




Club	LBTH
Period	2015/16
Subscriber	Eastend Homes
Filter options	All organisations in club

 Top Quartile
  2nd Quartile
  3rd Quartile
  Bottom Quartile





LBTH 36 - Average re-let time (calendar days) - GN only

	Apr-Jun		Apr-Sept		Apr-Dec		Apr-Mar		Target	
	Score	Rank	Score	Rank	Score	Rank	Score	Rank		
Upper quartile	17.50		18.98		19.10		19.13		19.75	
Club median	23.60		22.64		22.75		21.15		20.50	
Lower quartile	27.00		26.73		25.53		28.45		28.00	
Number in sample	9		10		10		10		8	
Your result	23.60	5 	19.50	4 	19.00	2 	18.90	3 	19.00	
East Thames Group	16.30	2	27.00	8	25.70	8	19.80	4	28.00	
Eastend Homes	23.60	5	19.50	4	19.00	2	18.90	3	19.00	
Gateway Housing Association	17.50	3	17.30	2	19.40	4	22.30	6	20.00	
Genesis Housing Association	47.00	9	51.00	10	45.00	10	44.00	10		
Poplar HARCA	27.00	7	20.28	5	19.00	2	20.00	5	28.00	
Providence Row Housing Association			14.00	1	21.00	5	30.00	8	20.00	
Southern Housing Group	26.00	6	25.00	6	25.00	7	18.00	2		
Swan Housing Association	15.70	1	18.80	3	17.70	1	17.20	1	16.00	
Tower Hamlets Community Housing	20.30	4	25.90	7	24.50	6	23.80	7	21.00	
Tower Hamlets Homes	31.04	8	31.73	9	31.09	9	30.43	9	35.00	

Club	LBTH
Period	2015/16
Subscriber	Eastend Homes
Filter options	All organisations in club

 Top Quartile
  2nd Quartile
  3rd Quartile
  Bottom Quartile

LBTH 18 - Percentage of emergency repairs completed within target time

	Apr-Jun		Apr-Sept		Apr-Dec		Apr-Mar		Target
	Score	Rank	Score	Rank	Score	Rank	Score	Rank	
Upper quartile	99.60		98.76		99.23		98.73		99.13
Club median	98.39		96.43		96.58		96.04		98.50
Lower quartile	96.87		95.16		95.46		94.78		97.75
Number in sample	9		10		10		10		8
Your result	96.87	7 	96.86	5 	97.15	5 	96.99	5 	98.00
East Thames Group	83.39	9	87.52	10	90.31	10	91.32	9	97.00
Eastend Homes	96.87	7	96.86	5	97.15	5	96.99	5	98.00
Gateway Housing Association	98.39	5	97.43	4	95.49	7	95.09	6	99.00
Genesis Housing Association			95.00	8	92.20	9	90.50	10	
Poplar HARCA	99.60	3	99.20	3	99.30	3	99.30	3	99.00
Providence Row Housing Association	100.00	1	100.00	1	100.00	1	100.00	1	100.00
Southern Housing Group	95.00	8	96.00	6	96.00	6	97.00	4	
Swan Housing Association	100.00	1	100.00	1	100.00	1	100.00	1	99.50
Tower Hamlets Community Housing	99.00	4	95.00	8	99.00	4	95.00	7	98.00
Tower Hamlets Homes	97.46	6	95.63	7	95.45	8	94.70	8	95.00

Club	LBTH
Period	2015/16
Subscriber	Eastend Homes
Filter options	All organisations in club

 Top Quartile
  2nd Quartile
  3rd Quartile
  Bottom Quartile





LBTH 19 - Percentage of urgent repairs completed within target time

	Apr-Jun		Apr-Sept		Apr-Dec		Apr-Mar		Target
	Score	Rank	Score	Rank	Score	Rank	Score	Rank	
Upper quartile	99.45		97.70		98.55		99.45		98.00
Club median	94.83		95.16		95.10		94.66		98.00
Lower quartile	93.18		94.76		94.56		94.08		98.00
Number in sample	7		7		7		7		7
Your result	94.83	4 	95.16	4 	95.10	4 	94.15	5 	98.00
East Thames Group	67.42	7	73.88	7	77.32	7	77.29	7	97.00
Eastend Homes	94.83	4	95.16	4	95.10	4	94.15	5	98.00
Gateway Housing Association	92.36	6	94.51	6	94.12	6	94.66	4	98.00
Poplar HARCA	99.90	2	99.90	2	99.80	2	99.80	2	98.00
Providence Row Housing Association	94.00	5	95.50	3	97.30	3	99.10	3	98.00
Swan Housing Association	100.00	1	100.00	1	100.00	1	100.00	1	99.50
Tower Hamlets Community Housing	99.00	3	95.00	5	95.00	5	94.00	6	98.00

