

THHF - Q1 (2020-21) - Quartile Report

Organisation	Q1 Number of stage 1 complaints received	Q2 Percentage of complaints responded to within target time	Q3 Number of stage 2 complaints received	Q4 Number of MEMP enquiries received	Q5 Total number of re-lets	Q6 Average re-let time in days (standard re-lets) days	Q7 Average re-let time in days (major works units, including time spent in works)	Q8 Number of units vacant but unavailable for letting at period end	Q9 Total number of emergency repairs completed year-to-date	Q10 Total number of non-emergency repairs completed year-to-date	Q12 Number of repairs appointments made	Q13 Number of repairs appointments kept	Q14 Satisfaction with repairs	Q15 The number of properties which had their gas safety record renewed by their anniversary date	Q16 FRA on percentage of buildings over 18 metres	Q17 Quarter 1 General Needs Stock Numbers
Clarion Housing	111	84.00%	44	150	24	N/A	N/A	N/A	798	2189	2676	2627	83.8%	125%	80%	3994
Eastend Homes	19	76.47%	2	25	13	28	65	15	1124	1393	1573	1550	96.2%	100%	95%	2243
Gateway Housing Association	23	63.00%	7	13	44	16	N/A	N/A	656	2227	N/A	N/A	82.0%	100%	100%	1886
Land Q	137 (we don't categorise complaints received as Stage 1 or Stage 2)	86.60%	137 (we don't categorise complaints received as Stage 1 or Stage 2)	6	7 GN only	0	137	9	397	979	69	62	78.9%	98%	100%	1363
Notting Hill Genesis	40	63.20%	5	20	14	39	47	7	276	874	N/A	N/A	88.0%	100%	100%	1769
One Housing	85	71.70%	26	42	25	21	22	9	690	1614	3848	3818	88.4%	97%	100%	8524
Peabody	22	36.00%	3	10	16	12	71	12	550	1329	N/A	N/A	89.3%	100%	100%	1877
Poplar HARCA	70	98.75%	5	81	13	No stand works re-lets	166	18	1844	3932	4926	4849	95.1%	100%	100%	5339
Providence Row Housing Association	3	100.00%	1	1	3	114	No major Works Relets	0	83	485	tdc	tdc	97.0%	100%	100%	100
Southern Housing Group	615	99.84%	73	81	320	32	80	100	65	641	582	574	96.8%	100%	100%	1159
Spitalfields Housing Association	2	100.00%	0	8	10	77	N/A	2	No data	No data	No data	No data	No data	100%	N/A	732
Swan Housing Association	23	100.00%	3	18	12	17	20	11	58	721	721	705	92.9%	100%	100%	1546
Tower Hamlets Community Housing	52	81.00%	0	79	16	94	149	14	373	681	681	669	N/A	100%	100%	2003
Tower Hamlets Homes	390	100.00%	63	353	114	66	90	75	5802	11725	873	978	82.5%	9461	100%	11,465
<b>Bottom quartile</b>	22	72.89%	2	11	13	17	52	11725	276	11725	4926	4849	97.0%	9461/100.00%	100.00%	11465
<b>3rd quartile</b>	40	85.30%	5	23	16	30	76	16	550	2189	2676	2627	95.3%	100.00%	100.00%	3556
<b>2nd quartile</b>	85	99.96%	26	81	25	69	125	12	798	1329	873	978	88.9%	100.00%	100.00%	1882
<b>Top quartile</b>	615	100.00%	73	353	320	114	166	9	5802	721	681	669	83.4%	99.87%	100.00%	1409

	High number or %
	Average number or %
	Low / good number or %
	QTR1 stock number GN needs