Q1 Number of stage 1 complaints received	Result	Rank
Spitalfields Housing Association	2	1
Providence Row Housing Association	3	2
Eastend Homes	19	3
Peabody	22	4
Gateway Housing Association	23	5
Swan Housing Association	23	6
Notting Hill Genesis	40	7
Tower Hamlets Community Housing	52	8
Poplar HARCA	70	9
One Housing	85	10
Clarion Housing	111	11
L and Q	137	12
Tower Hamlets Homes	390	13
Southern Housing Group	615	14

Number of stage 1 complaints received
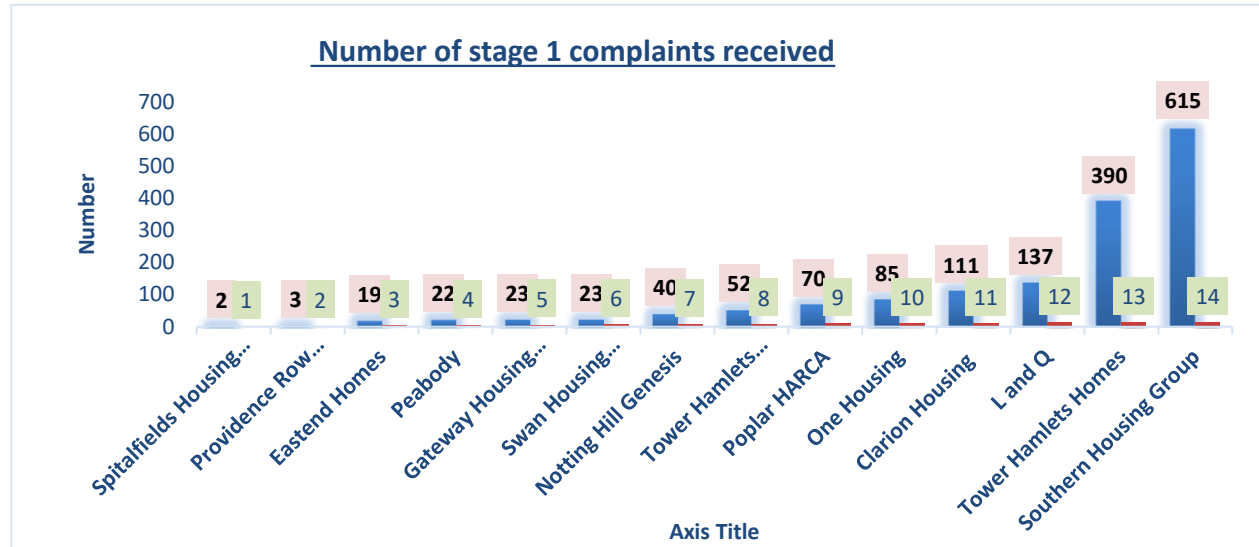
Q2 Percentage of complaints responded to within target time	Result	Rank
Providence Row Housing Association	100%	1
Spitalfields Housing Association	100%	1
Swan Housing Association	100%	1
Tower Hamlets Homes	100%	1
Southern Housing Group	99.8%	2
Poplar HARCA	98.8%	3
L and Q	86.6%	4
Clarion Housing	84.0%	5
Tower Hamlets Community Housing	81.0%	6

Percentage of complaints responded to within target time
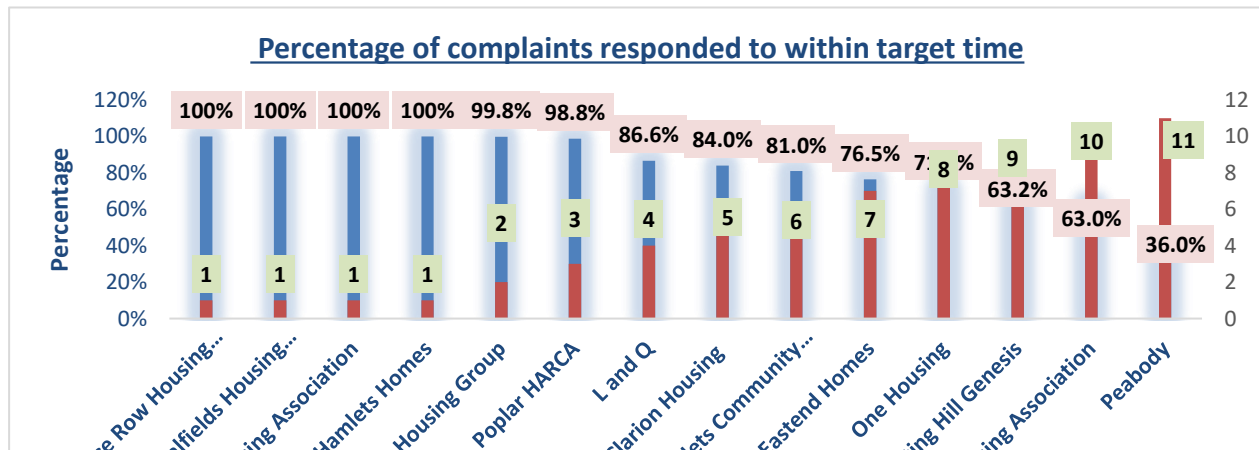
Eastend Homes	76.5%	7
One Housing	71.7%	8
Notting Hill Genesis	63.2%	9
Gateway Housing Association	63.0%	10
Peabody	36.0%	11

Q3 Number of stage 2 complaints received	Result	Rank
Spitalfields Housing Association	0	1
Tower Hamlets Community Housing	0	1
Providence Row Housing Association	1	2
Eastend Homes	2	3
Peabody	3	4
Swan Housing Association	3	5
Notting Hill Genesis	5	6
Poplar HARCA	5	7
Gateway Housing Association	7	8
One Housing	26	9
Clarion Housing	44	10
Tower Hamlets Homes	63	11
Southern Housing Group	73	12
L and Q	137	13