Club	LBTH
Period	2015/16
Subscriber	Eastend Homes
Filter options	All organisations in club

 Top Quartile
  2nd Quartile
  3rd Quartile
  Bottom Quartile




LBTH 20 - Percentage of routine repairs completed within target time

	Apr-Jun		Apr-Sept		Apr-Dec		Apr-Mar		Target
	Score	Rank	Score	Rank	Score	Rank	Score	Rank	
Upper quartile	99.14		98.67		98.53		98.35		98.00
Club median	98.38		98.00		97.33		97.00		98.00
Lower quartile	96.19		96.97		94.26		93.90		97.75
Number in sample	8		9		9		9		8
Your result	95.24	7 	95.03	8 	94.26	7 	93.22	8 	98.00
East Thames Group	77.99	8	80.49	9	82.75	9	83.97	9	97.00
Eastend Homes	95.24	7	95.03	8	94.26	7	93.22	8	98.00
Gateway Housing Association	96.50	6	96.97	7	97.33	5	97.32	4	98.00
Genesis Housing Association			98.00	5	91.60	8	93.90	7	
Poplar HARCA	99.30	2	98.90	2	99.20	1	99.10	1	98.00
Providence Row Housing Association	100.00	1	100.00	1	98.60	2	97.00	5	98.00
Swan Housing Association	98.76	4	98.59	4	98.36	4	98.61	2	99.00
Tower Hamlets Community Housing	98.00	5	97.00	6	97.00	6	96.00	6	98.00
Tower Hamlets Homes	99.08	3	98.67	3	98.53	3	98.35	3	95.00

Club	LBTH
Period	2015/16
Subscriber	Eastend Homes
Filter options	All organisations in club

 Top Quartile
  2nd Quartile
  3rd Quartile
  Bottom Quartile





LBTH 400 - Percentage of respondents satisfied with the last completed repair

	Apr-Jun		Apr-Sept		Apr-Dec		Apr-Mar		Target	
	Score	Rank	Score	Rank	Score	Rank	Score	Rank		
Upper quartile	97.70		97.26		97.20		97.24		95.75	
Club median	95.73		94.87		92.00		92.30		91.00	
Lower quartile	90.75		90.00		90.63		89.80		89.25	
Number in sample	8		9		9		9		6	
Your result	97.26	3 	97.26	3 	99.34	1 	97.24	3 	98.00	
East Thames Group	77.50	8	77.46	8	77.65	8	76.65	8		
Eastend Homes	97.26	3	97.26	3	99.34	1	97.24	3	98.00	
Gateway Housing Association	95.11	5	97.57	2	92.00	5	95.54	4	85.00	
Genesis Housing Association			76.50	9	76.85	9	75.90	9		
Poplar HARCA	90.00	7	91.70	6	91.80	6	92.30	5	90.00	
Providence Row Housing Association	100.00	1	95.80	4	97.20	3	98.50	2		
Swan Housing Association	96.35	4	94.87	5	93.00	4	92.18	6	89.00	
Tower Hamlets Community Housing	99.00	2	98.00	1	99.00	2	99.00	1	97.00	
Tower Hamlets Homes	91.00	6	90.00	7	90.63	7	89.80	7	92.00	

Club	LBTH
Period	2015/16
Subscriber	Eastend Homes
Filter options	All organisations in club

 Top Quartile
  2nd Quartile
  3rd Quartile
  Bottom Quartile





LBTH 185 - Appointments kept as a percentage of appointments made

	Apr-Jun		Apr-Sept		Apr-Dec		Apr-Mar		Target	
	Score	Rank	Score	Rank	Score	Rank	Score	Rank		
Upper quartile	99.69		98.88		98.79		98.73		97.75	
Club median	98.34		98.00		98.27		98.23		96.50	
Lower quartile	95.97		95.82		96.24		96.34		95.25	
Number in sample	6		8		8		8		6	
Your result	97.93	4 	98.00	4 	98.19	5 	98.26	4 	97.00	
Eastend Homes	97.93	4	98.00	4	98.19	5	98.26	4	97.00	
Gateway Housing Association			79.50	8	82.54	8	81.72	8	98.00	
Genesis Housing Association			98.00	4	98.35	4	98.30	3		
Poplar HARCA	94.80	6	96.10	6	96.30	6	96.40	6		
Providence Row Housing Association	100.00	1	100.00	1	100.00	1	100.00	1	95.00	
Swan Housing Association	95.31	5	94.98	7	96.05	7	96.14	7	96.00	
Tower Hamlets Community Housing	100.00	1	100.00	1	100.00	1	100.00	1	100.00	
Tower Hamlets Homes	98.74	3	98.51	3	98.38	3	98.20	5	95.00	

