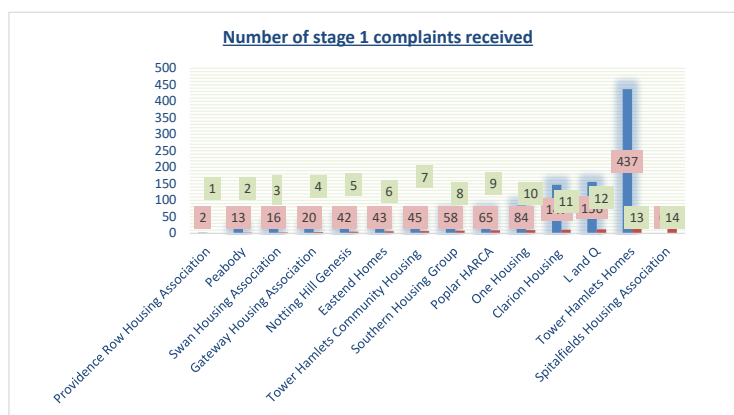
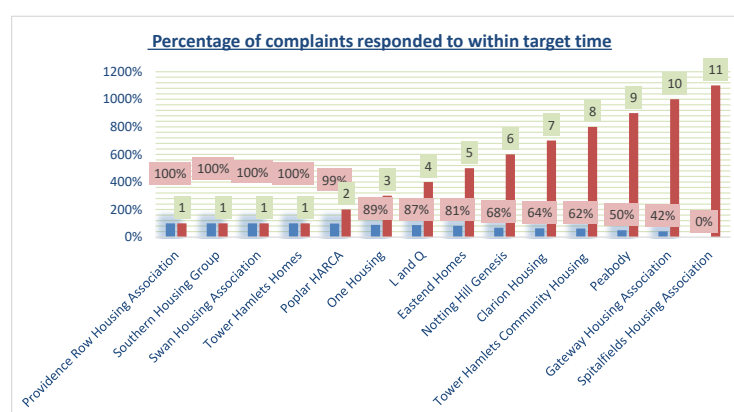


Appendix 3

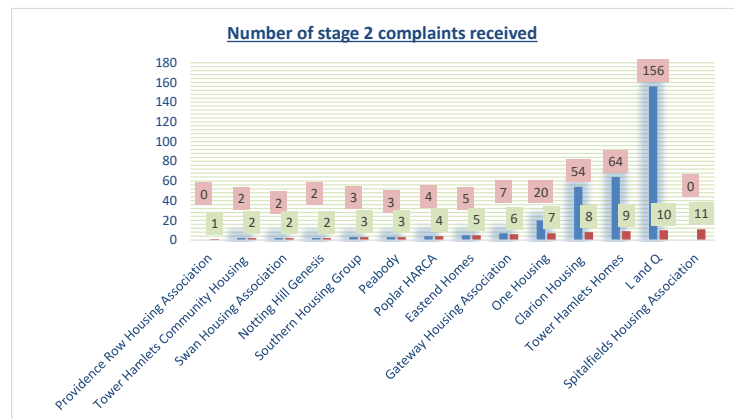
Q1 Number of stage 1 complaints received	Result	Rank
Providence Row Housing Association	2	1
Peabody	13	2
Swan Housing Association	16	3
Gateway Housing Association	20	4
Notting Hill Genesis	42	5
Eastend Homes	43	6
Tower Hamlets Community Housing	45	7
Southern Housing Group	58	8
Poplar HARCA	65	9
One Housing	84	10
Clarion Housing	147	11
L and Q	156	12
Tower Hamlets Homes	437	13
Spitalfields Housing Association	COMPLAINTS SYSTEM UNDER REVIEW	14



