

| QTR1 KPI RP COMMENTS | | |
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| Southern HA | | |
| Previously we have never reported on: | | Please note - We haven't carried out any surveys at all in Q1 20/21 so there is no data for any of our CSAT measures. % appointments kept as % of appointments made % General Needs Income collected (Rent including eligible service charges only) |
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| NHG | *No.2 - | Not able to filter by Local Authority, 88% is for General Needs as a whole. *No.1/3/5 - This is not a metric that we currently use. Following the integration of systems, a review of repairs performance measures is underway and 'repairs completed in target' might be introduced but it isn't in place at the moment. |
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| Clarion | Question | Additional Information |
| | 6. % complaints responded to in target | 53% - This quarter our "Complaints responded to in target" figure is lower as a result of the Covid-19 pandemic. Many complaints related to services which were on hold during the lockdown and have since resumed included non-emergency repairs, tree issues and grounds maintenance. As our services return to normal, we have begun to progress these complaints, the majority of which have since been closed. This may continue to impact our figures for Q2. |
| | 7. % Members Enquiries answered in target | 58% - See explanation above |

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| | 4. % properties with a valid gas safety certificate | 96.2% - This quarter we have seen a small reduction in “Properties with a valid gas safety certificate” which can be attributed to the restrictions in place on visits following the Covid-19 pandemic and the understandable reluctance of tenants to allow our gas engineers into their home. We now have an active programme in place utilising additional resources, in order to target gas safety checks. We have also created a short video to show tenants how gas engineers will work safely within their home, to enable them to feel more confident. |
| | 8. Average relet time (days) | 119 days – Our “Average re-let time days” is based on our short-term general needs voids properties only, as we were unable to carry out any lets during April and May due to the Covid-19 pandemic. As a result, this has significantly increased our void turnaround times. |
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| <u>Info on submissions per RP. Qtr2 Comments</u> | | | |
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| SH GROUP | | Please note - We haven't carried out any surveys at all in Q2 20/21 so there is no data for any of our CSAT measures. | |
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| | | Previously we have never reported on: | |
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| | | % appointments kept as % of appointments made | |
| | | % General Needs Income collected (Rent including eligible service | |
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| EEH | | With regard to void turnaround performance, quarter one performance is 61.2 days and not 11 as previously reported as this did not include the days lost due to the government imposed no lettings period. | |
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| | | Additionally, please can RPS confirm the methodology used for calculating GN income as there is a wide variance in the quarter one performance. | |
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| THCH | KPI 3 | contractor reported data- unreliable from our perspective. | |
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| | kpi 4 | 1 property was out of target for 12 days. Access to given prior to a court order being required | |
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| | KPI 6 | this is unacceptable. 22 complaints and 222 days in total puts us just over target on average. renewed focus on customer satisfaction coming into winter should drive this down. | |
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| | KPI 8 | We have has no end to end relets since the easing of Covid-19 lockdown restrictions. All our lettings have been focused on clearing that backlog. | |
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| NHG | | *No.2 - Not able to filter by Local Authority. 87% is for GN as a whole | |

| RP Commentary qtr3 | | | | | | | |
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| Harca | | | | | | | |
| | | Relet times | | <p>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.</p> <p>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.</p> <p>If we excluded the period where we were unable to let properties the performance would be on average 48.4 days.</p> | | | |
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| 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 | | | |

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| Clarion | | <u>Question</u> | Additional Information/Source | <u>Notes</u> | | | |
| | | <u>1. % Repairs completed in target</u> | Tower Hamlets figure | <p>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.</p> <p>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> | | | |