Number of stage 2 complaints received

RP organisation
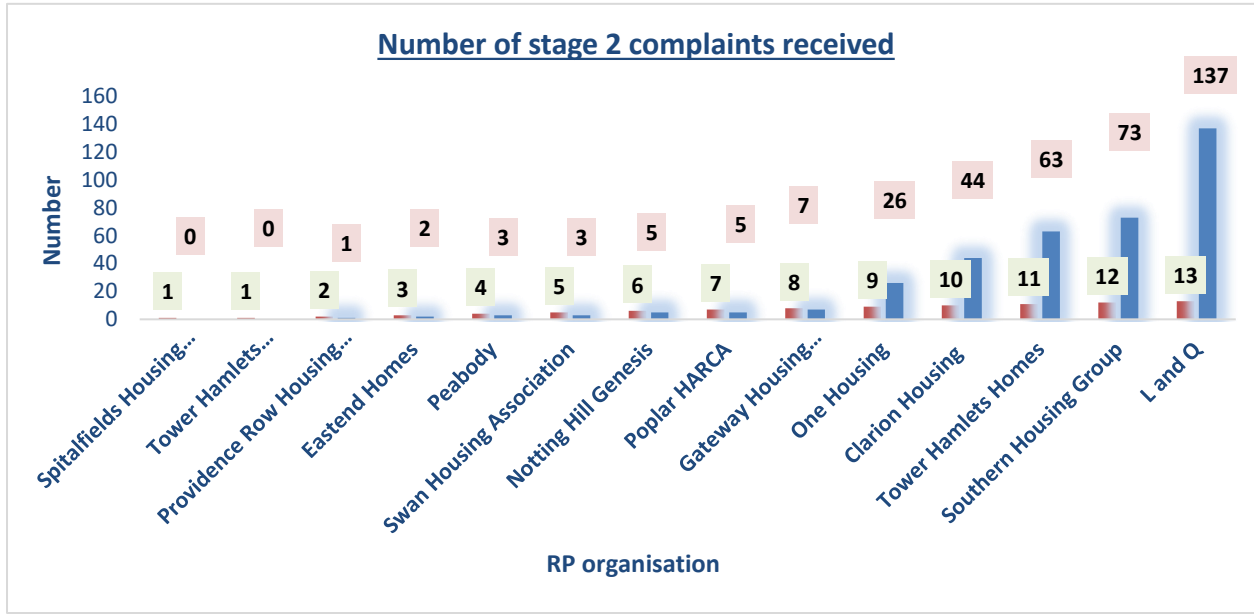
Q4 Number of ME/MP enquiries received	Result	Rank
Providence Row Housing Association	1	1
L and Q	6	2
Spitalfields Housing Association	8	3
Peabody	10	4

Number of ME/MP enquiries received
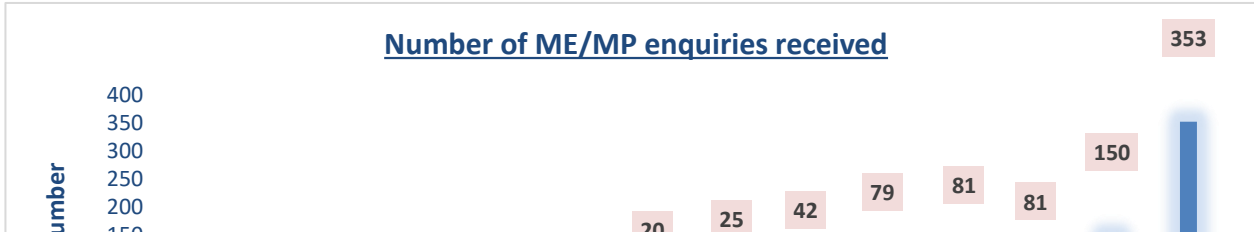
Gateway Housing Association	13	5
Swan Housing Association	18	6
Notting Hill Genesis	20	7
Eastend Homes	25	8
One Housing	42	9
Tower Hamlets Community Housing	79	10
Poplar HARCA	81	12
Southern Housing Group	81	11
Clarion Housing	150	13
Tower Hamlets Homes	353	14
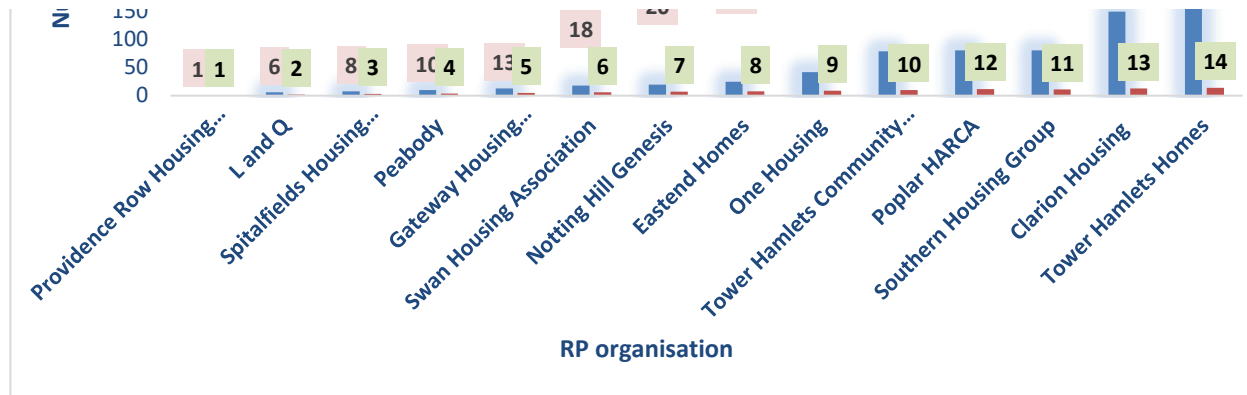
Q5 Total number of re-lets	Result	Rank
Providence Row Housing Association	3	1
L and Q	7	2
Spitalfields Housing Association	10	3
Swan Housing Association	12	4
Eastend Homes	13	6
Poplar HARCA	13	5
Notting Hill Genesis	14	7
Peabody	16	9
Tower Hamlets Community Housing	16	8
Clarion Housing	24	10
One Housing	25	11
Gateway Housing Association	44	12
Tower Hamlets Homes	114	12
Southern Housing Group	320	14