Club	LBTH
Period	2015/16
Subscriber	Eastend Homes
Filter options	All organisations in club

 Top Quartile
  2nd Quartile
  3rd Quartile
  Bottom Quartile





LBTH CO - Percentage of dwellings with a valid gas safety certificate

	Apr-Jun		Apr-Sept		Apr-Dec		Apr-Mar		Target	
	Score	Rank	Score	Rank	Score	Rank	Score	Rank		
Upper quartile	100.00		100.00		100.00		100.00		100.00	
Club median	99.95		100.00		100.00		100.00		100.00	
Lower quartile	99.80		99.97		99.96		100.00		100.00	
Number in sample	10		10		10		10		8	
Your result	100.00	1 	100.00	1 	100.00	1 	100.00	1 	100.00	
East Thames Group	99.75	8	99.94	9	99.95	9	99.92	10	100.00	
Eastend Homes	100.00	1	100.00	1	100.00	1	100.00	1	100.00	
Gateway Housing Association	100.00	1	100.00	1	100.00	1	100.00	1	100.00	
Genesis Housing Association	99.42	9	100.00	1	100.00	1	100.00	1		
Poplar HARCA	99.94	6	100.00	1	99.96	7	100.00	1	100.00	
Providence Row Housing Association	100.00	1	100.00	1	100.00	1	100.00	1	100.00	
Southern Housing Group	99.96	5	99.96	8	99.96	7	99.96	9		
Swan Housing Association	98.40	10	100.00	1	100.00	1	100.00	1	100.00	
Tower Hamlets Community Housing	99.94	6	99.70	10	99.10	10	100.00	1	100.00	
Tower Hamlets Homes	100.00	1	100.00	1	100.00	1	100.00	1	100.00	

Club	LBTH
Period	2015/16
Subscriber	Eastend Homes
Filter options	All organisations in club

 Top Quartile
  2nd Quartile
  3rd Quartile
  Bottom Quartile

LBTH 28 - Rent collected as a percentage of rent owed (excluding arrears b/f) - GN only

	Apr-Jun		Apr-Sept		Apr-Dec		Apr-Mar		Target	
	Score	Rank	Score	Rank	Score	Rank	Score	Rank		
Upper quartile	103.53		102.04		100.69		100.52		100.00	
Club median	100.03		100.59		100.46		99.93		99.50	
Lower quartile	97.67		98.85		99.41		99.79		99.00	
Number in sample	8		8		8		8		6	
Your result	99.82	5 	98.01	8 	100.59	3 	100.43	3 	97.80	
East Thames Group	96.00	7	104.00	1	101.00	2	100.00	4		
Eastend Homes	99.82	5	98.01	8	100.59	3	100.43	3	97.80	
Gateway Housing Association	100.24	4	100.66	4	100.40	5	100.80	2	100.00	
Genesis Housing Association	112.51	1	101.85	3	98.37	7	101.60	1		
Providence Row Housing Association	89.30	8	99.10	6	97.20	8	96.90	8	101.00	
Swan Housing Association	98.22	6	98.11	7	100.52	4	99.86	5	100.00	
Tower Hamlets Community Housing	109.60	2	102.60	2	102.40	1	99.80	6	99.00	
Tower Hamlets Homes	101.50	3	100.52	5	99.75	6	99.74	7	99.00	

Club	LBTH
Period	2015/16
Subscriber	Eastend Homes
Filter options	All organisations in club

 Top Quartile
  2nd Quartile
  3rd Quartile
  Bottom Quartile



LBTH 13 - Current tenant arrears as a percentage of the annual rent debit (excluding HB adjustments) - GN only