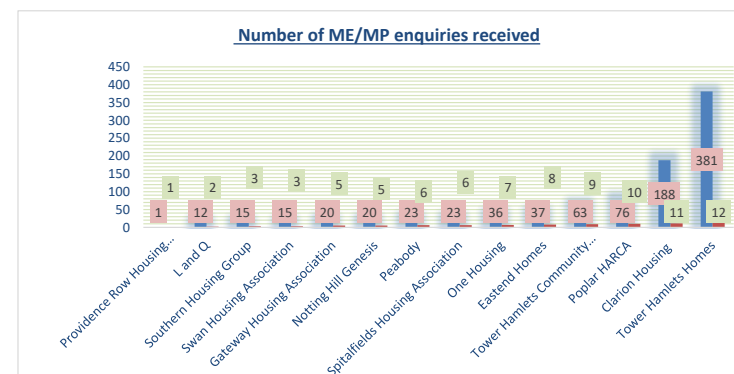
Q2 Percentage of complaints responded to within target time	Result	Rank
Providence Row Housing Association	100%	1
Southern Housing Group	100%	1
Swan Housing Association	100%	1
Tower Hamlets Homes	100%	1
Poplar HARCA	99%	2
One Housing	89%	3
L and Q	87%	4
Eastend Homes	81%	5
Notting Hill Genesis	68%	6
Clarion Housing	64%	7
Tower Hamlets Community Housing	62%	8
Peabody	50%	9
Gateway Housing Association	42%	10
Spitalfields Housing Association	COMPLAINTS SYSTEM UNDER REVIEW	11



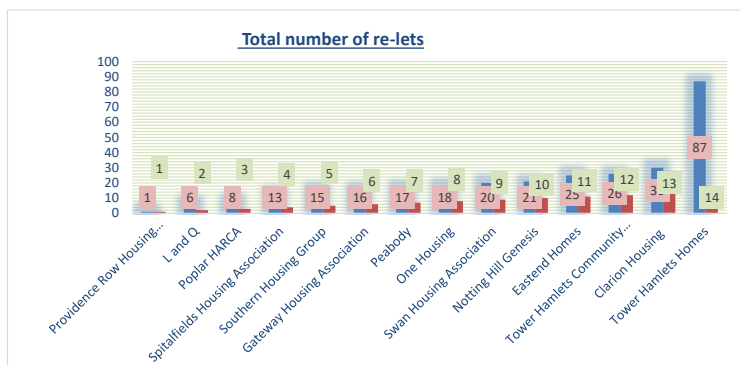
Q3 Number of stage 2 complaints received	Result	Rank
Providence Row Housing Association	0	1
Tower Hamlets Community Housing	2	2
Swan Housing Association	2	2
Notting Hill Genesis	2	2
Southern Housing Group	3	3
Peabody	3	3
Poplar HARCA	4	4
Eastend Homes	5	5
Gateway Housing Association	7	6
One Housing	20	7
Clarion Housing	54	8
Tower Hamlets Homes	64	9
L and Q	156	10
Spitalfields Housing Association	COMPLAINTS SYSTEM UNDER REVIEW	11



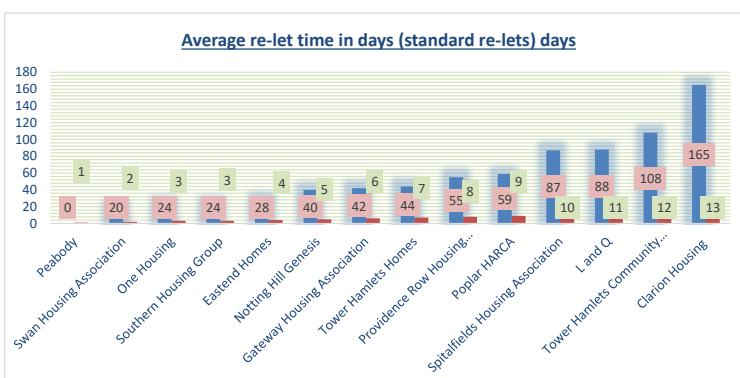
Q4 Number of ME/MP enquiries received	Result	Rank
Providence Row Housing Association	1	1
L and Q	12	2
Southern Housing Group	15	3
Swan Housing Association	15	3
Gateway Housing Association	20	5
Notting Hill Genesis	20	5
Peabody	23	6
Spitalfields Housing Association	23	6
One Housing	36	7
Eastend Homes	37	8
Tower Hamlets Community Housing	63	9
Poplar HARCA	76	10
Clarion Housing	188	11
Tower Hamlets Homes	381	12