Total number of re-lets
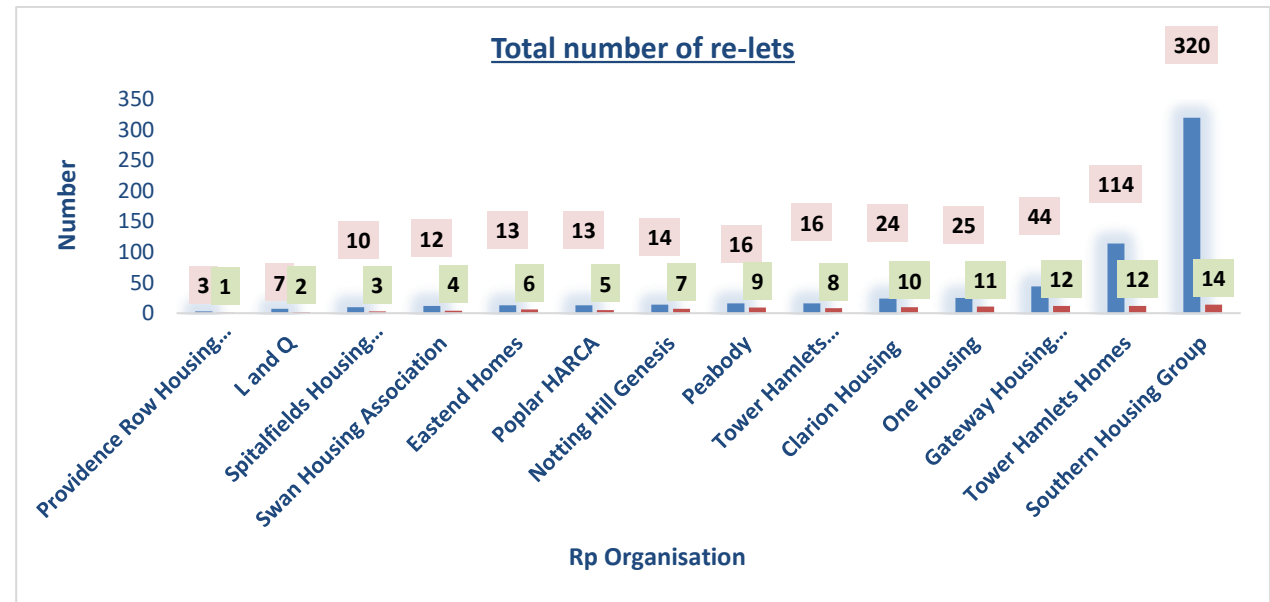
Q6 Average re-let time in days (standard re-lets) days	Result	Rank
L and Q	0	1
Peabody	12	2
Gateway Housing Association	16	3
Swan Housing Association	17	4
One Housing	21	5
Eastend Homes	27.5	6
Southern Housing Group	32	7
Notting Hill Genesis	39	8
Tower Hamlets Homes	65.9	9
Spitalfields Housing Association	77	10
Tower Hamlets Community Housing	94	11
Providence Row Housing Association	114	12
Clarion Housing	N/A	13
Poplar HARCA	N/A	14

