

Club	LBTH
Period	2012/13
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	14.00		18.72		19.03		19.26		19.00	
Club median	18.20		20.60		19.85		20.78		20.00	
Lower quartile	22.07		22.13		22.98		22.30		21.50	
Number in sample	9		10		10		10		7	
<b>Your result</b>	25.10	8 	22.50	8 	22.90	7 	22.40	8 	22.00	
East Thames Group	12.00	1	30.40	10	30.92	10	34.76	10		
Eastend Homes	25.10	8	22.50	8	22.90	7	22.40	8	22.00	
Gateway Housing Association	28.00	9	29.87	9	28.00	9	28.59	9	20.00	
Old Ford Housing Association	22.07	7	20.20	5	19.70	5	21.56	6		
Poplar HARCA	20.00	6	21.00	6	20.00	6	20.00	5	18.00	
Providence Row Housing Association	14.00	3	21.00	6	23.00	8	19.00	2	20.00	
Southern Housing Group			20.00	4	19.00	3	22.00	7		
Swan Housing Association	14.00	3	14.50	1	12.90	1	12.20	1	16.00	
Tower Hamlets Community Housing	18.20	5	18.20	2	19.10	4	19.10	3	21.00	
Tower Hamlets Homes	12.22	2	18.29	3	18.87	2	19.73	4	24.00	

Club	LBTH
Period	2012/13
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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	99.56		98.83		98.95		99.08		99.45	
Club median	99.00		97.57		97.90		98.10		99.00	
Lower quartile	97.60		97.01		96.48		96.01		98.00	
Number in sample	9		10		10		10		7	
<b>Your result</b>	99.00	4 	98.00	4 	98.18	4 	97.70	7 	98.00	
East Thames Group	95.12	8	94.30	10	92.00	10	93.30	10		
Eastend Homes	99.00	4	98.00	4	98.18	4	97.70	7	98.00	
Gateway Housing Association	98.68	6	97.05	7	95.87	9	94.84	9	99.00	
Old Ford Housing Association	99.56	3	99.10	3	99.20	3	99.10	3		
Poplar HARCA	97.60	7	97.20	6	97.80	6	98.40	5	99.00	
Providence Row Housing Association	100.00	1	100.00	1	100.00	1	100.00	1	100.00	
Southern Housing Group			97.93	5	97.52	7	97.79	6		
Swan Housing Association	100.00	1	100.00	1	100.00	1	100.00	1	99.90	
Tower Hamlets Community Housing	99.00	4	97.00	8	98.00	5	99.00	4	98.00	
Tower Hamlets Homes	95.12	8	95.70	9	96.13	8	95.45	8	95.00	

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	98.93		98.18		97.60		99.13		98.00	
Club median	97.77		97.15		96.84		97.05		98.00	
Lower quartile	96.32		96.09		96.28		95.33		98.00	
Number in sample	8		8		8		8		6	
<b>Your result</b>	99.00	2 	98.00	3 	96.98	4 	95.54	6 	98.00	
East Thames Group	90.80	8	89.50	8	88.60	8	90.80	8		
Eastend Homes	99.00	2	98.00	3	96.98	4	95.54	6	98.00	
Gateway Housing Association	95.79	7	95.17	7	95.31	7	94.69	7	98.00	
Old Ford Housing Association	97.54	5	97.30	4	96.70	5	96.80	5		
Poplar HARCA	98.90	3	98.70	2	99.40	2	99.50	2	98.00	
Providence Row Housing Association	96.50	6	96.40	6	96.60	6	97.30	4	98.00	
Swan Housing Association	99.82	1	99.77	1	99.80	1	99.70	1	99.00	
Tower Hamlets Community Housing	98.00	4	97.00	5	97.00	3	99.00	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	98.62		98.50		98.40		98.50		98.00	
Club median	98.49		98.00		96.84		96.90		98.00	
Lower quartile	97.44		95.80		95.98		96.09		98.00	
Number in sample	9		9		9		9		7	
<b>Your result</b>	98.00	6 	94.00	8 	90.29	8 	90.93	8 	98.00	
East Thames Group	90.30	9	87.34	9	88.20	9	88.70	9		
Eastend Homes	98.00	6	94.00	8	90.29	8	90.93	8	98.00	
Gateway Housing Association	94.51	8	95.80	7	95.98	7	96.09	7	98.00	
Old Ford Housing Association	98.62	3	98.50	3	98.40	2	97.90	4		
Poplar HARCA	98.49	5	98.00	4	98.40	2	98.60	2	98.00	
Providence Row Housing Association	98.50	4	98.70	2	96.20	6	96.90	5	98.00	
Swan Housing Association	99.19	1	98.84	1	99.77	1	98.50	3	99.50	
Tower Hamlets Community Housing	99.00	2	98.00	4	98.00	4	99.00	1	98.00	
Tower Hamlets Homes	97.44	7	95.87	6	96.84	5	96.54	6	95.00	

