

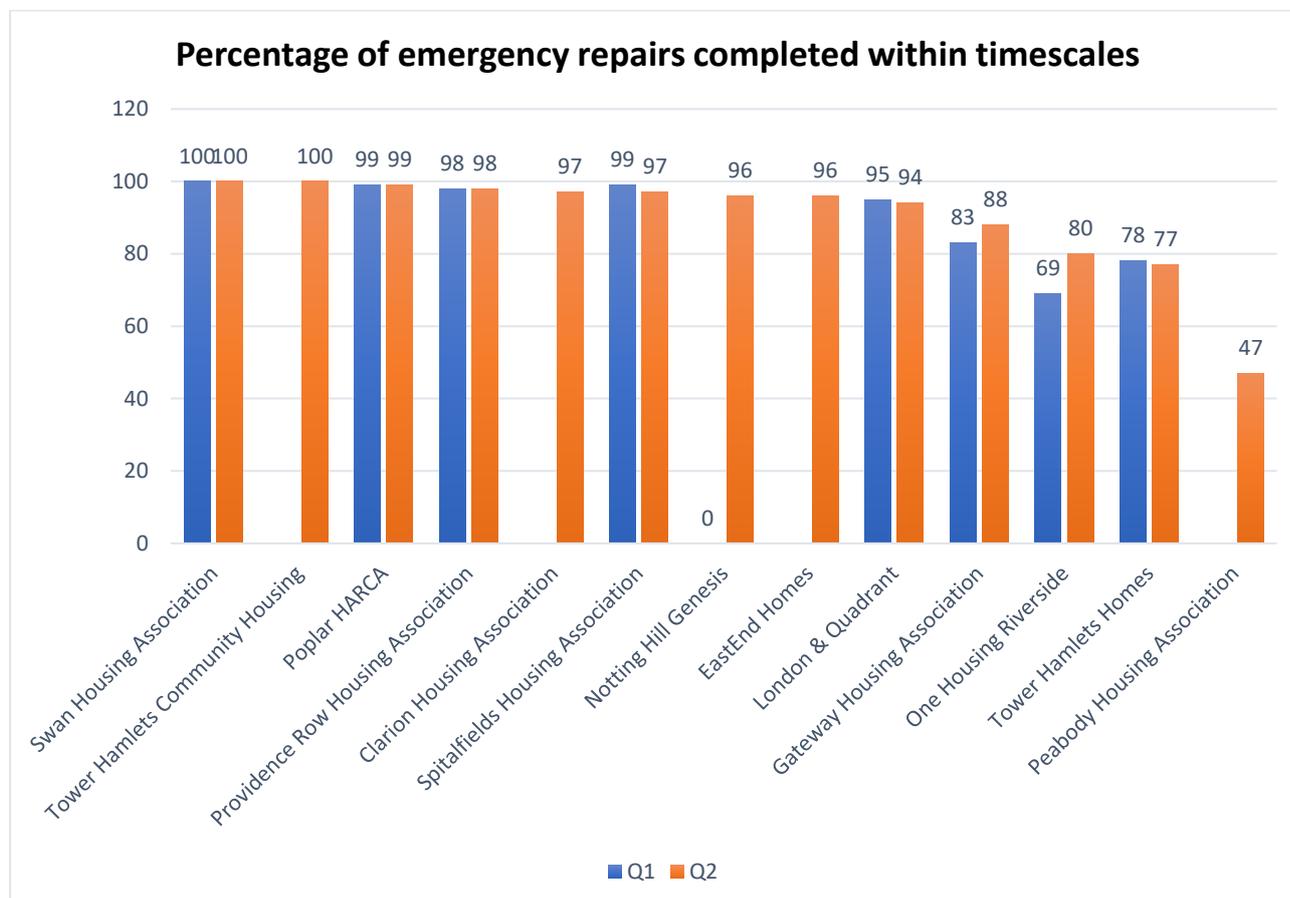
**Q2 2023/4 Register Provider Performance Detail**