	Apr-Jun		Apr-Sept		Apr-Dec		Apr-Mar		Target
	Score	Rank	Score	Rank	Score	Rank	Score	Rank	
Upper quartile	3.00		3.26		3.33		3.17		3.10
Club median	3.17		3.47		4.24		4.17		4.25
Lower quartile	4.08		4.32		4.88		5.01		5.55
Number in sample	10		10		10		10		7
Your result	2.56	1 	3.16	2 	4.39	6 	5.09	8 	5.80
East Thames Group	3.00	3	3.14	1	3.15	2	3.10	3	
Eastend Homes	2.56	1	3.16	2	4.39	6	5.09	8	5.80
Gateway Housing Association	3.61	7	3.73	7	3.27	3	2.83	2	3.20
Genesis Housing Association	5.38	9	6.23	9	7.32	9	6.60	9	
Poplar HARCA	4.23	8	4.52	8	4.08	5	3.74	5	4.25
Providence Row Housing Association	13.60	10	10.60	10	11.00	10	11.90	10	6.00
Southern Housing Group	3.06	5	3.44	5	4.51	7	4.75	7	
Swan Housing Association	2.63	2	3.24	3	2.22	1	2.63	1	2.60
Tower Hamlets Community Housing	3.00	3	3.50	6	5.00	8	4.60	6	5.30
Tower Hamlets Homes	3.27	6	3.33	4	3.49	4	3.37	4	3.00

Club	LBTH
Period	2015/16
Subscriber	Eastend Homes
Filter options	All organisations in club

 Top Quartile
  2nd Quartile
  3rd Quartile
  Bottom Quartile





LBTH 001 - Percentage of residents satisfied with the outcome of their ASB complaint

	Apr-Jun		Apr-Sept		Apr-Dec		Apr-Mar		Target	
	Score	Rank	Score	Rank	Score	Rank	Score	Rank		
Upper quartile	73.30		69.95		81.25		81.05		85.00	
Club median	66.60		52.15		57.10		70.00		80.00	
Lower quartile	54.80		36.60		56.10		56.81		65.00	
Number in sample	3		4		5		8		5	
Your result					81.25	2 	81.18	2 	85.00	
East Thames Group			33.30	4	56.10	4	55.80	7		
Eastend Homes					81.25	2	81.18	2	85.00	
Gateway Housing Association							57.14	6	65.00	
Poplar HARCA	80.00	1	80.00	1			81.00	3		
Providence Row Housing Association					100.00	1	100.00	1	100.00	
Swan Housing Association	66.60	2	66.60	2	57.10	3	60.00	5	80.00	
Tower Hamlets Community Housing							80.00	4		
Tower Hamlets Homes	43.00	3	37.70	3	37.50	5	40.70	8	60.00	

Club	LBTH
Period	2015/16
Subscriber	Eastend Homes
Filter options	All organisations in club

 Top Quartile
  2nd Quartile
  3rd Quartile
  Bottom Quartile




LBTH 002 - Percentage of complaints responded to within target

	Apr-Jun		Apr-Sept		Apr-Dec		Apr-Mar		Target	
	Score	Rank	Score	Rank	Score	Rank	Score	Rank		
Upper quartile	97.98		98.46		98.99		99.20		98.50	
Club median	92.96		96.00		92.77		93.40		98.00	
Lower quartile	86.57		80.39		81.25		80.00		92.50	
Number in sample	8		9		9		9		7	
Your result	90.32	5 	92.06	6 	92.77	5 	93.40	5 	100.00	
East Thames Group	86.96	6	80.39	7	81.25	7	79.80	8		
Eastend Homes	90.32	5	92.06	6	92.77	5	93.40	5	100.00	
Gateway Housing Association	97.30	3	98.46	3	98.99	3	99.20	3	99.00	
Genesis Housing Association	85.40	7	79.45	8	79.00	8	80.00	7		
Poplar HARCA	95.60	4	98.10	4	94.10	4	93.60	4	90.00	
Providence Row Housing Association			100.00	1	100.00	1	100.00	1	95.00	
Swan Housing Association	100.00	1	100.00	1	100.00	1	100.00	1	98.00	
Tower Hamlets Community Housing	100.00	1	96.00	5	92.00	6	81.00	6	98.00	
Tower Hamlets Homes	76.00	8	68.00	9	67.80	9	64.40	9	90.00	

Club	LBTH
Period	2015/16
Subscriber	Eastend Homes
Filter options	All organisations in club