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| | | <p>5. % residents satisfied with how the ASB case was handled</p> | <p>National Figure</p> | <p>The % provided is the national average mean score across the following three questions: (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 informedWhilst 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> | | | |
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| | | 6. % complaints responded to in target | Tower Hamlets figure | <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.</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 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> | | | |
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| | | 7. % Members Enquiries answered in target | Tower Hamlets figure | <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> | | | |
| | | 8. Average relet time (days) | Tower Hamlets figure | 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) | | | |
| | | 9. % General Needs Income collected (Rent including eligible service charges only) | Tower Hamlets figure | | | | |
| | | 10. % of tall buildings (over 18 metres) owned by RPs that have an up-to-date FRA in place | Tower Hamlets figure | This figure is based on 16 out of 16 blocks with 6 storeys plus | | | |

| THCH | | | | | | | |
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| | | KPI | THCH performance | Commentary | | | |
| | | 1. % Repairs completed in target | 96% | 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 | Not collected | 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 repairs 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 | 100% | Data provided by contractors. Strict definition of missed appointment's does not include rearranged appointments. | | | |
| | | 4. % properties with a valid gas safety certificate | 99.96% | 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. | | | |
| | | 5. % residents satisfied with how the ASB case was handled | Not collected | THCH does not currently conduct satisfaction surveys after ASB cases. We are working on how we might collect feedback after ASB case resolution as part of a piece of work to improve ASB handling | | | |
| | | 6. % complaints responded to in target | 63% | 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. | | | |

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| | | 7. % Members Enquiries answered in target | 92.65% | High volumes of ME's. | | | |
| | | 8. Average relet time (days) | 62 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. House Mark 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. | | | |
| | | 9. % General Needs Income collected (Rent including eligible service charges only) | 98.10% | | | | |
| | | 10. % of tall buildings (over 18 metres) owned by RPs that have an up-to-date FRA in place | 100% | | | | |
| | | Quarter 3 General Needs Stock Numbers | 2002 | | | | |
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| 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 | | | |

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| | | | | 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 | | 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. | | Previously we have never reported on: % appointments kept as % of appointments made % General Needs Income collected (Rent including eligible service charges only) | | | |
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| 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. | | | |

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| | | 1. % Repairs completed in target | | <p>Key Issues:</p> <ol style="list-style-type: none"> 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. <p>Mitigations:</p> <ol style="list-style-type: none"> 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 | | <p>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</p> | | | |

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| | | | | validity of the performance is being reviewed and will update on this in the Q4 report. | | | |
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| Swan | | 2. % respondents satisfied with last completed repair | | The figure is low due to low feedback and response from residents. | | | |
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| Eastend Homes | | General Comment: | | <p>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.</p> <p>Eastend Homes welcomes the opportunity to work with other Subgroup members to ensure there is a consistency in the definitions and methodology applied when determining performance.</p> <p>Specific Comment:</p> <p>1. Repairs Completions in Target</p> <p>This measures completion in target for Emergency (24 hours) and Routine (28 calendar days). With the exception of the first lockdown of Eastend Homes 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.</p> <ul style="list-style-type: none"> • Quarter One 82.25% • Quarter Two 96.78% • Quarter Three 99.31% | | | |

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| | | | | <p>4. Properties with a Valid LGSR Performance of 99.94% represents one property where the current LGSR is older than 12months. Eastend Homes is pursuing legal action to obtain access.</p> <p>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.</p> <p>7. Members Enquiries Responded to in Target</p> <p>9. General Needs Income Collection Performance 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%.</p> | | | |
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| SPHA | | | | No submission / late submission expected. | | | |
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| THH | | | | Our market research partner, Kwest Research Ltd, carry out almost all our resident's satisfaction surveys including for repairs and ASB | | | |

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| | | ASB satisfaction: | | Closed ASB cases are referred to Kwest who attempt to contact Kwest report This is measured | | | |
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| | | Repair's 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% | | | |
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| | | 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 underrepresented the | | | |