**Stock and Repairs**

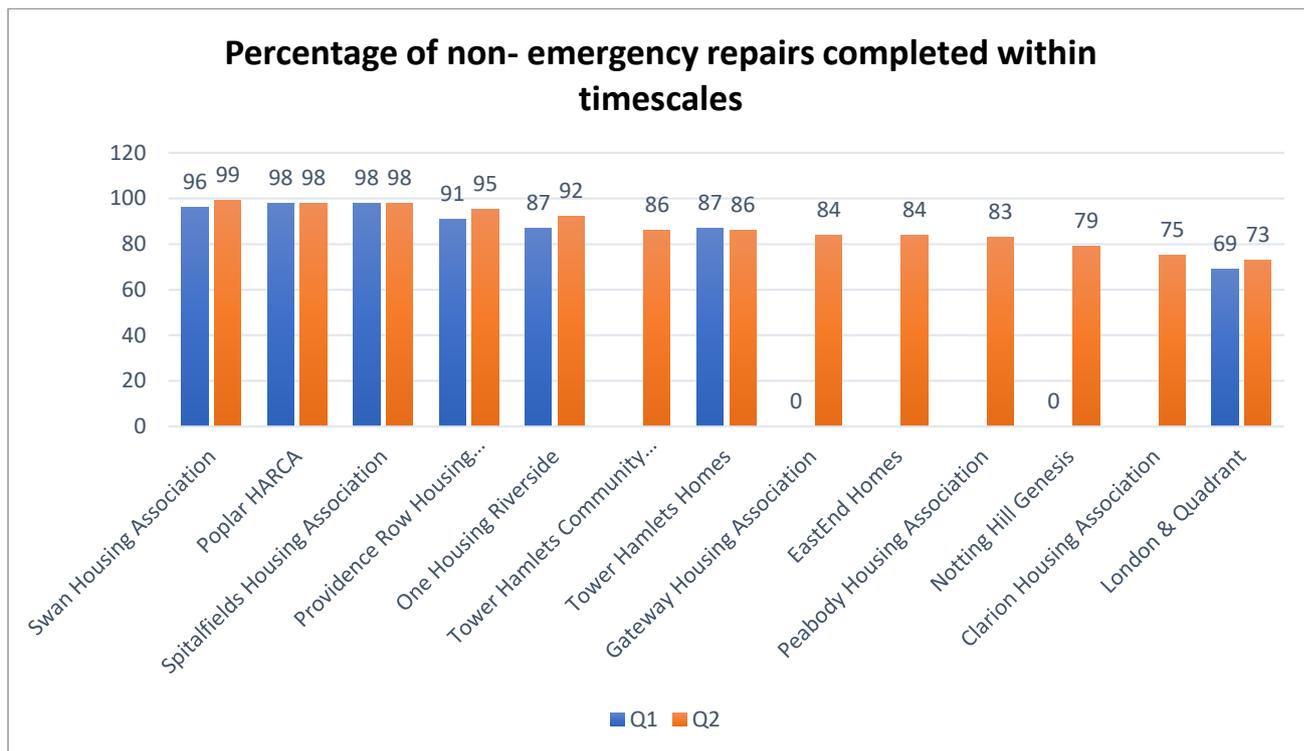
**1. % of homes that do not meet the Decent Homes Standard**

Registered Provider	Q1	Q2
Tower Hamlets Homes	14.13	14.13
EastEnd Homes		4.65
Tower Hamlets Community Housing		2.00
Swan Housing Association	0.10	1.10
One Housing Riverside	0.60	0.50
Clarion Housing Association		0.28
London & Quadrant	0.20	0.20
Notting Hill Genesis	0.40	0.10
Peabody Housing Association		0.05
Providence Row Housing Association	0.00	0.00
Poplar HARCA	0.00	0.00
Spitalfields Housing Association	0.00	0.00
Gateway Housing Association	0.00	
<b>RP Average</b>	<b>1.71</b>	<b>1.92</b>

**2. % of emergency repairs completed within target timescale**



### 3. % of non-emergency repairs completed within target timescale



#### Additional Comments

Registered Provider	Additional Comments
EastEnd Homes	Improvement in completions in target is being managed by way of a formal improvement plan with our main repair contractor, Satisfaction continues to improve at 93.11%
Gateway Housing Association	Currently do not have an indicator for decent homes
Providence Row Housing Association	KPI 6: the percentage figure for emergency repairs performance represents 1 emergency response out of 63 (Q1-2 cumulative) for which the emergency response by our contractor was outside of timescale. There were no immediate risks to the tenant resulting from this.