 Top Quartile
  2nd Quartile
  3rd Quartile
  Bottom Quartile

LBTH 003 - Percentage of members' enquiries responded to within target

	Apr-Jun		Apr-Sept		Apr-Dec		Apr-Mar		Target	
	Score	Rank	Score	Rank	Score	Rank	Score	Rank		
Upper quartile	100.00		98.70		99.13		99.34		98.50	
Club median	97.60		97.00		94.79		92.18		98.00	
Lower quartile	88.10		90.00		90.00		87.50		92.50	
Number in sample	9		9		9		9		7	
Your result	100.00	1 	95.65	6 	94.79	5 	92.18	5 	95.00	
East Thames Group	75.00	8	66.67	8	70.73	8	71.70	8		
Eastend Homes	100.00	1	95.65	6	94.79	5	92.18	5	95.00	
Gateway Housing Association	100.00	1	98.70	3	99.13	3	99.34	3	99.00	
Genesis Housing Association	88.10	7	90.00	7	90.00	7	87.50	7		
Poplar HARCA	97.60	5	98.40	4	99.10	4	98.47	4	90.00	
Providence Row Housing Association	100.00	1	100.00	1	100.00	1	100.00	1	100.00	
Swan Housing Association	100.00	1	100.00	1	100.00	1	100.00	1	98.00	
Tower Hamlets Community Housing	97.00	6	97.00	5	92.00	6	88.00	6	98.00	
Tower Hamlets Homes	66.00	9	52.00	9	53.50	9	51.40	9	90.00	

Club	LBTH
Period	2015/16
Subscriber	Eastend Homes
Filter options	All organisations in club

 Top Quartile
  2nd Quartile
  3rd Quartile
  Bottom Quartile

LBTH 160 - Percentage of tenants satisfied with the landlord's services overall

Apr-Mar


	Score	Rank	Target
Upper quartile	84.90		77.25
Club median	84.55		70.50
Lower quartile	83.29		63.75
Number in sample	6		2
Your result	82.88	5 	84.00
East Thames Group	50.20	6	57.00
Eastend Homes	82.88	5	84.00
Poplar HARCA	87.00	1	
Providence Row Housing Association	84.50	4	
Swan Housing Association	84.60	3	
Tower Hamlets Homes	85.00	2	

Club	LBTH
Period	2015/16
Subscriber	Eastend Homes
Filter options	All organisations in club

 Top Quartile
  2nd Quartile
  3rd Quartile
  Bottom Quartile

LBTH 270 - Percentage of leaseholders satisfied with the landlord's services overall

Apr-Mar

	Score	Rank		Target	Rank
Upper quartile	68.25				
Club median	64.35				
Lower quartile	59.27				
Number in sample	4			1	
Your result	60.69	3 			
Eastend Homes	60.69	3		56.00	
Poplar HARCA	69.00	1			
Swan Housing Association	55.00	4			
Tower Hamlets Homes	68.00	2			

Club	LBTH
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Subscriber	Eastend Homes
Filter options	All organisations in club

 Top Quartile
  2nd Quartile
  3rd Quartile
  Bottom Quartile

LBTH 340 - Percentage of tenants satisfied that their views are taken into account

Apr-Mar

	Score	Rank
Upper quartile	77.48	
Club median	72.10	
Lower quartile	58.53	
Number in sample	6	
Your result	55.27	5 
East Thames Group	45.80	6
Eastend Homes	55.27	5
Poplar HARCA	90.00	1
Providence Row Housing Association	75.90	3
Swan Housing Association	68.30	4
Tower Hamlets Homes	78.00	2

Club	LBTH
Period	2015/16
Subscriber	Eastend Homes
Filter options	All organisations in club

 Top Quartile
  2nd Quartile
  3rd Quartile
  Bottom Quartile

LBTH 200 - Percentage of residents satisfied with estate services

Apr-Mar


	Score	Rank	Target
Upper quartile	83.85		87.25
Club median	79.70		86.50
Lower quartile	75.57		85.75
Number in sample	6		2
Your result	74.42	5 	
East Thames Group	43.40	6	88.00
Eastend Homes	74.42	5	
Poplar HARCA	79.00	4	
Providence Row Housing Association	87.80	1	
Swan Housing Association	80.40	3	
Tower Hamlets Homes	85.00	2	85.00

Club	LBTH
Period	2015/16
Subscriber	Eastend Homes
Filter options	All organisations in club

 Top Quartile
  2nd Quartile
  3rd Quartile
  Bottom Quartile

LBTH 80 - Percentage of tenants satisfied with repairs and maintenance

Apr-Mar

	Score	Rank	Target
Upper quartile	79.53		91.75
Club median	77.70		91.50
Lower quartile	76.38		91.25
Number in sample	6		2
Your result	76.37	5 	
East Thames Group	65.90	6	91.00
Eastend Homes	76.37	5	
Poplar HARCA	79.00	3	
Providence Row Housing Association	79.70	2	
Swan Housing Association	76.40	4	
Tower Hamlets Homes	90.00	1	92.00