

Club	LBTH
Period	2013/14
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	17.80		18.20		17.63		18.90		19.50
Club median	20.28		22.00		21.09		21.20		20.50
Lower quartile	24.00		26.80		24.58		24.25		22.00
Number in sample	9		9		8		9		8
<b>Your result</b>	17.80	3 	16.90	2 	15.90	2 	15.30	1 	22.00
Eastend Homes	17.80	3	16.90	2	15.90	2	15.30	1	22.00
Gateway Housing Association	30.00	9	22.76	6	22.38	5	24.25	7	20.00
Genesis Housing Association							33.00	8	25.00
Old Ford Housing Association	25.70	8	27.20	8					
Poplar HARCA	24.00	6	22.00	5	24.00	6	24.00	6	18.00
Providence Row Housing Association	8.00	1	26.80	7	26.30	7	21.20	5	20.00
Southern Housing Group	24.00	6	48.00	9	60.00	8	60.00	9	
Swan Housing Association	16.50	2	15.80	1	15.60	1	15.30	1	16.00
Tower Hamlets Community Housing	18.20	4	18.20	3	18.20	3	18.90	3	21.00
Tower Hamlets Homes	20.28	5	19.94	4	19.80	4	19.32	4	22.00

Club	LBTH
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 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	99.70		99.40		99.63		99.60		99.13	
Club median	99.00		98.00		98.32		98.00		99.00	
Lower quartile	95.81		97.00		96.68		97.14		98.00	
Number in sample	9		9		8		9		8	
<b>Your result</b>	98.63	6 	97.76	6 	98.63	4 	97.14	7 	98.00	
Eastend Homes	98.63	6	97.76	6	98.63	4	97.14	7	98.00	
Gateway Housing Association	94.33	9	90.53	9	92.01	8	94.12	8	99.00	
Genesis Housing Association							91.00	9	96.00	
Old Ford Housing Association	99.70	2	99.30	4						
Poplar HARCA	99.00	4	99.40	3	99.50	3	99.60	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	97.00	7	98.00	5	99.00	4		
Swan Housing Association	99.70	2	99.50	2	100.00	1	100.00	1	99.50	
Tower Hamlets Community Housing	99.00	4	98.00	5	96.00	7	98.00	5	98.00	
Tower Hamlets Homes	95.81	7	95.17	8	96.90	6	97.20	6	99.00	

Club	LBTH
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 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	99.10		98.85		98.95		98.75		98.50	
Club median	99.00		98.00		96.65		97.50		98.00	
Lower quartile	96.81		93.71		94.35		94.42		98.00	
Number in sample	7		7		6		7		7	
<b>Your result</b>	97.91	5 	96.91	5 	97.29	3 	94.83	5 	98.00	
Eastend Homes	97.91	5	96.91	5	97.29	3	94.83	5	98.00	
Gateway Housing Association	89.68	7	88.85	7	88.04	6	90.62	7	99.00	
Genesis Housing Association							94.00	6	96.00	
Old Ford Housing Association	99.20	2	98.20	3						
Poplar HARCA	99.00	3	99.50	2	99.50	2	99.50	2	98.00	
Providence Row Housing Association	95.70	6	90.50	6	93.80	5	97.50	4	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	98.00	4	96.00	4	98.00	3	98.00	

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 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	98.78		98.28		98.50		97.93		98.00	
Club median	98.10		98.00		97.00		96.70		98.00	
Lower quartile	97.38		95.88		94.48		92.58		97.75	
Number in sample	8		8		7		8		8	
<b>Your result</b>	97.38	6 	96.01	6 	93.34	6 	92.94	6 	97.00	
Eastend Homes	97.38	6	96.01	6	93.34	6	92.94	6	97.00	
Gateway Housing Association	88.69	8	88.11	8	89.37	7	91.49	7	98.00	
Genesis Housing Association							89.00	8	96.00	
Old Ford Housing Association	99.00	1	98.80	2						
Poplar HARCA	98.70	3	98.10	3	98.20	3	97.90	3	98.00	
Providence Row Housing Association	98.20	4	99.40	1	99.50	1	97.80	4	98.00	
Swan Housing Association	98.00	5	98.00	4	98.80	2	98.90	1	99.00	
Tower Hamlets Community Housing	99.00	1	98.00	4	97.00	4	98.00	2	98.00	
Tower Hamlets Homes	97.36	7	95.49	7	95.62	5	95.60	5	98.00	