Average re-let time in days (standard re-lets)
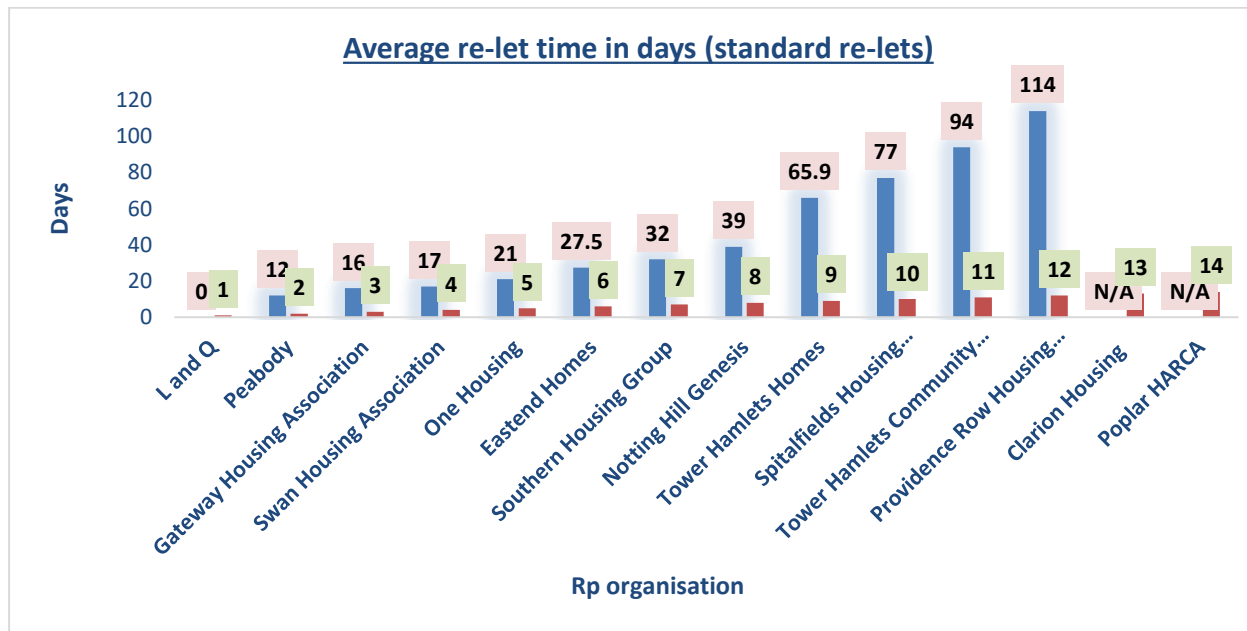
Q7 Average re-let time in days (major works units, including time spent in works)	Result	Rank
Swan Housing Association	19.8	1
One Housing	22.4	2
Notting Hill Genesis	47.2	3
Eastend Homes	64.9	4
Peabody	71	5
Southern Housing Group	80	6
Tower Hamlets Homes	89.7	7
L and Q	137	8
Tower Hamlets Community Housing	149	9
Poplar HARCA	165.9	10
Clarion Housing	N/A	11
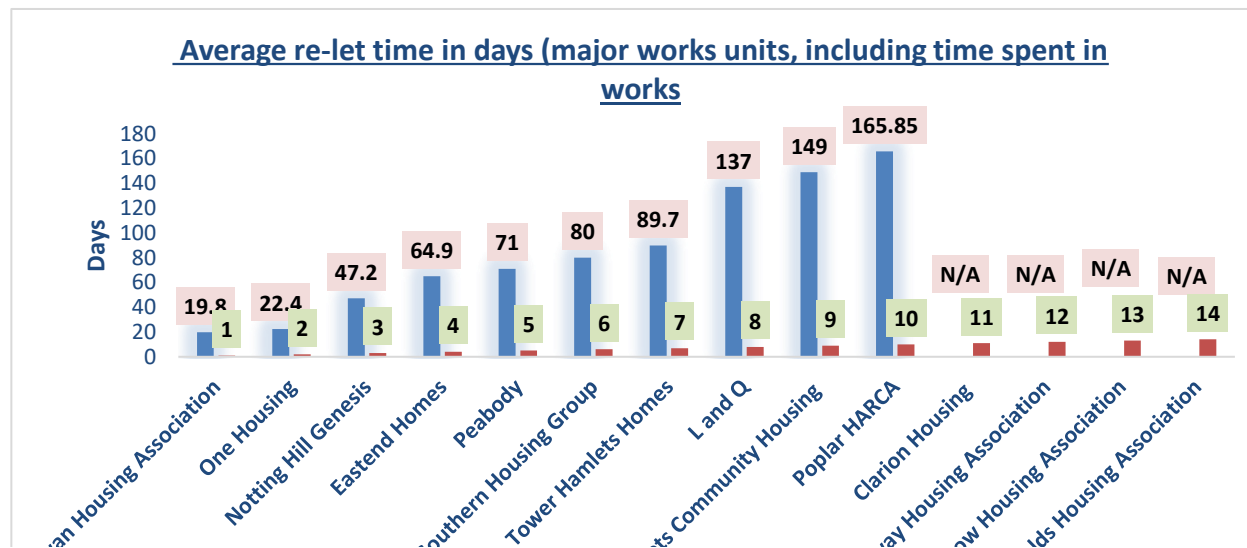
Average re-let time in days (major works units, including time spent in works

Q8 Number of units vacant but unavailable for letting at period end	Result	Rank
Providence Row Housing Association	0	1
Spitalfields Housing Association	2	2
Notting Hill Genesis	7	3
L and Q	9	5
One Housing	9	4
Swan Housing Association	11	6
Peabody	12	7
Tower Hamlets Community Housing	14	8
Eastend Homes	15	9
Poplar HARCA	18	10
Tower Hamlets Homes	75	11
Southern Housing Group	100	12
Clarion Housing	N/A	13
Gateway Housing Association	N/A	14

Number of units vacant but unavailable for letting at period end
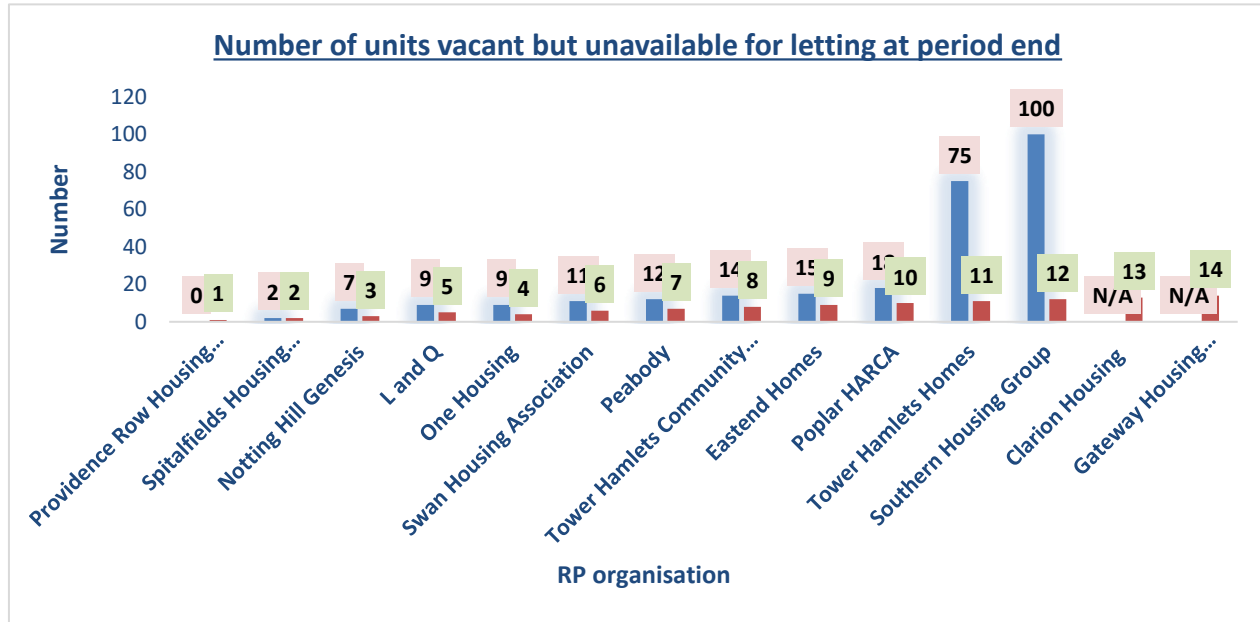
Q9 Total number of emergency repairs completed year-to-date	Result	Rank
Swan Housing Association	58	1
Southern Housing Group	65	2
Providence Row Housing Association	83	3
Notting Hill Genesis	276	4
Tower Hamlets Community Housing	373	5
L and Q	397	6
Peabody	550	7