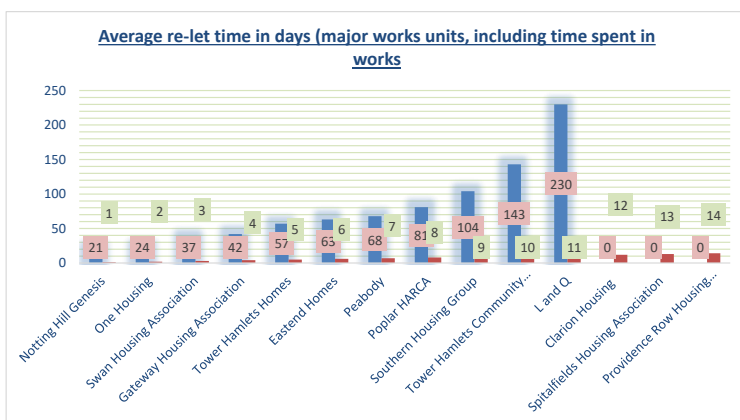
Q5 Total number of re-lets	Result	Rank
Providence Row Housing Association	1	1
L and Q	6	2
Poplar HARCA	8	3
Spitalfields Housing Association	13	4
Southern Housing Group	15	5
Gateway Housing Association	16	6
Peabody	17	7
One Housing	18	8
Swan Housing Association	20	9
Notting Hill Genesis	21	10
Eastend Homes	25	11
Tower Hamlets Community Housing	26	12
Clarion Housing	30	13
Tower Hamlets Homes	87	14



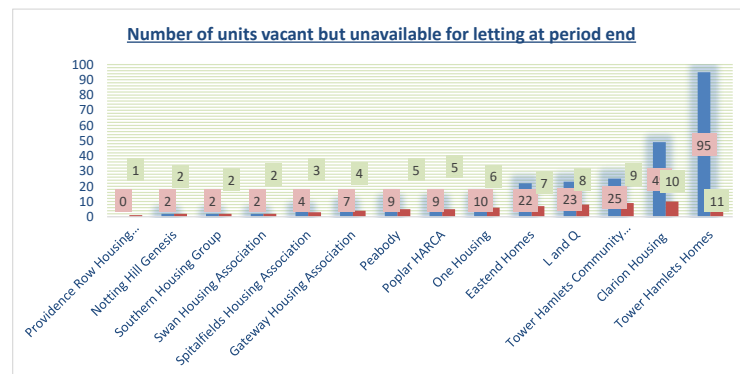
Q6 Average re-let time in days (standard re-lets) days	Result	Rank
Peabody	0	1
Swan Housing Association	20	2
One Housing	24	3
Southern Housing Group	24	3
Eastend Homes	28	4
Notting Hill Genesis	40	5
Gateway Housing Association	42	6
Tower Hamlets Homes	44	7
Providence Row Housing Association	55	8
Poplar HARCA	59	9
Spitalfields Housing Association	87	10
L and Q	88	11
Tower Hamlets Community Housing	108	12
Clarion Housing	165	13



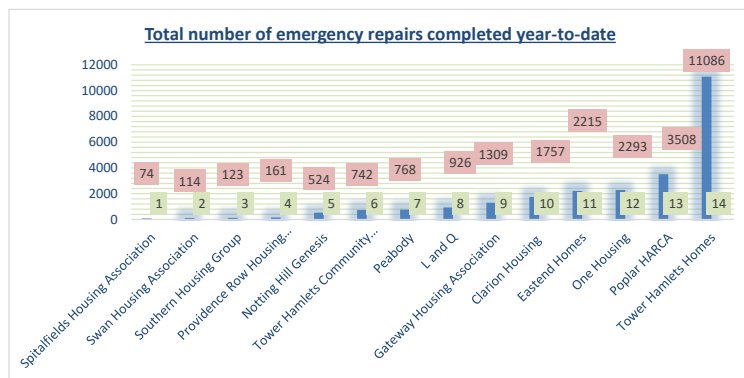
Q7 Average re-let time in days (major works units, including time spent in works)	Result	Rank
Notting Hill Genesis	21	1
One Housing	24	2
Swan Housing Association	37	3
Gateway Housing Association	42	4
Tower Hamlets Homes	57	5
Eastend Homes	63	6
Peabody	68	7
Poplar HARCA	81	8
Southern Housing Group	104	9
Tower Hamlets Community Housing	143	10
L and Q	230	11
Clarion Housing	N/A	12
Spitalfields Housing Association	NA	13
Providence Row Housing Association	No major works relets	14



