Appendix 4

RP	Number of apts Made	Number of apts kept	Missed apts	overall %	Comments
Clarion Housing	2764	2672	92	97%	This quarter we achieved 97% which is reasonable. We always aim to honour our appointments, however we sometimes have to manage the emerging day through sickness or unforeseen absences.
Eastend Homes	90.00%	98.00%	8	91.00%	No comments
Gateway Housing Association	Awaiting KPI DATA returns				No comments
L and Q	62	52	10	84%	No comments
Notting Hill Genesis	147	117	30	80%	We use two contractors Wates and Plentific. The 79.59% is for Wates only for Q2. The Wates Q2 figures are 147 appointments made of which 117 were kept which gives 79.59%. We do not have the Plentific figure for appointments kept.
One Housing	4954	4789	165	97%	No comments
Peabody	Cant report on these and require more time.	Cant report on these and require more time.			Cant report on these and require more time.
Poplar HARCA	5213	5157	56	99%	No comments
Providence Row Housing Association	184	181	3	98%	This remains under target but is an improvement on the 85% recorded for Quarter 1. Work is ongoing with our main contractors in relation to this area.Our main contractor partially resolved the issue that was preventing them from accurately reporting appointments made and kept from their system, and has today provided data from September as a test (184 appointments made, 181 appointments kept). Please therefore note that this data is indicative of one months performance only and is subject to change as they now work to provide the retrospective data going back to April.
Southern Housing Group	116%	97.00%	15	96%	Southern Maintenance - Tower Hamlets only
Spitalfields Housing Association	431	431	0	100%	No comments
Swan Housing Association	1365	1364	1	99%	No comments
Tower Hamlets Community Housing	640	640	0	100%	
Tower Hamlets Homes	981	1053	72 extra	108%	THH generated a backlog of voids in 2020-21 due to: emergency rehousings only in 1st period of lockdown; socially distanced viewings and sign ups; priority given to letting new build schemes; high refusal rates. A range of measures has been introduced to speed up reletting and reduce refusals, and the backlog is reducing month-on-month.