## Safety Checks

### 4. % of homes that have had necessary Gas safety checks

Registered Provider	Q1	Q2
Spitalfields Housing Association	100	100
Tower Hamlets Community Housing		100
Gateway Housing Association	100	100
Notting Hill Genesis	100	100
Poplar HARCA	100	100
London & Quadrant	99	100
Clarion Housing Association		100
Providence Row Housing Association	100	100
Peabody Housing Association		99
Tower Hamlets Homes	99	99
Swan Housing Association	99	99
One Housing Riverside	90	92
EastEnd Homes		
<b>RP Average</b>	<b>98</b>	<b>99</b>

### 5. % of homes in buildings that have had all the necessary fire risk assessments

Registered Provider	Q1	Q2
Swan Housing Association	100	100
Providence Row Housing Association	100	100
Poplar HARCA	100	100
EastEnd Homes		100
Spitalfields Housing Association	100	100
London & Quadrant	100	100
Tower Hamlets Community Housing		100
Notting Hill Genesis	100	100
Gateway Housing Association	100	100
Peabody Housing Association		99
One Housing Riverside	99	99
Clarion Housing Association		98
Tower Hamlets Homes	100	96
<b>RP Average</b>	<b>100</b>	<b>99</b>

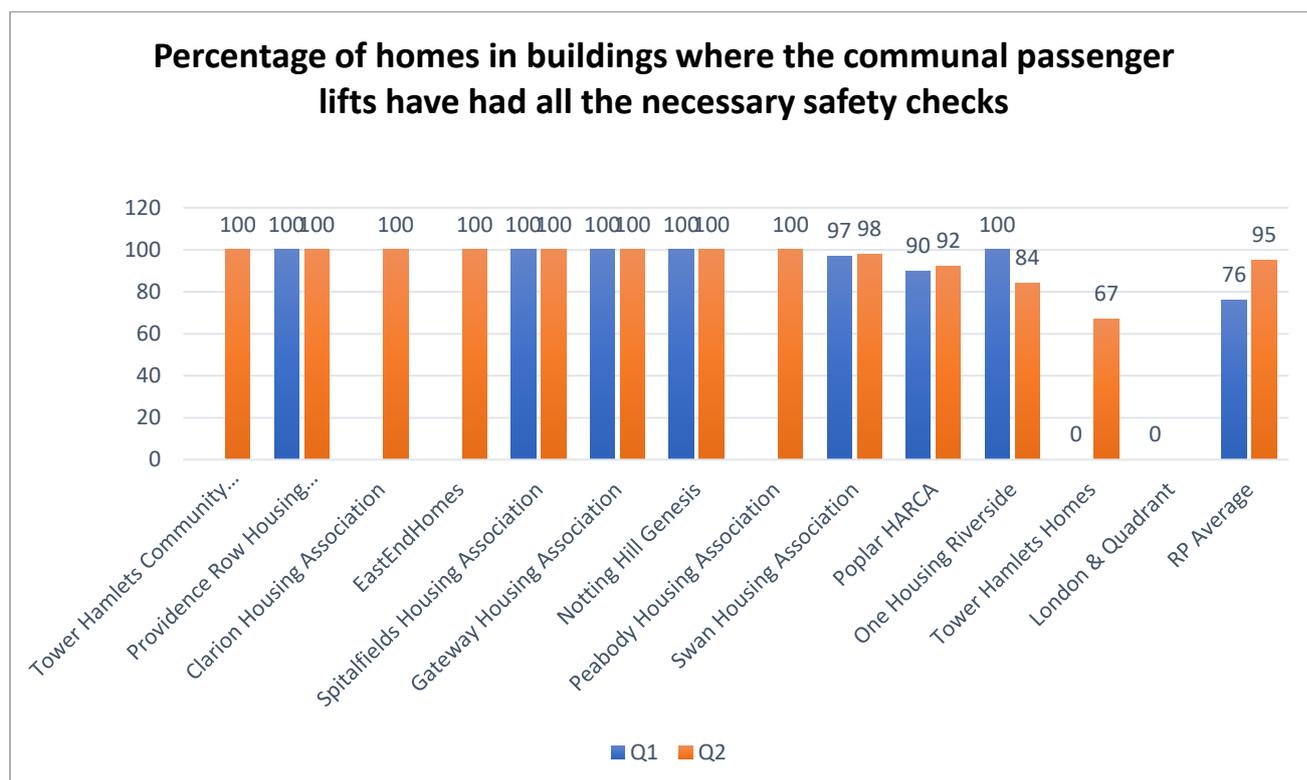
**6. % of homes in buildings that have had all necessary asbestos management surveys or re-inspections**