Total number of emergency repairs completed year-to-date
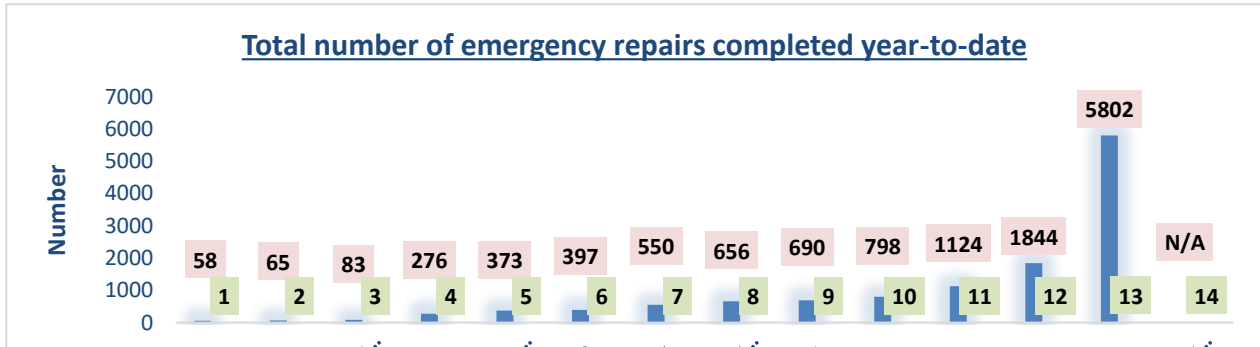
	Result	Rank
Gateway Housing Association	656	8
One Housing	690	9
Clarion Housing	798	10
Eastend Homes	1124	11
Poplar HARCA	1844	12
Tower Hamlets Homes	5802	13
Spitalfields Housing Association	N/A	14

Rp organisation

Swan Housing Association, Southern Housing Group, Providence Row Housing, Notting Hill Genesis, Tower Hamlets, L and Q, Peabody, Gateway Housing, One Housing, Clarion Housing, Eastend Homes, Poplar HARCA, Tower Hamlets Homes, Spitalfields Housing

Q10 Total number of non-emergency repairs completed year-to-date	Result	Rank
Providence Row Housing Association	485	1
Southern Housing Group	641	2
Tower Hamlets Community Housing	681	3
Swan Housing Association	721	4
Notting Hill Genesis	874	5
L and Q	979	6
Peabody	1329	7
Eastend Homes	1393	8
One Housing	1614	9
Clarion Housing	2189	10
Gateway Housing Association	2227	11
Poplar HARCA	3932	12
Tower Hamlets Homes	11725	13
Spitalfields Housing Association	N/A	14

Total number of non-emergency repairs completed year-to-date

Number

485 1, 641 2, 681 3, 721 4, 874 5, 979 6, 1329 7, 1393 8, 1614 9, 2189 10, 2227 11, 3932 12, 11725 13, N/A 14

Providence Row Housing…, Southern Housing Group, Tower Hamlets Community…, Swan Housing Association, Notting Hill Genesis, L and Q, Peabody, Eastend Homes, One Housing, Clarion Housing, Gateway Housing Association, Poplar HARCA, Tower Hamlets Homes, Spitalfields Housing Association

Rp Organisation

Q12 Number of repairs appointments made	Result	Rank
L and Q	69	1
Southern Housing Group	582	2
Tower Hamlets Community Housing	681	3
Swan Housing Association	721	4