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 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	95.00		93.63		93.62		93.97		96.00	
Club median	90.11		93.14		92.00		92.00		95.00	
Lower quartile	85.26		85.87		86.35		87.26		80.00	
Number in sample	8		8		7		7		5	
<b>Your result</b>	93.21	4 	93.27	4 	94.23	2 	94.93	2 	95.00	
Eastend Homes	93.21	4	93.27	4	94.23	2	94.93	2	95.00	
Gateway Housing Association	86.11	6	86.52	6	85.20	6	87.82	5	78.00	
Genesis Housing Association									80.00	
Old Ford Housing Association	82.70	7	83.90	7						
Poplar HARCA	95.00	2	93.00	5	92.00	4	92.00	4		
Providence Row Housing Association	87.00	5	93.50	3	87.50	5	86.70	6		
Swan Housing Association	81.70	8	75.50	8	77.60	7	80.70	7		
Tower Hamlets Community Housing	100.00	1	100.00	1	99.00	1	97.00	1	97.00	
Tower Hamlets Homes	95.00	2	94.00	2	93.00	3	93.00	3	96.00	

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 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	98.90		97.74		97.55		98.35		97.50
Club median	97.91		97.10		96.60		96.60		95.00
Lower quartile	96.46		96.23		96.34		96.50		93.00
Number in sample	7		7		7		7		7
<b>Your result</b>	97.61	5 	96.96	5 	96.48	5 	96.59	5 	98.00
Eastend Homes	97.61	5	96.96	5	96.48	5	96.59	5	98.00
Gateway Housing Association	88.89	7	91.64	7	92.03	7	94.11	7	97.00
Genesis Housing Association									90.00
Poplar HARCA	99.30	2	97.10	4	97.20	3	96.60	4	
Providence Row Housing Association	95.30	6	95.50	6	96.20	6	98.90	2	95.00
Swan Housing Association	97.91	4	97.32	3	96.60	4	96.40	6	93.00
Tower Hamlets Community Housing	100.00	1	100.00	1	100.00	1	100.00	1	100.00
Tower Hamlets Homes	98.50	3	98.16	2	97.90	2	97.80	3	93.00

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 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	100.00		100.00		100.00		100.00		100.00	
Lower quartile	99.96		99.96		99.88		99.93		100.00	
Number in sample	9		9		8		9		8	
<b>Your result</b>	100.00	1 	100.00	1 	100.00	1 	100.00	1 	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							99.30	8	100.00	
Old Ford Housing Association	100.00	1	100.00	1						
Poplar HARCA	99.92	8	99.83	8	99.71	7	99.30	8	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	7	99.96	7	99.93	6	99.96	6		
Swan Housing Association	99.30	9	99.40	9	99.40	8	100.00	1	100.00	
Tower Hamlets Community Housing	100.00	1	100.00	1	100.00	1	100.00	1	100.00	
Tower Hamlets Homes	100.00	1	100.00	1	100.00	1	99.93	7	100.00	