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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	95.22		92.66		94.45		93.37		95.00	
Club median	90.30		90.90		91.85		91.00		93.00	
Lower quartile	83.75		83.00		90.20		82.63		91.50	
Number in sample	8		8		8		8		3	
<b>Your result</b>	95.00	3 	94.00	2 	93.90	3 	92.99	4 	90.00	
East Thames Group	78.95	8	78.95	8	66.30	8	61.90	8		
Eastend Homes	95.00	3	94.00	2	93.90	3	92.99	4	90.00	
Old Ford Housing Association	89.60	5	89.80	5	90.60	6	80.30	7		
Poplar HARCA	84.00	6	83.00	6	89.00	7	89.00	5		
Providence Row Housing Association	82.98	7	82.98	7	90.70	5	93.16	3		
Swan Housing Association	95.87	2	92.21	3	96.09	2	83.40	6	93.00	
Tower Hamlets Community Housing	97.00	1	97.00	1	97.00	1	97.00	1	97.00	
Tower Hamlets Homes	91.00	4	92.00	4	93.00	4	94.00	2		

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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	98.67		98.98		98.80		98.69		98.00	
Club median	96.85		95.95		95.65		96.13		98.00	
Lower quartile	91.72		93.93		94.25		94.25		95.00	
Number in sample	8		8		8		8		5	
<b>Your result</b>	97.00	4 	96.00	4 	95.40	5 	95.66	5 	98.00	
East Thames Group	89.10	8	89.10	8	88.10	8	85.30	8		
Eastend Homes	97.00	4	96.00	4	95.40	5	95.66	5	98.00	
Old Ford Housing Association	90.88	7	90.70	7	92.00	7	92.00	7		
Poplar HARCA	92.00	6	95.00	6	95.00	6	95.00	6		
Providence Row Housing Association	100.00	1	100.00	1	100.00	1	100.00	1	95.00	
Swan Housing Association	96.70	5	95.89	5	95.89	4	96.60	4	93.00	
Tower Hamlets Community Housing	100.00	1	100.00	1	100.00	1	100.00	1	100.00	
Tower Hamlets Homes	98.22	3	98.64	3	98.40	3	98.25	3	98.00	

Club	LBTH
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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	99.94		100.00		99.82		99.87		100.00	
Lower quartile	99.81		99.83		99.64		99.70		100.00	
Number in sample	9		10		10		9		7	
<b>Your result</b>	99.94	5 	100.00	1 	100.00	1 	100.00	1 	100.00	
East Thames Group	100.00	1	100.00	1	98.60	9				
Eastend Homes	99.94	5	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	
Old Ford Housing Association	99.81	7	99.80	8	99.70	7	99.70	7		
Poplar HARCA	99.82	6	99.92	7	99.89	5	99.87	5	100.00	
Providence Row Housing Association	97.30	9	100.00	1	90.80	10	92.00	9	100.00	
Southern Housing Group			98.82	10	99.75	6	99.75	6		
Swan Housing Association	99.80	8	99.80	8	99.62	8	97.50	8	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	100.00	1	100.00	