Number of repairs appointments made

Number

69, 582, 681, 721, 873, 2676, 3848, 4926
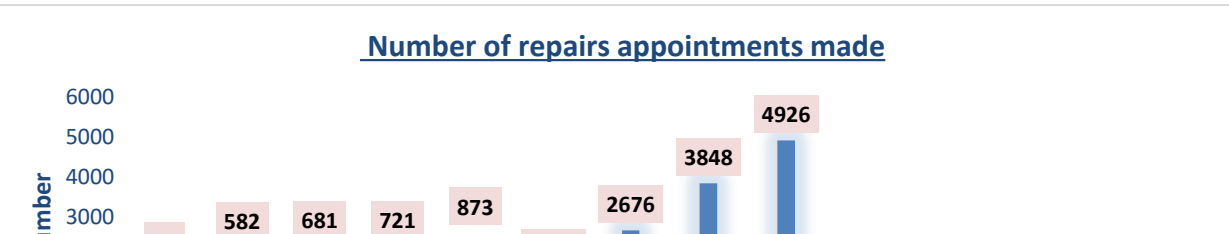
	Result	Rank
Tower Hamlets Homes	873	5
Eastend Homes	1573	6
Clarion Housing	2676	7
One Housing	3848	8
Poplar HARCA	4926	9
Gateway Housing Association	N/A	10
Notting Hill Genesis	N/A	11
Spitalfields Housing Association	N/A	12
Providence Row Housing Association	N/A	13
Peabody	N/A	14
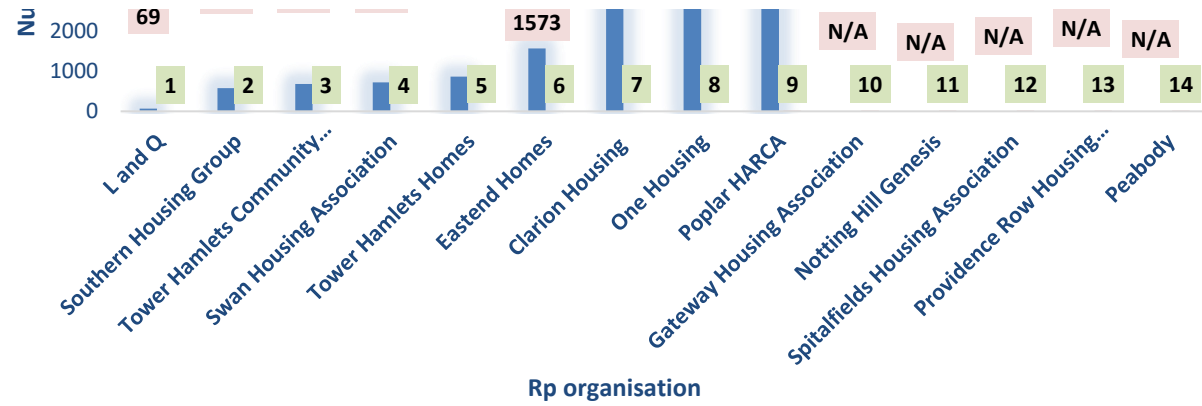
Q13 Number of repairs appointments kept	Result	Rank
L and Q	69	1
Southern Housing Group	582	2
Tower Hamlets Community Housing	669	3
Swan Housing Association	705	4
Tower Hamlets Homes	978	5
Eastend Homes	1573	6
Clarion Housing	2676	7
One Housing	3848	8
Poplar HARCA	4926	9
Notting Hill Genesis	N/A	10
Gateway Housing Association	N/A	11
Peabody	N/A	12
Providence Row Housing Association	N/A	13
Spitalfields Housing Association	N/A	14

Number of repairs appointments kept
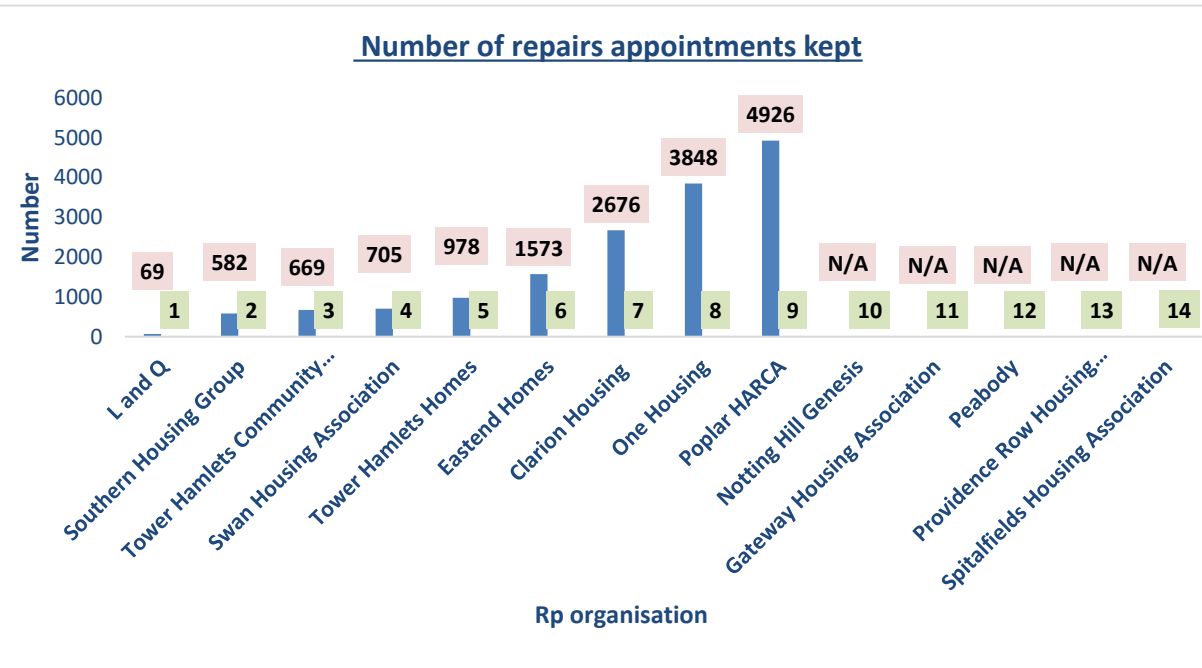
Satisfaction with repairs	Result	Rank
Spitalfields Housing Association	N/A	14
Tower Hamlets Community Housing	N/A	13
Providence Row Housing Association	97.0%	12
Southern Housing Group	96.8%	11
Eastend Homes	96.2%	10
Poplar HARCA	95.1%	9
Swan Housing Association	92.9%	8
Peabody	89.3%	7
One Housing	88.4%	6
Notting Hill Genesis	88.0%	5
Clarion Housing	83.8%	4
Tower Hamlets Homes	82.5%	3
Gateway Housing Association	82.0%	2
L and Q	78.9%	1
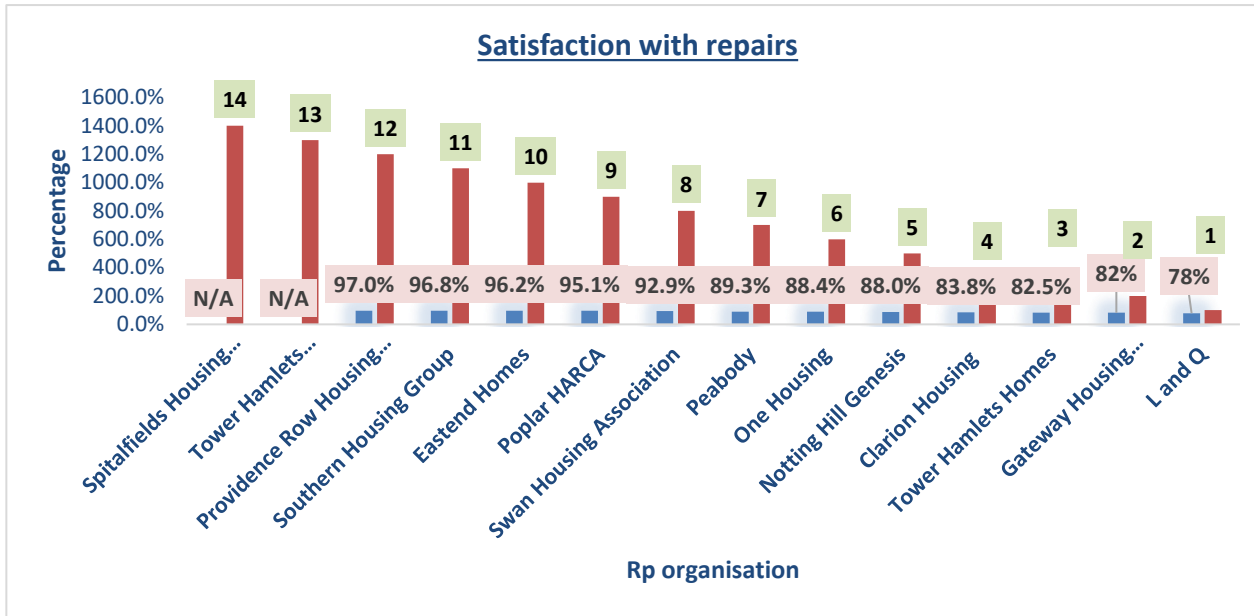
Satisfaction with repairs