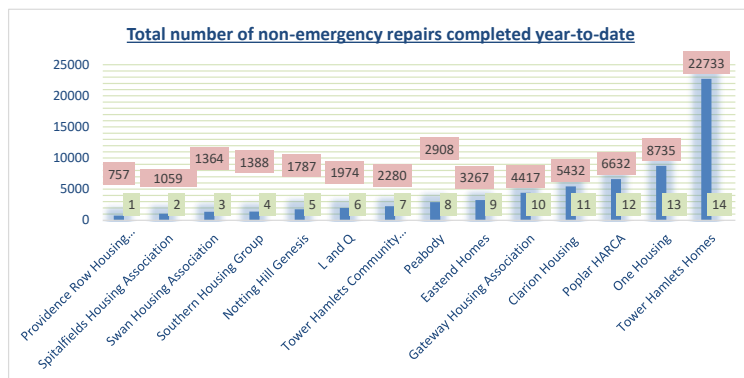
Q8 Number of units vacant but unavailable for letting at period end	Result	Rank
Providence Row Housing Association	0	1
Notting Hill Genesis	2	2
Southern Housing Group	2	2
Swan Housing Association	2	2
Spitalfields Housing Association	4	3
Gateway Housing Association	7	4
Peabody	9	5
Poplar HARCA	9	5
One Housing	10	6
Eastend Homes	22	7
L and Q	23	8
Tower Hamlets Community Housing	25	9
Clarion Housing	49	10
Tower Hamlets Homes	95	11



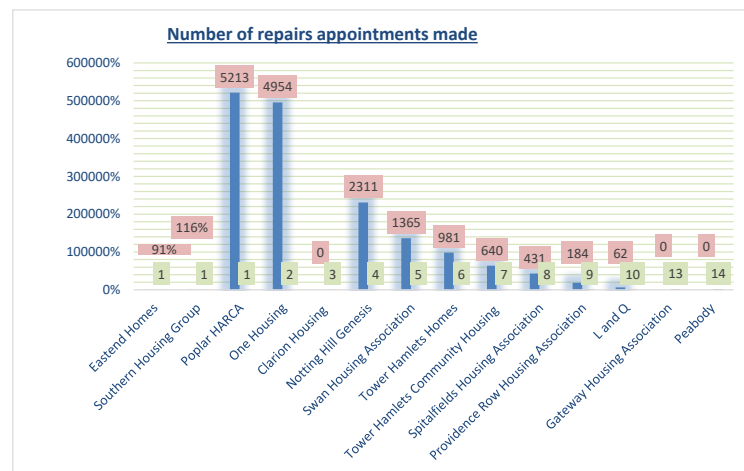
Q9 Total number of emergency repairs completed year-to-date	Result	Rank
Spitalfields Housing Association	74	1
Swan Housing Association	114	2
Southern Housing Group	123	3
Providence Row Housing Association	161	4
Notting Hill Genesis	524	5
Tower Hamlets Community Housing	742	6
Peabody	768	7
L and Q	926	8
Gateway Housing Association	1309	9
Clarion Housing	1757	10
Eastend Homes	2215	11
One Housing	2293	12
Poplar HARCA	3508	13
Tower Hamlets Homes	11086	14