Club	LBTH
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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	99.07		101.90		101.27		99.58		101.00	
Club median	95.89		99.43		99.72		99.15		100.50	
Lower quartile	92.90		98.24		99.08		98.83		99.70	
Number in sample	9		10		10		10		6	
<b>Your result</b>	92.71	8 	103.00	2 	100.47	4 	99.19	4 		
East Thames Group	93.10	6	103.22	1	101.54	3	100.84	1		
Eastend Homes	92.71	8	103.00	2	100.47	4	99.19	4		
Gateway Housing Association	99.49	2	99.49	5	95.96	10	98.77	8	101.00	
Old Ford Housing Association	101.88	1	101.00	4	99.60	7	99.00	7		
Poplar HARCA	99.07	3	99.36	6	99.65	6	99.19	4	101.00	
Providence Row Housing Association	91.70	9	91.40	10	98.90	8	98.30	9	101.00	
Southern Housing Group			96.56	9	107.69	1	100.28	2		
Swan Housing Association	95.89	5	97.98	8	98.09	9	97.10	10	100.00	
Tower Hamlets Community Housing	92.90	7	102.20	3	101.90	2	99.10	6	99.00	
Tower Hamlets Homes	98.77	4	99.01	7	99.78	5	99.71	3	99.60	

Club	LBTH
Period	2012/13
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	3.53		3.10		3.97		3.47		2.91	
Club median	5.10		3.61		4.20		4.94		3.00	
Lower quartile	6.29		5.23		4.71		5.35		3.63	
Number in sample	10		10		10		10		4	
<b>Your result</b>	5.95	7 	3.09	3 	3.93	3 	5.00	6 		
East Thames Group	5.04	5	3.14	4	4.19	5	4.03	4		
Eastend Homes	5.95	7	3.09	3	3.93	3	5.00	6		
Gateway Housing Association	3.46	3	3.41	5	4.09	4	3.28	3	3.00	
Old Ford Housing Association	3.73	4	3.80	6	4.20	6	5.40	8		
Poplar HARCA	7.72	9	5.60	8	6.87	9	6.11	9		
Providence Row Housing Association	8.84	10	10.10	10	9.20	10	9.00	10		
Southern Housing Group	5.15	6	6.12	9	4.74	8	4.87	5		
Swan Housing Association	2.91	2	2.98	1	3.01	1	2.90	1	2.65	
Tower Hamlets Community Housing	6.40	8	4.10	7	4.60	7	5.20	7	5.50	
Tower Hamlets Homes	2.82	1	2.99	2	3.22	2	2.93	2	3.00	

Club	LBTH
Period	2012/13
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	83.50		83.50		74.75		76.00		90.00	
Club median	67.36		64.70		68.50		68.30		80.00	
Lower quartile	57.79		50.69		56.29		51.63		72.00	
Number in sample	8		8		8		9		5	
<b>Your result</b>	100.00	1 	100.00	1 	80.00	2 	81.25	2 	90.00	
Eastend Homes	100.00	1	100.00	1	80.00	2	81.25	2	90.00	
Gateway Housing Association	57.14	7	40.00	8	38.88	8	39.13	9	80.00	
Old Ford Housing Association	62.50	5	71.40	4	71.00	4	68.30	5		
Poplar HARCA	78.00	3	78.00	3	73.00	3	76.00	3		
Providence Row Housing Association	100.00	1	100.00	1	100.00	1	100.00	1	100.00	
Southern Housing Group	58.00	6	58.00	5	58.00	6	58.00	6		
Swan Housing Association	37.50	8	43.00	7	66.00	5	74.00	4	72.00	
Tower Hamlets Community Housing							50.00	8		
Tower Hamlets Homes	72.22	4	53.25	6	51.16	7	51.63	7	55.00	