The number of properties which had their gas safety record renewed by their anniversary date	Result	Rank
Clarion Housing	125%	1
Gateway Housing Association	100%	2
Notting Hill Genesis	100%	2
Peabody	100%	2
Providence Row Housing Association	100%	2
Spitalfields Housing Association	100%	2
Swan Housing Association	100%	2
Tower Hamlets Community Housing	100%	2
Southern Housing Group	100%	2
Eastend Homes	100%	3
Poplar HARCA	100%	4
L and Q	98%	5

The number of properties which had their gas safety record renewed by their anniversary date
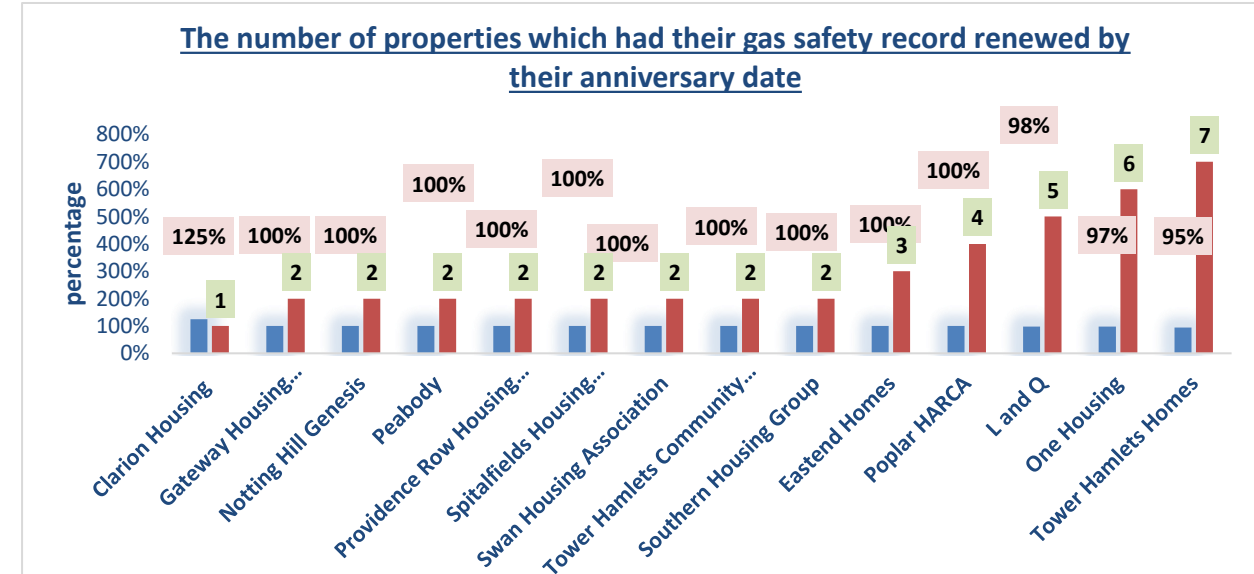
One Housing	97%	6
Tower Hamlets Homes	95%	7