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| | | | | number not met) and then via a question in the repair's satisfaction survey i.e. a resident perception measure (which over presented the number not met). In 2020/21 | | | |
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| 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 | | | | | |
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| <i>Info on submissions per RP. Qtr4</i> | | | | |
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| HARCA | | NO INFORMATION PROVIDED | | |
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| SWAN | | Lettings | As this is a rolling average this includes void properties that were delayed in letting at the start of the first lockdown. | |
| | | Repairs | Since the end of the first lockdown, when the Government allowed repairs service to resume, we have worked with our repairs partner to provide a full repairs service. They have however occasionally been impacted by access to properties and the need for operatives to self-isolate. | |
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| THH | | Repair's satisfaction | This has been an exceptionally challenging year during the pandemic. Surveys were on hold in Q1 and restarted in August, since when the target was adjusted to 82%. Lots of customers have had to wait a long time for non-emergency repairs and we recognise that in some cases, appointments had to be re-scheduled to comply with government guidance, safe working practices, social distancing etc. Repairs now operating very close to business as usual so normal performance should return within a few months of start of the new year. | |
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| | | Gas safety | Although officially off target, this has been an exceptional turnaround and improvement from the position earlier in the year, when Covid restrictions, Court delays and nervousness from customers meant huge volumes of refusals, difficulties in access and inability to enforce. The position has almost completely recovered and normal practice is ongoing. This performance equates to just 1 non-compliant property. | |
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| | | ASB satisfaction | <p>THH ASB team have been operating from home and running as full a service a possible during lockdown with the exception of home visits. Interviews with victims and statements have been managed via email and telephone rather than face-to-face. • The ASB team have been able to obtain a number of injunctions and premises Closure Orders during this period due the serious nature of the cases and the need to put protection in place to prevent further harm to residents and the community. • Our Parkguard teams carried out home visit welfare checks of vulnerable residents during the lockdown. • Successful Summer and Autumn Operations run to target and disrupt the drugs market and the associated ASB to make our estates a safer place to live. • THH ASB Officers have been taking enforcement action against the top nominals who persistently engage in ASB and vandalism in and around THH blocks. • In partnership with the Police and Parkguard Ltd. Between April 20 and March 21, our ASB service attained: Ø 376 ArrestsØ 2072 Antisocial behaviour warningsØ 577 Criminal intelligence reportsØ 209 Drug intervention referralsØ Cash Seizures of £40KØ Drug Seizures of £50KØ 13 Closure Orders Obtained via the CourtsØ 9 Warrants Obtained and ExecutedØ 3 THH targeted major ASB OperationsØ 39 Civil Injunctions. 020; reinstated in Q3</p> | |
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| | | Relets | COVID 19 restrictions, prioritising viewings for the Barchester Street new build scheme (115 units), an increase in the number of refusals, staff concerns and higher than usual levels of annual leave taken at year end has had a significant impact on void turnaround time performance. | |
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| | | Stock | Figure an estimate; subject to full year end stock reconciliation | |
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| <u>L&Q</u> | | 6. % complaints responded to in target | L&Q operate the following SLAs and OLAs in line with the Housing Ombudsman complaint handling code. Stage 1 Complaint: Acknowledgement of a customer's complaint with 24hrs and provide a resolution with 10 working days. On the basis of these two SLAs and OLAs we can report that in Q4 of last financial year, we achieved a 88.3% (January & February) 88.4% (March) against the target of 90% for 24hr acknowledgement of a customer's complaint. 72.2% (January) 73.8% (February) 80.7% (March) against a target of 90% for resolution provided to the complainant with 10 working days. We have seen marginal improvement with both SLAs and OLAs for complaints across the board through a greater emphasis from the Exec Group to our front-line teams/depts. and cross departmental collaboration in resolving complaints effectively and efficiently. | |
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| <u>PRHA</u> | | 1. % Repairs completed in target | <p>In general, and in line with our stock size PRHA undertakes a relatively small number of responsive repairs for our general needs tenants each year. The Covid situation has also had an impact during 2020-21, both in terms of the number of responsive repairs and for targets met.</p> <p>Our end of year figure relates to 16 repairs for our general needs residents which were not undertaken to timescale. The reasons included: 5 x waiting for parts, 6 x second visit required to complete the repair, 4 x maintenance officer shortage, 1 x target date missed with no underlying reason.</p> | |
| | | 2. % respondents satisfied with last completed repair | Performance for this indicator has fallen relative to the previous year. We are exploring the reasons for this in order to address the decrease. Our next annual survey is due to be undertaken in May and this should assist with this process. | |

