill Genesis Q1</b>	N/A	88%	N/A	99.03%	N/A	90%	80%	53.4	98%	100%	1634
<b>Notting Hill Genesis Q2</b>	N/A	87%	N/A	99.78%	N/A	82%	100%	63.9	100%	100%	1634
<b>Notting Hill Genesis Q3</b>	80.50%	88.90%	59.80%	99.91%	78%	81%	100%	53	98.82%	100%	1769
<b>Notting Hill Genesis Q4</b>	83%	90%	84%	100%	84%	93%	77%	49	100%	100%	1769
<b>One Housing Q1</b>	90.56%	N/A	87.74%	99.5%	100.00%	87.50%	73.91%	82.10	95.5%	100.0%	2876
<b>One Housing Q2</b>	92.29%	N/A	98.10%	99.9%	100.00%	72.00%	75.00%	94.00	99.6%	100.0%	2875
<b>One Housing Q3</b>	92.4%	N/A	98.3%	100.0%	N/A	68.0%	87.2%	38.8	94.8%	100.0%	2875
<b>One Housing Q4</b>	89.7%	N/A	99.3%	99.1%	N/A	67.2%	75.6%	58	101.2%	100.0%	8524

<b>Peabody Q1</b>	Average Speed Reported Instead	88.8%	Average Speed Reported Instead	99.0%	36%	No Target Set	No Target Set	60	96.0%	53%	1822
<b>Peabody Q2</b>	Average Speed Reported Instead	87.5%	Average Speed Reported Instead	100.0%	47%	No target set	No target set	61	97.0%	100%	1494
<b>Peabody Q3</b>	Average Speed Reported Instead	75.20%	Average Speed Reported Instead	100.00%	100%	This will be reportable from February 2021	This will be reportable from February 2021	41	98%	100%	1869
<b>Peabody Q4</b>	Average Speed Reported Instead	82.20%	Average Speed Reported Instead	100.0%	33.33%	66.67%	100%	57	99%	100%	1877
<b>Poplar HARCA Q1</b>	97.37%	98.60%	N/A	99.90%	82.35%	96.67%	96.77%	N/A	96.09%	100%	5542
<b>Poplar HARCA Q2</b>	98.78%	98.60%	N/A	99.90%	73.74%	94.67%	98.97%	142.97 Days	98.68%	100%	5379
<b>Poplar HARCA Q3</b>	98.95%	98.58%	N/A	99.83%	73.95%	96.75%	99.39%	146.1 Days	99.89%	100.00%	5302
<b>Poplar HARCA Q4</b>	98.68%	98.44%	N/A	99.88%	73.95%	95.85%	99.16%	147.8 Days	99.90%	100%	5339
<b>Providence Row HA Q1</b>	94.30%	95.00%	94%	99%	N/A	100%	100%	N/A	79%	100%	100
<b>Providence Row HA Q2</b>	94.40%	95.20%	94%	100%	No cases closed	100%	100%	N/A - no GN relets YTD	94%	100%	100
<b>Providence Row HA Q3</b>	92.30%	95%	94%	100%	no cases closed	83.30%	100%	44	94%	100%	100
<b>Providence Row HA Q4</b>	90.10%	93.70%	92%	99%	100%	86%	100%	44	100.19%	100%	100
<b>Southern HA Q1</b>	91%	No Data	N/A	100%	No Data	33%	73%	2	N/A	100%	1161
<b>Southern HA Q2</b>	95%	No Data	N/A	100%	No Data	63%	62%	20	N/A	100%	1159
<b>Southern HA Q3</b>	95%	Survey Programme Not started	N/A	100.00%	Survey Programme Not started	51%	64%	26	N/A	100%	2047
<b>Southern HA Q4</b>	75%	82%	N/A	100%	52%	55%	82%	16	N/A	100%	1159

<b>Spitalfields HA Q1</b>	92.27%	99%	98.05%	100%	100%	100%	100%	65.5	97.00%	N/A	732
<b>Spitalfields HA Q2</b>	99.90%	99%	76.00%	100%	100%	100%	100%	90	109.00%	N/A	732
<b>Spitalfields HA Q3</b>	No submission of stats maintenance team not in situ	No submission of stats maintenance team not in situ	No submission of stats maintenance team not in situ	100%	100%	100%	86%	21	99.42%	N/A	732
<b>Spitalfields HA Q4</b>	No submission of stats maintenance team not in situ	No submission of stats maintenance team not in situ	No submission of stats maintenance team not in situ	100%	100%	100%	75%	51.4	103.18	N/A	732
<b>Swan HA Q1</b>	97.51%	96%	97.58%	100%	N/A	100%	100%	34	90.10%	100%	1631
<b>Swan HA Q2</b>	97.07%	95%	97.01%	100%	N/A	100%	100%	32.3	100.00%	100%	1546
<b>Swan HA Q3</b>	96.07%	90.81%	96.43%	99.91%	100%	100%	100%	25.4	97.56%	100%	1546
<b>Swan HA Q4</b>	95.22%	91.91%	96.53%	100%	100%	100%	100%	22	103.52%	100%	1546
<b>Tower Hamlets Community Housing Q1</b>	94.80%	N/A - No surveys done during Q1- currently undertaking a resident survey	99.2%	100%	N/A	60.0%	60%	N/A - no lettings in Q1	90.90%	100%	2002
<b>Tower Hamlets Community Housing Q2</b>	96.00%	N/A	100.0%	100%	N/A	67.7%	95%	N/A	96.03%	100%	2002
<b>Tower Hamlets Community Housing Q3</b>	96%	Survey Programme Not started	100%	99.96%	N/A	63%	92.65%	62	98.10%	100%	2002
<b>Tower Hamlets Community Housing Q4</b>	98%	N/A	100%	100%	N/A	81%	58%	26	98.00%	100%	2003
<b>Tower Hamlets Homes Q1</b>	98.66%	N/A	N/A	99.31%	N/A	96.41%	84.87%	3.5	100.11%	43%	11,466
<b>Tower Hamlets Homes Q2</b>	98.60%	79.91%	N/A	99.80%	N/A	96.41%	89.51%	55.44	100.92%	100%	11,461

<b>Tower Hamlets Homes Q3</b>	98.08%	84.18%	N/A	99.83%	52.17%	96.82%	89.54%	59.91	100.59%	100%	11,465
<b>Tower Hamlets Homes Q4</b>	97.33%	84.91%	90.10%	99.99%	54.19%	97.78%	89.68%	72.24	100.71%	100%	11,465

<b>key</b>
n/a = The information is either not a PI measured by the RP; measured in a different way or is not available.
90% or lower
90-96%
97% and above
RP did not submit data for the Quarter