<b>Registered Provider</b>	<b>Q1</b>	<b>Q2</b>
Swan Housing Association	100	100
Providence Row Housing Association	100	100
Poplar HARCA	100	100
EastEnd Homes		100
Spitalfields Housing Association	100	100
Notting Hill Genesis	100	100
Tower Hamlets Community Housing		100
One Housing Riverside	100	100
Peabody Housing Association		100
Gateway Housing Association	93	99
Clarion Housing Association		98
Tower Hamlets Homes	97	98
London & Quadrant	0	
<b>RP Average</b>	<b>88</b>	<b>100</b>

**7 % of homes that have had all necessary water checks (legionella)**

<b>Registered Provider</b>	<b>Q1</b>	<b>Q2</b>
Spitalfields Housing Association	100	100
Poplar HARCA	100	100
One Housing Riverside	100	100
EastEnd Homes		100
Providence Row Housing Association	100	100
Gateway Housing Association	100	100
Tower Hamlets Community Housing		100
Notting Hill Genesis	100	100
Peabody Housing Association		100
Clarion Housing Association		99
Swan Housing Association	100	99
Tower Hamlets Homes	44	61
London & Quadrant	0	
<b>RP Average</b>	<b>83</b>	<b>97</b>

**8. % of homes in buildings where the communal passenger lifts have had all the necessary safety checks**

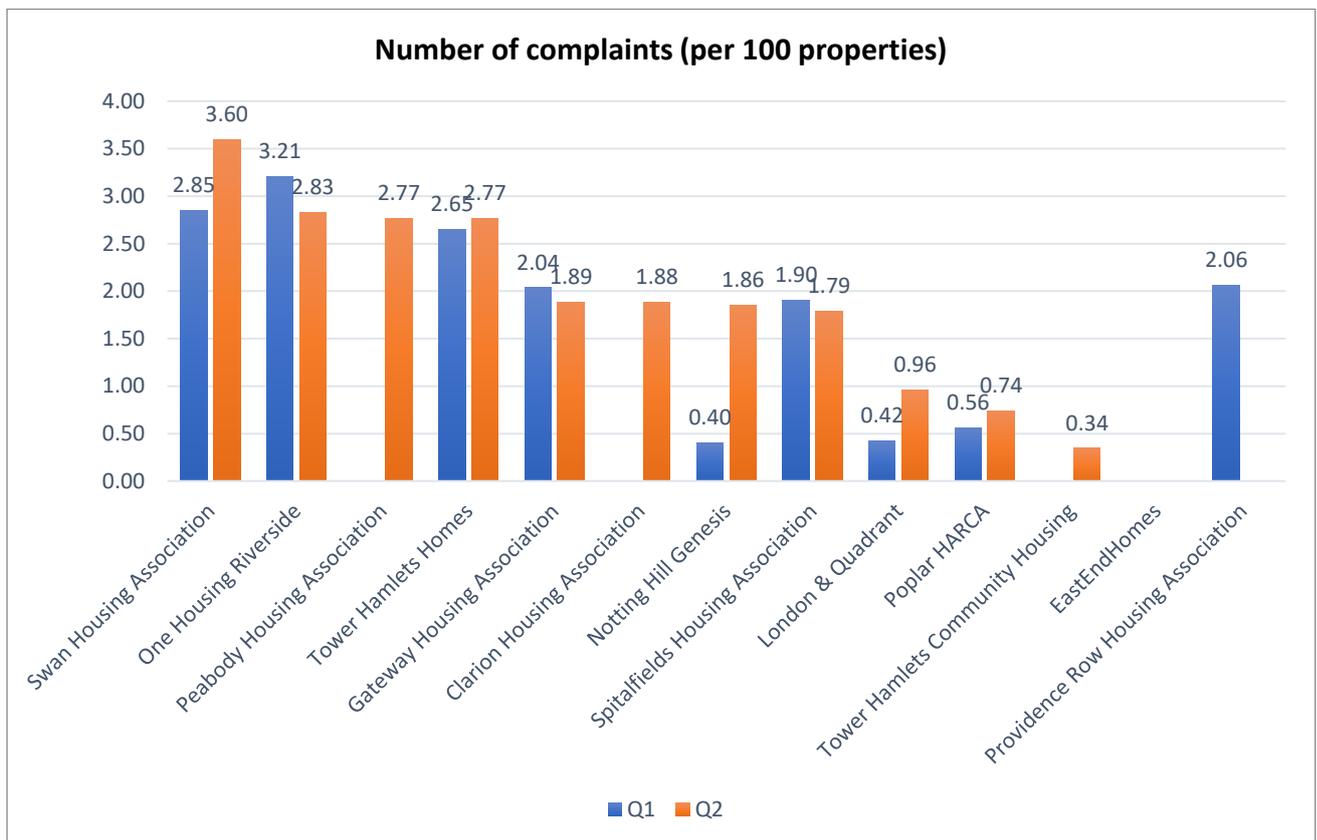


Registered Provider	Additional Comments
London and Quadrant	Asbestos, water and lift safety checks are difficult to collate, we don't have any legal obligation to provide this information.
Providence Row Housing Association	<p>KPI 9: the percentage figure for gas safety checks reflects that one unit was outside of timescale at the end of Quarter 2. It relates to an ongoing issue with access to the flat which houses an extremely vulnerable tenant who has consistently refused a who has consistently refused access since the gas safety visit was first due.</p> <p>Despite the Housing Management Team working with the tenant's carer and with social services to ensure that appointments have been made with consideration of the tenants' vulnerabilities and health issues, the tenant continued to repeatedly agree appointments in advance but then be absent or refuse access when the appointments fell due. A final agreed appointment