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| | | <p>3. % appointments kept as % of appointments made</p> | <p>Performance for this indicator was relatively stable for the first six months of the year, though below where we would normally expect it to be and below our internal target. Quarter 3 showed a drop in the percentage of appointments kept by our main contractor and while this improved within quarter 4 (95% in isolation) the effect of the drop in quarter 3 has served to reduce our year end figure to 92%.</p> <p>This is an area of priority for our tenants and is being addressed as such by our Property Services team and SMT.</p> | |
| | | <p>4. % properties with a valid gas safety certificate</p> | <p>The yearend figure reflects single property where the anniversary date is within the last quarter of the year. Initial attempts were made to book an appointment with the tenant at the 10 month point in line with our procedures, but the tenant has continued to deny access and proceedings to gain access via a court order were initiated and are ongoing. However, within the last week the tenant has contacted Property Services with a repair request and our Housing Management Team have been able to negotiate access for the gas safety check to be undertaken 30th April. This is the same issue that we faced at the end of the previous year, which occurred within the same block.</p> | |

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| | | <p>5. % residents satisfied with how the ASB case was handled</p> | <p>PRHA has a low amount of general needs stock (100 units) and a low amount of reported ASB. The percentage figure recorded for the end of year is impacted due to these low number (see below).</p> <p>During this year we had two ongoing cases from the previous year and one new case. Of these three two cases have been closed. For one case the tenants of the block who responded were satisfied with the actions that were undertaken by PRHA, however one noted that they felt the case could have been addressed sooner. No feedback was received for the other case, which was closed following a period where no further reports were received.</p> <p>The remaining open ASB case is a complex case involving DV and has input and actions ongoing at the MARAC level. Our Housing Management team are discussing progress with MARAC and we may be closing the case soon.</p> | |
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| | | <p>6. % complaints responded to in target</p> | <p>Whilst PRHA's performance for this indicator has fallen relative to the previous year the figure relates to a single complaint from a general needs resident that was not responded to in line with PRHA's targets. PRHA has a low number of GN units relative to other RPs in the group, and the number of complaints we tend to receive is correspondingly low, which has a magnifying effect when viewed in percentage terms. During the second half of the year PRHA reviewed its complaints policy and internal procedures against the Housing Ombudsman's Complaints Handling Code, and along with publishing the required self-assessment we have revised our Policy to fully meet with the Code's requirements. We have also created a new Complaints and Compliance Officer position to support the organisation and individual teams in responding to complaints in line with our procedures and with the Code.</p> | |
| | | <p>7. % Members Enquiries answered in target</p> | <p>All Member Enquiries received during the year were responded to timescale.</p> <p>The number of enquiries received during this year more than doubled in relation to the previous year / the number that we would normally receive. But as a small provider and in line with our small stock size this will still be significantly lower than those received by other RPs in the borough which contributes towards being able to respond to all within</p> | |

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| | | | timescale. | |
| | | 8. Average relet time (days) | <p>PRHA has a low number of general needs units and a relatively stable tenant base, with a correspondingly low number or re-lets each year.</p> <p>During 2020-21 this was further impacted by the Covid situation, which also had an impact on time to let. We have had one re-let during the year, in the second half of the year, with a re-let time of 44 days.</p> <p>Two other general needs properties were let within the last quarter of the year, but in both cases, this followed a period of major works related to our programme of fire safety works and are excluded from the figures in line with the definition.</p> | |
| | | 9. % General Needs Income collected (Rent including eligible service charges only) | While the proportion of income collected in relation to our general need's properties fell during the first two quarters of the year relative to the prior year, at year end this has improved and at 100.19% is marginally above our receivable figure. | |
| | | 10. % of tall buildings (over 18 metres) owned by RPs that have an up-to-date | No change during year | |

