

THHF - Q1 & Q2 (2022) Quartile Report

Organisation	Qtr	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 ME/MP 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
Clarion Housing	Q1	No Data provided due to RP suffering Cyber attack RP								
Clarion Housing	Q2	197	79%	9	102	N/A	N/A	N/A	N/A	N/A
Eastend Homes	Q1	40	72%	5	9	13	49	90	5	197
Eastend Homes	Q2	37	80%	3	58	38	25.4	146.3	14	1476
Gateway HA	Q1	30	70%	7	22	35	28	28	5	653
Gateway HA	Q2	52	N/A	7	22	19	26	26	7	1377
L&Q	Q1	159	82%	159	23	14	202	264	31	381
L&Q	Q2	174	72%	174	18	7	174.5	374	19	823
Notting Hill Genesis	Q1	40	72%	5	9	13	49	90	5	197
Notting Hill Genesis	Q2	20	N/A	1	13	9	45.4	178	8	335
One Housing	Q1	74	98%	16	51	12	28	49	9	1252
One Housing	Q2	78	98.00%	20	67	29	33	51	10	3187
Peabody	Q1	10		6	10	23	25	76	6	429
Peabody	Q2	16		7	0	22	16	56	1	1108
Poplar HARCA	Q1	138	93.00%	8	108	21	N/A	169	12	1702
Poplar HARCA	Q2	76	92.00%	3	114	33	N/A	162	10	3632
Providence Row HA	Q1	1	100%	0	0	1	0	108	1	70
Providence Row HA	Q2	3	67%	0	0	0	0	108	0	197
Southern HG	Q1	51	100%	5	11	17	33	N/A	3	N/A
Southern HG	Q2									
Spitalfields HA	Q1	48	93%	6	19	8	40.2	N/A	0	65
Spitalfields HA	Q2	31	87%	2	18	3	33	N/A	0	143
Swan HA	Q1	32	100%	10	22	10	31	40	9	811
Swan HA	Q2	49	100%	2	35	18	24.4	34	12	1021
THCH	Q1	No Data provided from RP								
THCH	Q2	23	38%	0	60	15	43	64	1	669
THH	Q1	418	100%	96	389	56	20.74	34	88	5804
THH	Q2	472	100%	71	312	58	21.46	41	111	12016
Bottom quartile		28	72.26%	3	11	10	25	47	11553	232
3rd quartile		44	89.50%	6	22	15	31	83	11	740
2nd quartile		77	98.44%	9	59	23	43	150	7	1346
Top quartile		418	100.00%	174	389	56	202	374	2	5804

Key

N/A OR NO DATA PROVIDED /

AWAITING DATA

SUBMISSION

90-100% or low number

80-90%

80% or lower / high number

GN STOCK NUMBERS

Mixed Data

KPIs 1,4,7, 9,10,12,13 and 17

No grading.

THHF - Q1 & Q2 (2022) Quartile		Mixed data	Mixed data	Mixed data					
Organisation	Qtr	Q10 Total number of non-emergency repairs completed year-to-date	Q11 Percentage of repairs completed at first visit	Q12 Percentage of repair appointments made	Q13 Percentage of repair 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&2 General Needs Stock Numbers
Clarion Housing	Q1								
Clarion Housing	Q2	N/A	N/A	N/A	N/A	N/A	646	100%	3992
Eastend Homes	Q1	1083	71%		94%	74%	9	100%	1777
Eastend Homes	Q2	2720	88.96%	87%	98%	97%	1759 /1761	100%	2327
Gateway HA	Q1	1909	96%	N/A	N/A	78%	1855	100%	2407
Gateway HA	Q2	4051	96%	N/A	N/A	83%	1855	100%	1914
L&Q	Q1	1007	97.91%	41	90%	78%	1012	100%	1364
L&Q	Q2	2111	98%	34	77%	82%	1020	100%	1363
Notting Hill Genesis	Q1	1083	71%		94%	74%	9	100%	1777
Notting Hill Genesis	Q2	927	78%	N/A	98%	84%	166	100%	1755
One Housing	Q1	3926	90.30%	100%	97%	86%	2280	100%	2874
One Housing	Q2	8097	93%	99%	97%	81%	2277	100%	2873
Peabody	Q1	1624	97%	647	85%	78%	100%	100%	1880
Peabody	Q2	3665	81%	509	87%	78%	100%	100%	1880
Poplar HARCA	Q1	3951	n/a	100%	100%	94%	4711	100%	5261
Poplar HARCA	Q2	7756	n/a	N/A	N/A	95%	4713	100%	4938
Providence Row HA	Q1	241	85.10%	68%	98%	95%	75	100%	99
Providence Row HA	Q2	757	86%	31%	96%	94.2%	60	100%	88
Southern HG	Q1	N/A	N/A	N/A	N/A	74%	100%	100%	1185
Southern HG	Q2								
Spitalfields HA	Q1	485	95.30%	439	100%	98%	203	100%	745
Spitalfields HA	Q2	892	94%	90%	99%	99%	200	100%	745
Swan HA	Q1	2407	93.07%	96%	96%	93%	99%	100%	1555
Swan HA	Q2	4876	92%		97%	90%	99%	100%	1555
THCH	Q1								
THCH	Q2	2592	96%		96%	83%	68	100%	2002
THH	Q1	11553	82.1%			86%	2,992	100%	11586
THH	Q2	21969	87%			87%	3,859	100%	11586
Bottom quartile		11553	98.3%	647	100%	98.7%	471300.00%	100.00%	11586
3rd quartile		3945	95.7%	41	98%	94.3%	185500.00%	100.00%	2524
2nd quartile		2259	92.4%	1	97%	84.4%	20000.00%	100.00%	1829
Top quartile		1026	84.4%	1	94%	78.0%	900.00%	100.00%	1364

Key

N/A OR NO DATA PROVIDED / AWAITING DATA SUBMISSION
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No grading.