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 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	99.22		100.79		100.21		103.30		100.63	
Club median	96.60		100.36		99.80		101.10		99.75	
Lower quartile	94.82		99.60		99.55		100.23		98.75	
Number in sample	7		8		7		8		8	
<b>Your result</b>	95.14	5 	103.44	1 	101.06	1 	98.67	8 	97.20	
Eastend Homes	95.14	5	103.44	1	101.06	1	98.67	8	97.20	
Gateway Housing Association	98.72	3	99.67	6	99.60	5	103.73	1	99.50	
Genesis Housing Association							103.60	2	100.50	
Old Ford Housing Association	102.58	1	100.58	3						
Poplar HARCA			100.28	5	100.47	2	100.27	6	101.00	
Providence Row Housing Association	96.60	4	93.75	8	92.20	7	101.40	4	101.00	
Swan Housing Association	94.50	6	99.40	7	99.50	6	100.80	5	100.00	
Tower Hamlets Community Housing	91.40	7	101.40	2	99.80	4	103.20	3	99.00	
Tower Hamlets Homes	99.71	2	100.44	4	99.95	3	100.11	7	98.00	

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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	3.70		3.26		3.78		3.01		4.00
Club median	5.05		4.19		4.55		3.56		5.50
Lower quartile	6.80		4.80		5.50		4.51		6.30
Number in sample	9		9		8		9		5
<b>Your result</b>	5.83	6 	3.26	3 	3.99	3 	5.50	9 	6.30
Eastend Homes	5.83	6	3.26	3	3.99	3	5.50	9	6.30
Gateway Housing Association	3.70	3	4.19	5	4.36	4	3.43	4	4.00
Genesis Housing Association							3.56	5	6.60
Old Ford Housing Association	4.70	4	4.80	7					
Poplar HARCA	7.31	8	5.58	8	6.70	7	4.51	7	
Providence Row Housing Association	9.10	9	9.60	9	10.50	8	4.70	8	
Southern Housing Group	5.05	5	3.85	4	4.74	5	2.68	2	
Swan Housing Association	3.16	2	3.05	2	3.01	1	1.98	1	2.90
Tower Hamlets Community Housing	6.80	7	4.60	6	5.10	6	3.80	6	5.50
Tower Hamlets Homes	2.91	1	2.99	1	3.16	2	3.01	3	

Club	LBTH
Period	2013/14
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	82.75		80.00		85.75		82.93		85.00	
Club median	60.50		71.00		73.20		73.00		70.00	
Lower quartile	50.00		50.00		60.20		60.50		65.00	
Number in sample	6		5		7		7		5	
<b>Your result</b>	86.67	2 	84.21	1 	87.50	2 	84.85	2 	85.00	
Eastend Homes	86.67	2	84.21	1	87.50	2	84.85	2	85.00	
Gateway Housing Association	50.00	4	50.00	4	40.00	7	50.00	6	65.00	
Genesis Housing Association									70.00	
Old Ford Housing Association	50.00	4								
Poplar HARCA					84.00	3	81.00	3		
Providence Row Housing Association					100.00	1	100.00	1	100.00	
Swan Housing Association	87.00	1	80.00	2	73.20	4	73.00	4		
Tower Hamlets Community Housing	71.00	3	71.00	3	71.00	5	71.00	5		
Tower Hamlets Homes	47.22	6	42.11	5	49.39	6	49.76	7	60.00	

Club	LBTH
Period	2013/14
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	100.00		99.25		99.02		98.91		98.00	
Club median	100.00		98.85		99.00		98.00		96.50	
Lower quartile	91.41		94.28		96.93		89.13		95.00	
Number in sample	7		8		7		8		8	
<b>Your result</b>	94.12	5 	96.10	6 	95.37	6 	91.10	6 	100.00	
Eastend Homes	94.12	5	96.10	6	95.37	6	91.10	6	100.00	
Gateway Housing Association	100.00	1	100.00	1	99.04	2	99.24	2	98.00	
Genesis Housing Association							43.80	8	96.00	
Old Ford Housing Association	52.00	7	57.00	8						
Poplar HARCA	100.00	1	98.70	5	98.48	5	98.80	3	90.00	
Providence Row Housing Association			100.00	1	100.00	1	100.00	1	95.00	
Swan Housing Association	100.00	1	99.00	3	99.00	3	98.00	4	97.00	
Tower Hamlets Community Housing	100.00	1	99.00	3	99.00	3	98.00	4	98.00	
Tower Hamlets Homes	88.70	6	88.80	7	85.01	7	83.20	7	95.00	

