

Appendix 3

RP	Q12 Number of repairs appointments made	Q13 Number of repairs appointments kept	Missed	Percentage	Comments from RP
Clarion Housing	2676	2627	49	98.2%	
Eastend Homes	1573	1550	23	98.5%	
Gateway Housing Association	N/A	N/A	N/A	N/A	Currently unable to validate and provide data
L and Q	69	62	7	89.9%	
Notting Hill Genesis	N/A	N/A	N/A	N/A	Not able to report for Q1 as there are a number of issues with this dataset as the contractor relies on 'event data' which at the moment is difficult to obtain.
One Housing	3848	3818	30	99.2%	
Peabody	N/A	N/A	N/A	N/A	We do not collect this information
Poplar HARCA	4926	4849	77	98.4%	

Providence Row Housing Association	TBC	95%	TBC	95%	Our main contractor is currently experiencing issues with their system in relation to providing the KPIs for this quarter. This is being addressed as a priority and the data will be provided as soon as the issue is resolved. The 95% recorded and provided by the RP is a could vary once the data is provided back from the contractor.
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Southern Housing Group	582	574	8	98.6%	
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Spitalfields Housing Association	No data	No data	No data	No data	Spitalfields provided no data for these KPI's.
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Swan Housing Association	721	705	16	97.8%	
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Tower Hamlets Community Housing	681	669	12	98.2%	
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Tower Hamlets Homes	873	978	105 additional apts	112.0%	
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