FRA on percentage of buildings over 18 metres	Result	Rank
Gateway Housing Association	100%	1
L and Q	100%	1
Notting Hill Genesis	100%	1
One Housing	100%	1
Peabody	100%	1
Poplar HARCA	100%	1
Providence Row Housing Association	100%	1
Southern Housing Group	100%	1
Swan Housing Association	100%	1
Tower Hamlets Community Housing	100%	1
Tower Hamlets Homes	100%	1
Eastend Homes	95.5%	2
Clarion Housing	80.0%	3
Spitalfields Housing Association	0.0%	4

FRA on percentage of buildings over 18 metres

Rp organisation
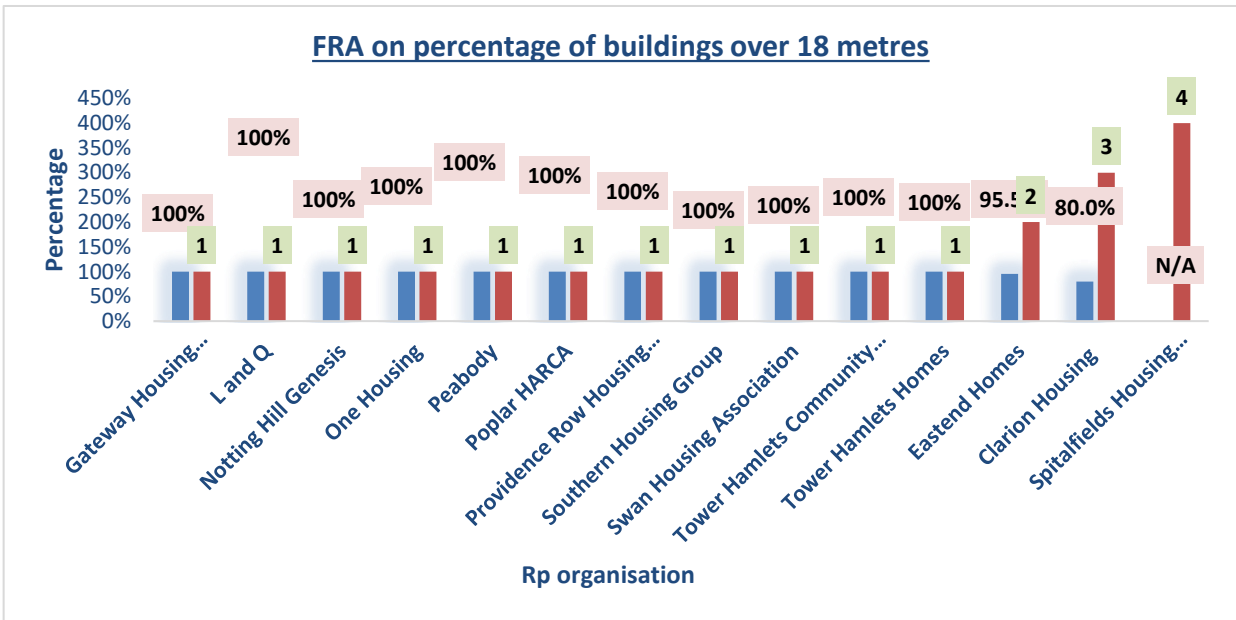
Q17 Quarter 1 General Needs Stock Numbers	Stock
Providence Row Housing Association	100
Spitalfields Housing Association	732
Southern Housing Group	1159
L and Q	1363
Swan Housing Association	1546
Notting Hill Genesis	1769
Peabody	1877
Gateway Housing Association	1886
Tower Hamlets Community Housing	2003

General Needs Stock Numbers
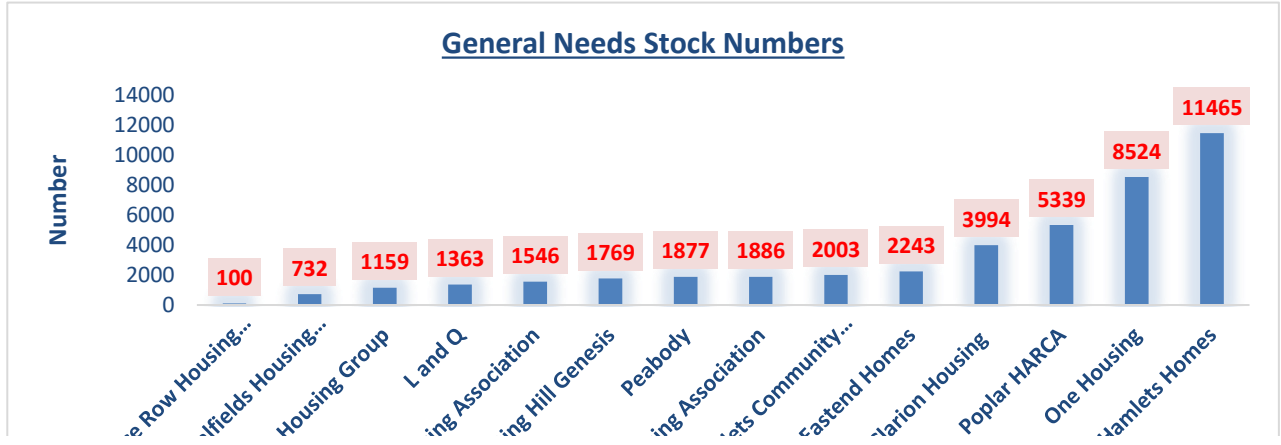
Eastend Homes	2243
Clarion Housing	3994
Poplar HARCA	5339
One Housing	8524
Tower Hamlets Homes	11465

Providence Spita... Southern ... Swan Hous... Notth... Gateway Hous... Tower Hamle... E... Cl... Tower H...

Rp organisation