Club	LBTH
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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		100.00		100.00		100.00		97.00	
Club median	100.00		96.98		98.35		97.93		95.00	
Lower quartile	92.70		86.70		95.32		93.61		92.50	
Number in sample	8		8		7		8		7	
<b>Your result</b>	94.00	6 	93.96	5 	94.63	6 	91.82	7 	90.00	
Eastend Homes	94.00	6	93.96	5	94.63	6	91.82	7	90.00	
Gateway Housing Association	100.00	1	100.00	1	98.35	4	98.85	4	95.00	
Genesis Housing Association							44.00	8	96.00	
Old Ford Housing Association	75.73	8	78.57	8						
Poplar HARCA	100.00	1	100.00	1	100.00	1	100.00	1	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		
Tower Hamlets Community Housing	100.00	1	88.00	6	96.00	5	97.00	5	98.00	
Tower Hamlets Homes	88.80	7	82.80	7	91.20	7	94.20	6	95.00	

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 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	85.52		80.57
Club median	81.40		77.72
Lower quartile	79.75		74.86
Number in sample	7		2
<b>Your result</b>	84.03	3 	83.43
Eastend Homes	84.03	3	83.43
Gateway Housing Association	61.00	7	
Genesis Housing Association			72.00
Poplar HARCA	79.00	6	
Providence Row Housing Association	90.70	1	
Swan Housing Association	81.40	4	
Tower Hamlets Community Housing	80.50	5	
Tower Hamlets Homes	87.00	2	

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 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
Upper quartile	69.75		68.00
Club median	57.40		64.00
Lower quartile	53.38		60.00
Number in sample	6		2
<b>Your result</b>	54.80	4 	56.00
Eastend Homes	54.80	4	56.00
Gateway Housing Association	50.00	6	
Genesis Housing Association			72.00
Poplar HARCA	79.00	1	
Swan Housing Association	52.90	5	
Tower Hamlets Community Housing	60.00	3	
Tower Hamlets Homes	73.00	2	

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 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		Target	Rank
Upper quartile	80.00				
Club median	67.10				
Lower quartile	63.93				
Number in sample	7			1	
<b>Your result</b>	65.76	5 			
Eastend Homes	65.76	5		65.00	
Gateway Housing Association	47.00	7			
Poplar HARCA	78.00	3			
Providence Row Housing Association	89.40	1			
Swan Housing Association	67.10	4			
Tower Hamlets Community Housing	62.10	6			
Tower Hamlets Homes	82.00	2			

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 Top Quartile  
  2nd Quartile  
  3rd Quartile  
  Bottom Quartile

LBTH 200 - Percentage of residents satisfied with estate services

Apr-Mar

	Score	Rank	Target
Upper quartile	85.35		83.34
Club median	79.21		81.69
Lower quartile	68.95		80.03
Number in sample	7		2
<b>Your result</b>	79.21	4 	78.37
Eastend Homes	79.21	4	78.37
Gateway Housing Association	61.00	7	
Genesis Housing Association			85.00
Poplar HARCA	65.00	6	
Providence Row Housing Association	83.20	3	
Swan Housing Association	87.50	2	
Tower Hamlets Community Housing	72.90	5	
Tower Hamlets Homes	88.00	1	

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 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	78.14		80.83
Club median	77.60		79.66
Lower quartile	72.65		78.49
Number in sample	7		2
<b>Your result</b>	78.37	2 	77.32
Eastend Homes	78.37	2	77.32
Gateway Housing Association	48.00	7	
Genesis Housing Association			82.00
Poplar HARCA	77.60	4	
Providence Row Housing Association	77.90	3	
Swan Housing Association	73.50	5	
Tower Hamlets Community Housing	71.80	6	
Tower Hamlets Homes	93.00	1	