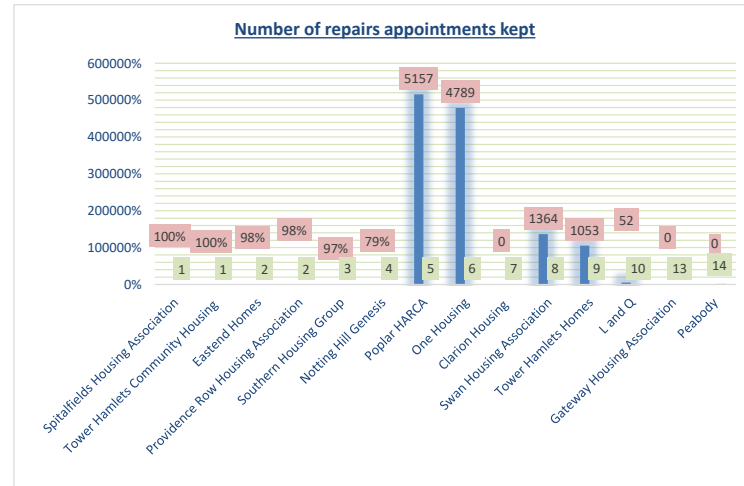
Q10 Total number of non-emergency repairs completed year-to-date	Result	Rank
Providence Row Housing Association	757	1
Spitalfields Housing Association	1059	2
Swan Housing Association	1364	3
Southern Housing Group	1388	4
Notting Hill Genesis	1787	5
L and Q	1974	6
Tower Hamlets Community Housing	2280	7
Peabody	2908	8
Eastend Homes	3267	9
Gateway Housing Association	4417	10
Clarion Housing	5432	11
Poplar HARCA	6632	12
One Housing	8735	13
Tower Hamlets Homes	22733	14



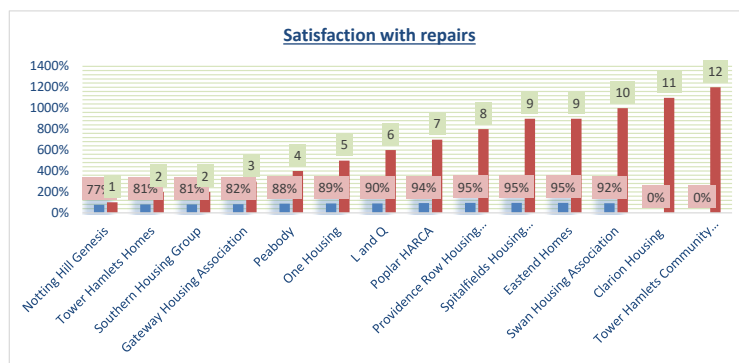
Q12 Number of repairs appointments made	Result	Rank
Eastend Homes	91%	1
Southern Housing Group	116%	1
Poplar HARCA	5213	1
One Housing	4954	2
Clarion Housing	2764	3
Notting Hill Genesis	2311	4
Swan Housing Association	1365	5
Tower Hamlets Homes	981	6
Tower Hamlets Community Housing	640	7
Spitalfields Housing Association	431	8
Providence Row Housing Association	184	9
L and Q	62	10
Gateway Housing Association	Awaiting KPI DATA returns	13
Peabody	Cant report on these and require more time.	14



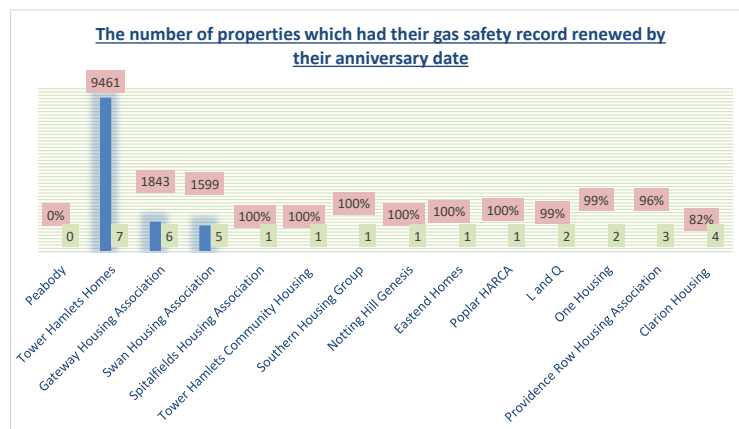
Q13 Number of repairs appointments kept	Result	Rank
Spitalfields Housing Association	100%	1
Tower Hamlets Community Housing	100%	1
Eastend Homes	98%	2
Providence Row Housing Association	98%	2
Southern Housing Group	97%	3
Notting Hill Genesis	79%	4
Poplar HARCA	5157	5
One Housing	4789	6
Clarion Housing	2672	7
Swan Housing Association	1364	8
Tower Hamlets Homes	1053	9
L and Q	52	10
Gateway Housing Association	Awaiting KPI DATA returns	13
Peabody	Cant report on these and require more time.	14