in Quarter 1 resulted in the tenant again refusing access to contractors and the Housing Officer who was present. Legal action to evict the tenant for breach of tenancy conditions was therefore initiated in Quarter 1 of this year, which was communicated both to the tenant and to social services. The legal action remains in progress, and we are currently waiting for a court date.</p>

Swan Housing Association	The gas servicing programme has been loaded primarily in the summer months to ensure there is sufficient capacity in winter months to deal with emergency breakdowns. All safety inspections undergo a third-party audit to ensure standards are maintained and properties remain compliant.
Tower Hamlets Homes	Q12. All our blocks have a water risk assessment; the figure given here relates to the programme of re-assessment which runs until November 2024 Q13. The TSM requires 2 LOLER lift inspections per lift per year

## Complaints and Anti-social behaviour

### 9. Number of complaints received (per 100 units of stock)



### 10. Number of Complaints responded to within Complaint Handling Code timescales (per 100 units of stock)

Registered Provider	Q1	Q2
Swan Housing Association	2.85	3.60
Tower Hamlets Community Housing		3.13
One Housing Riverside	2.95	2.66
Tower Hamlets Homes	2.42	2.50

Peabody Housing Association		1.93
Spitalfields Housing Association	1.90	1.79
Gateway Housing Association	1.33	1.59
Providence Row Housing Association	1.86	1.24
London & Quadrant	0.42	0.94
Poplar HARCA	0.53	0.71
Clarion Housing Association		0.59
EastEnd Homes		
Notting Hill Genesis	0.30	

#### 11. Number of Anti-social Behaviour cases (per 100 units of stock)

Registered Provider	Q1	Q2
Tower Hamlets Homes	3.16	1.81
Providence Row Housing Association	1.24	1.65
Poplar HARCA	1.60	1.36
Spitalfields Housing Association	0.12	1.19
Clarion Housing Association		0.73
London & Quadrant	0.10	0.64
Swan Housing Association	0.23	0.33
Tower Hamlets Community Housing		0.31
Peabody Housing Association		0.24
One Housing Riverside	0.71	0.24
Gateway Housing Association	0.96	0.19
Notting Hill Genesis	0.33	0.13
EastEnd Homes		

