

QTR3 COMMENTARY

	Qtr	Number of stage 1 complaints received	Percentage of complaints responded to within target time	Number of stage 2 complaints received	Number of ME/MP enquiries received	Total number of re-lets	Average re-let time in days (standard re-lets) days
Clarion Housing	Q3	Complaints & Peer Reviews •In Q3 we received 124 complaints. •The main reasons were: oCyber incident. oRepairs are highest complaint type with the highest amount relating leaks, Damp & Mould. •Peer Reviews received reduced by 30% in comparison to last year.	Complaints & Peer Reviews •In Q3 we received 124 complaints. •The main reasons were: oCyber incident. oRepairs are highest complaint type with the highest amount relating leaks, Damp & Mould. •Peer Reviews received reduced by 30% in comparison to last year.	Complaints & Peer Reviews •In Q3 we received 124 complaints. •The main reasons were: oCyber incident. oRepairs are highest complaint type with the highest amount relating leaks, Damp & Mould. •Peer Reviews received reduced by 30% in comparison to last year.	Member Enquiries •We have received 159 Member Enquiries which is a 12% reduction from last year, •The main Member Enquiry issues/trends reported are as follows: oLeaks oDamp and Mould oParking oASB	No comments	Following cyber attack in June, we remain unable to provide this figure.
Eastend Homes	Q3	No comments	No comments	No comments	No comments	No comments	No comments
Gateway Housing Association	Q3	No comments	No comments	No comments	No comments	No comments	No comments
L and Q	Q3	we don't categorise complaints received as Stage 1 or Stage 2	No comments	we don't categorise complaints received as Stage 1 or Stage 2	No comments	General Needs only	General Needs only
Notting Hill Genesis	Q3	Targets are overall and not per borough	All boroughs	Targets are overall and not per borough	Targets are overall and not per borough	General Needs. No Target	General Needs. Targets are overall and not per borough
One Housing	Q3	No comments	No comments	No comments	No comments	No comments	No comments
Peabody	Q3	No comments	Where we were not able to provide a full response to the complaint within the 10day target time, we provided an interim update to the resident to keep them informed whilst we worked on the full response and resolution.	No comments	No comments	No comments	No comments
Poplar HARCA	Q3	No comments	No comments	No comments	No comments	No comments	No comments
Providence Row Housing Association	Q3	We do not have a target for the number of complaints that are received	Four Stage 1 complaints were received from general needs tenants during the quarter. Of these three were related to repairs (two responded to within timescale, one outside of timescale). We are working with our internal departments to improve response times. The fourth complaint relates to rent issues and is currently undergoing investigation for a response.	We do not have a target for the number of complaints that are received	We do not have a target for the number of ME / MP enquiries received (only for the percentage of ME / MP enquiries responded to within target time).	There were two re-lets of GN properties within the quarter. Both were major works voids.	There were no standard works re-lets of GN flats during the period.
Southern Housing Group	Q3	There are no KPI targets for complaints	No comments	No comments	This is for the whole of London	No comments	No comments
Spitalfields Housing	Q3	No comments	No comments	No comments	No comments	No comments	No comments
Swan Housing Association	Q3	No comments	No comments	No comments	No comments	No comments	Fortnightly void meetings to review performance
Tower Hamlets Community Housing	Q3	No comments	No comments	No comments	Huge volume of ME's received.	No comments	No comments
Tower Hamlets Homes	Q3	The figures here represent an increase on both Stage 1 complaints and Members Enquiries received in Q3 compared to Q2. This has been largely driven by the mobilisation of the new repair contracts.	No comments	No comments	The figures here represent an increase on both Stage 1 complaints and Members Enquiries received in Q3 compared to Q2. This has been largely driven by the mobilisation of the new repair contracts.	No comments	No comments