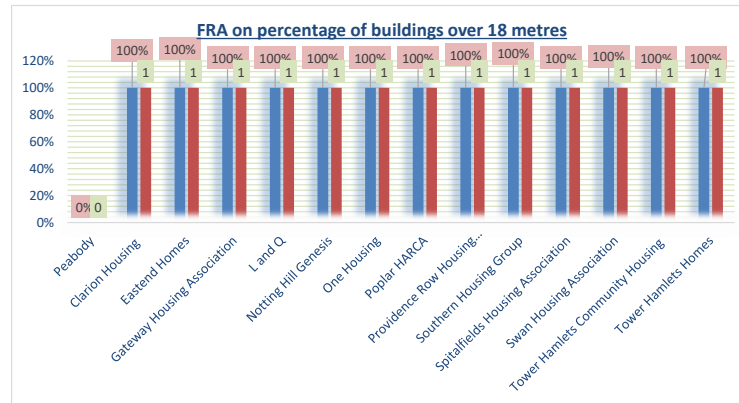
Satisfaction with repairs	Result	Rank
Notting Hill Genesis	77%	1
Tower Hamlets Homes	81%	2
Southern Housing Group	81%	2
Gateway Housing Association	82%	3
Peabody	88%	4
One Housing	89%	5
L and Q	90%	6
Poplar HARCA	94%	7
Providence Row Housing Association	95%	8
Spitalfields Housing Association	95%	9
Eastend Homes	95%	9
Swan Housing Association	92%	10
Clarion Housing	83%	11
Tower Hamlets Community Housing	N/A	12



The number of properties which had their gas safety record renewed by their anniversary date	Result	Rank
Peabody	No comment / figure	0
Tower Hamlets Homes	9461	7
Gateway Housing Association	1843	6
Swan Housing Association	1599	5
Spitalfields Housing Association	100%	1
Tower Hamlets Community Housing	100%	1
Southern Housing Group	100%	1
Notting Hill Genesis	100%	1
Eastend Homes	100%	1
Poplar HARCA	100%	1
L and Q	99%	2
One Housing	99%	2
Providence Row Housing Association	96%	3
Clarion Housing	82%	4



FRA on percentage of buildings over 18 metres	Result	Rank
Peabody	No comment / figure	0
Clarion Housing	100%	1
Eastend Homes	100%	1
Gateway Housing Association	100%	1
L and Q	100%	1
Notting Hill Genesis	100%	1
One Housing	100%	1
Poplar HARCA	100%	1
Providence Row Housing Association	100%	1
Southern Housing Group	100%	1
Spitalfields Housing Association	100%	1
Swan Housing Association	100%	1
Tower Hamlets Community Housing	100%	1
Tower Hamlets Homes	100%	1



Q17 Quarter 2 General Needs Stock Numbers	Stock	Rank
Providence Row Housing Association	99	1
Spitalfields Housing Association	745	2
Southern Housing Group	1183	3
L and Q	1363	4
Swan Housing Association	1546	5
Notting Hill Genesis	1777	6
Peabody	1871	7
Gateway Housing Association	1910	8
Tower Hamlets Community Housing	2003	9
Eastend Homes	2243	10
One Housing	2875	11
Clarion Housing	3993	12
Poplar HARCA	5320	13
Tower Hamlets Homes	11633	14