Registered Provider	Additional Comments
Clarion Housing Association	16. 34 out of 92 resolved complaints for Q2 - 37%
EastEnd Homes	All managers will be required to complete online training course designed by the HOS
Nothing Hill Genesis	Figures are for stage 1 and stage 2 complaints. ASB all tenures. Cannot separate out hate incidents.
Poplar HARCA	Figures are based on social tenures as per TSM requirements

Providence Row Housing Association	<p>KPI 16 complaints: performance in relation to complaint response times decreased in the Quarter, with 3 of the 9 complaints received from LBTH tenants in the quarter not being responded to within timescale. This is being addressed with the responsible departments. The delays related to Stage 1 complaints only, with all Stage 2 escalation requests responded within timescale (for Quarter 2 and the year to date).</p> <p>KPI 17 ASB: PRHA specialises in supported accommodation for individuals with varied and potentially complex support needs, including former rough sleepers. 7 of the 8 cases raised in the quarter related to internal neighbour disputes and associated reports of ASB within our supported services, with the remaining case relating to ASB within one of our general needs properties.</p>
Tower Hamlets Homes	Qs 15 & 16. The figures reported here relate to Stage 1 complaints only. The equivalent figures for Stage 2 are 59 and 33.

## **Re-Let's and Vacant Units**

### **12. Average re-let time (in days) for standard re-lets and major works.**

<b>Registered Provider</b>	<b>Q1 Standard</b>	<b>Q2 Standard</b>	<b>Q1 Major works</b>	<b>Q2 Major works</b>
London & Quadrant	287	269	316	487
Clarion Housing Association		180		
Gateway Housing Association	49	74	73	
Poplar HARCA	0	52	56	
Notting Hill Genesis	48	40	24	35
Spitalfields Housing Association	95	38	95	27
Tower Hamlets Community Housing		29		53
Swan Housing Association	28	27	50	31
One Housing Riverside	30	26	32	88
EastEnd Homes		25		69
Tower Hamlets Homes	20	20	34	41

Peabody Housing Association		19		41
Providence Row Housing Association	0		0	
<b>RP Average</b>	62	67	75	97

### 13. Number of units vacant but unavailable for letting at period end (per 100 units of stock)

Registered Provider	Q1	Q2
Tower Hamlets Homes	1.51	1.04
One Housing Riverside	1.00	1.02
London & Quadrant	0.39	0.39
Gateway Housing Association	0.41	0.37
Spitalfields Housing Association		0.36
Clarion Housing Association		0.33
Peabody Housing Association		0.19
Notting Hill Genesis	0.10	0.17
Tower Hamlets Community Housing		0.16
Poplar HARCA	0.12	0.10
EastEnd Homes		
Providence Row Housing Association	0.21	
Swan Housing Association		

Registered Provider	Additional Comments
Clarion Housing Association	can't currently provide KPI 20
EastEnd Homes	Void turnaround performance continues to improve
Gateway Housing Association	No major works re let in Q2
London & Quadrant	Totals relate to General Needs units only.
Notting Hill Genesis	Only 4 standard relets in Q2 - General Needs Only 1 major works letting in Q2 - General Needs. The 35 days includes works time (It is 5 days without works time). Vacant units are General Needs.

One Housing Riverside	Average Re-let time in days for standard Re-lets does not include Intermediate Market Rent relets. If included, the average re-let time for standard re-let's would be 40.5 days
Peabody Housing Association	vacant units were in status Undergoing Works on 30/06/23
Providence Row Housing Association	KPI 19 & KPI 20 - average re-let time in days: there were no standard or major works re-lets within Quarter 2 for our general needs units.  KPI 21 - one GN property was vacant at the end of the quarter but was available for letting so not counted within this indicator.
Swan Housing Association	weekly voids meetings in place
Tower Hamlets Homes	Q21. The figure reported here includes blocks being decanted, 27 properties undergoing major works and 72 being used as respite accommodation.