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	Qtr	Average re-let time in days (major works units, including time spent in works)	Number of units vacant but unavailable for letting at period end	Total number of emergency repairs completed year-to-date	Total number of non-emergency repairs completed year-to-date	Percentage of repair appointments made	Percentage of repair appointments kept
Clarion Housing	Q3	Following cyber attack in June, we remain unable to provide this figure.	No comments	We have had to put 'n/a' for some KPIs as we were unable to provide data on repairs due to limitations with our interim system (set up during the cyber attack). We hope to be able to provide full data, going forward, within the next few months.	See KPI 9 for commentary	See KPI 9 for commentary	See KPI 9 for commentary
Eastend Homes	Q3	No comments	No comments	No comments	No comments	KPI considers appointments booked at job issue stage. During October and November approx. 1000 orders were issued for the installation of CO detectors/ smoke alarms and these jobs were appointed by the contractor	No comments
Gateway Housing Association	Q3	No comments	No data due to system error	No comments	No comments	No comments	No comments
L and Q	Q3	No comments	General Needs only	No comments	No comments	total not percentage	No comments
Notting Hill Genesis	Q3	General Needs. No Target	General Needs. No Target	All boroughs	All boroughs	Data not available	Wates only
One Housing	Q3	No comments	No comments	No comments	No comments	No comments	No comments
Peabody	Q3	No comments	No comments	No comments	No comments	No comments	No comments
Poplar HARCA	Q3	No comments	No comments	No comments	No comments	No comments	No comments
Providence Row Housing Association	Q3	There were two re-lets of GN properties that underwent major void works within the quarter. In addition to the major works, once ready to let we experienced difficulties in letting both properties via CHR due to prospective tenants rejecting offers or not showing up for viewings. This extended the void periods for both properties	At the end of Quarter 3, there was one void GN unit but this was made ready to let shortly before the end of quarter (22nd December).	We do not have a target for the number of emergency repairs completed year to date. We monitor emergency repairs completed / attended to and made safe within timescales.	We do not have a target for the number of non-emergency repairs completed year to date. We monitor non-emergency (urgent and routine) repairs completed within timescales.	We have no separate target for the percentage of repairs appointments made. The majority of our stock (and repairs undertaken) is within supported accommodation that is staffed 24 hours per day. Appointments are not always necessary within those properties, hence the low percentage of appointments made in relation to the overall number of repair orders raised.	This is under target and a fall in relation to the end of Quarter 2 figure (which was 96.4%). We have been involved in tendering to replace our main contractor over the past several months and a new contractor has been appointed. Mobilisation meetings have started for the new contract in advance of their start date. We expect this to have a positive impact on this performance indicator.
Southern Housing Group	Q3	No comments	No comments	No comments	No comments	In respect of the former SHGL homes in LBTH, our Data Management team have reviewed this request and have advise that we cannot report on these metrics as there is currently not scope for either none or multiple "Appointment Made" events against repair orders within our Orchard system. For this reason we have not submitted this metric previously.	In respect of the former SHGL homes in LBTH, our Data Management team have reviewed this request and have advise that we cannot report on these metrics as there is currently not scope for either none or multiple "Appointment Made" events against repair orders within our Orchard system. For this reason we have not submitted this metric previously.
Spitalfields Housing	Q3	No comments	No comments	No comments	No comments	No comments	No comments
Swan Housing Association	Q3	No comments	No comments	No comments	No comments	We are not sure what this is asking for.	Improvement plan in place with our partners
Tower Hamlets Community Housing	Q3	No comments	No comments	No comments	No comments	No comments	No comments
Tower Hamlets Homes	Q3	No comments	This includes decanted properties at Malting & Brewster Houses and properties being held for decants at Angela Court. It also includes vacant 'residential' units at Robin Hood Gardens though it excludes vacant 'temporary' units there.	No comments	No comments	The repairs service has mobilised seven new contracts including General Build, and performance and reporting are being impacted by issues of IT integration.	The repairs service has mobilised seven new contracts including General Build, and performance and reporting are being impacted by issues of IT integration.

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	Qtr	Satisfaction with repairs	The number of properties which had their gas safety record renewed by their anniversary date	FRA on percentage of buildings over 18 metres
Clarion Housing	Q3	See KPI 9 for commentary	<p>This quarter we have seen a decrease in overdue numbers. Our contractor in the area has been working hard to reduce the numbers and continue to remain committed to achieving high compliance figures</p> <p>Out of the 333 gas safety records which were due, we were unable to complete 4 by the one year anniversary. These are difficult access issues and require court action to gain access</p>	No comments
Eastend Homes	Q3	No comments	No comments	No comments
Gateway Housing Association	Q3	No comments	No comments	No comments
L and Q	Q3	No comments	No comments	No comments
Notting Hill Genesis	Q3	YTD Figure	No comments	No comments
One Housing	Q3	No comments	No comments	No comments
Peabody	Q3	No comments	No comments	No comments
Poplar HARCA	Q3	IT issues have this quarter has caused us problems in getting accurate figures, so cannot provide. We are working on a fix and will be able to update and confirm Q3 when we submit next quarters	No comments	No comments
Providence Row Housing Association	Q3	Target met	<p>The figures reflect 1 unit out of timescale at the end of Quarter 3. It relates to an extremely vulnerable tenant had been consistently refusing access, but where capping was not felt appropriate as part of the steps being taken to gain access due to his vulnerability.</p> <p>Our Housing Management team have been working with our main contractor and with the help of the tenant's carer access was agreed and an appointment made for 3rd February. Unfortunately due to circumstances outside of the tenant's control they were not able to be present to allow access on the day, so another date within February is currently being arranged with the support of the resident's carer.</p>	Target met
Southern Housing Group	Q3	No comments	For the whole of London	No comments
Spitalfields Housing	Q3	No comments	No comments	No comments
Swan Housing Association	Q3	No comments	Specialist Officers to gain access	No comments
Tower Hamlets Community Housing	Q3	Transaction surveys	No comments	No comments
Tower Hamlets Homes	Q3	No comments	This equates to 98% of gas checks due in the quarter	No comments