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| | | FRA in place | | |
| | | Quarter 4 General Needs Stock Numbers | No change in stock size | |
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| NHG | | No.4 | This figure includes all Local Authorities - we cannot filter for Tower Hamlets only. | |
| | | No.5 | We don't survey this, but we monitor ASB cases resolved within our SLA (service level agreement) - we have provided the figure for all LAs. | |
| | | No. 7 | Key Issue: slight delay in assigning cases due to admin changes in the team, caused some delays in responding within timeframe but was rectified at the end of the quarter through dedicated cover being reassigned. Mitigation: MP enquiries in and out of target forms part of the new complaints dashboard which is key for performance management. | |
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| SHG | | | Please note - We haven't carried out any surveys at all in Q4 20/21 due to Covid. | |

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| EASTEND HOMES | | | NO INFORMATION PROVIDED. | |
| CLARION | 1. % Repairs completed in target | Tower Hamlets figure | Throughout Q4, there has been a drive to clear the backlog of jobs created by the reduction in resource, which we experienced as a result of the Pandemic. This has resulted in a high percentage of jobs completed during this period already falling out of target. The initiative to clear the backlog of jobs has seen the number of overdue orders in this area, reduce significantly. This should ensure that we see a marked improvement in Q1 of 2021/22. | |
| | 2. % respondents satisfied with last completed repair | Figures are provided on a National Basis | PENDING - QTR4 RESULTS NOT YET AVAILABLE | |
| | 3. % appointments kept as % of appointments made | Tower Hamlets figure | Whilst we strive to ensure all pre confirmed appointments are kept, we are reliant on the resource available on any given day to achieve this. Due to the nature of the pandemic, sickness has increased and has been very sporadic, with operatives being required to test and self-isolate at very short notice, management of these appointments has proved difficult. | |

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| | 4. % properties with a valid gas safety certificate | Tower Hamlets figure | The difference in our results from Q3 and Q4 was mainly due to the second lockdown restrictions, which resulted in us being unable to access as many properties as foreseen. | |
| | 5. % residents satisfied with how the ASB case was handled | National Figure | <p>We do not specifically ask this question, but we do carry out a general satisfaction survey which consists of a number of questions, that contribute to an overall national score. 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>PENDING - QTR4 RESULTS NOT YET AVAILABLE</p> | |
| | 6. % complaints responded to in target | Tower Hamlets figure | The Covid situation and lockdown pressures have impacted on staff capacity to respond and resolve issues. Our complaint response target for response is 20 working days; this was agreed internally at the start of the pandemic and in response to resource issues that were occurring. We have put in place new measures to improve our complaint response time. Complaint's performance continues to improve and in March 2021, 56% of complaints were responded to in 20 working days. | |

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| | 7. % Members Enquiries answered in target | Tower Hamlets figure | The Covid situation and lockdown pressures have impacted on staff capacity to respond and resolve issues. Our member enquiry target for response is 10 working days. We have put in place new measures to improve our response time. Performance continues to improve and in March 2021, 71% of member enquiries were responded to in 10 working days. | |
| | 8. Average relet time (days) | Tower Hamlets figure | Due to restrictions with our Core reporting system, we are currently unable to report on re-let performance. | |
| | 9. % General Needs Income collected (Rent including eligible service charges only) | Tower Hamlets figure | This is measured by combining charges issued and payments received, to achieve an overall % of 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 | Tower Hamlets figure | This figure covers 15 blocks out of 15 blocks that are over 18m. We previously reported 16 blocks out of 16 blocks, this was due to a glitch in the data supplied. | |

| | 11. General Needs Stock Numbers | Tower Hamlets figure | N/A | |
|--------------------------|---------------------------------|----------------------|--|--|
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| <u>SPHA</u> | | | No data from Maintenance Team - As mentioned in my previous email, since Q3 we have had no staff in maintenance due to management decision. Recruitment is in process. | |
| | | | Average relets are high this quarter. This is because I am the only lettings officer and have been on bereavement leave. | |
| <u>Gateway HA</u> | | | NO INFORMATION PROVIDED | |
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| <u>THCH</u> | | | NO INFORMATION PROVIDED | |
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| <u>PEABODY</u> | | | Not been possible to provide an answer yet to 1. % Repairs completed in target | |
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