Club	LBTH
Period	2012/13
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		100.00		100.00		100.00		98.00	
Club median	94.86		95.87		96.25		95.88		95.00	
Lower quartile	93.67		88.24		92.86		88.90		95.00	
Number in sample	9		9		9		9		7	
<b>Your result</b>	93.75	6 	95.24	6 	93.33	6 	95.88	5 	100.00	
East Thames Group	94.86	5	76.27	9	79.71	9	74.58	8		
Eastend Homes	93.75	6	95.24	6	93.33	6	95.88	5	100.00	
Gateway Housing Association	100.00	1	100.00	1	100.00	1	100.00	1	98.00	
Old Ford Housing Association	90.63	8	88.24	7	92.86	7	72.34	9		
Poplar HARCA	85.70	9	86.50	8	86.40	8	88.90	7	90.00	
Providence Row Housing Association	100.00	1	100.00	1	100.00	1	100.00	1	95.00	
Swan Housing Association	100.00	1	100.00	1	100.00	1	97.70	4	95.00	
Tower Hamlets Community Housing	100.00	1	100.00	1	100.00	1	100.00	1	98.00	
Tower Hamlets Homes	93.67	7	95.87	5	96.25	5	95.41	6	95.00	

Club	LBTH
Period	2012/13
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		99.00	
Club median	100.00		99.60		98.67		99.06		95.00	
Lower quartile	89.61		93.40		95.00		96.20		92.50	
Number in sample	9		9		9		9		7	
<b>Your result</b>	93.30	6 	96.30	6 	96.50	6 	97.80	6 	90.00	
East Thames Group	88.89	9	85.19	9	85.71	9	73.80	9		
Eastend Homes	93.30	6	96.30	6	96.50	6	97.80	6	90.00	
Gateway Housing Association	100.00	1	100.00	1	98.67	5	99.06	5	95.00	
Old Ford Housing Association	89.61	7	88.24	8	91.95	8	82.54	8		
Poplar HARCA	89.30	8	93.40	7	95.00	7	96.20	7	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	100.00	
Tower Hamlets Community Housing	100.00	1	100.00	1	100.00	1	100.00	1	98.00	
Tower Hamlets Homes	100.00	1	99.60	5	99.86	4	99.90	4	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	Rank
Upper quartile	82.71			
Club median	80.00			
Lower quartile	77.75			
Number in sample	8		1	
<b>Your result</b>	82.45	3 		
Eastend Homes	82.45	3		
Gateway Housing Association	69.00	8		
Poplar HARCA	79.00	5		
Providence Row Housing Association	90.70	1		
Southern Housing Group	78.00	6		
Swan Housing Association	83.50	2	79.00	
Tower Hamlets Community Housing	81.00	4		
Tower Hamlets Homes	77.00	7		

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 Top Quartile  
  2nd Quartile  
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  Bottom Quartile

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

Apr-Mar

	Score	Rank
Upper quartile	56.00	
Club median	47.00	
Lower quartile	46.00	
Number in sample	5	
Your result	56.00	2 
Eastend Homes	56.00	2
Gateway Housing Association	46.00	4
Poplar HARCA	68.00	1
Swan Housing Association	46.00	4
Tower Hamlets Community Housing	47.00	3

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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	66.00				
Club median	63.23				
Lower quartile	59.50				
Number in sample	8			1	
<b>Your result</b>	63.45	4 			
Eastend Homes	63.45	4			
Gateway Housing Association	52.00	8			
Poplar HARCA	61.00	6			
Providence Row Housing Association	89.40	1			
Southern Housing Group	63.00	5			
Swan Housing Association	69.00	2	63.00		
Tower Hamlets Community Housing	65.00	3			
Tower Hamlets Homes	55.00	7			

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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
Upper quartile	81.60	
Club median	76.71	
Lower quartile	73.75	
Number in sample	6	
<b>Your result</b>	77.41	3 
Eastend Homes	77.41	3
Poplar HARCA	62.00	6
Providence Row Housing Association	83.20	1
Swan Housing Association	76.00	4
Tower Hamlets Community Housing	83.00	2
Tower Hamlets Homes	73.00	5

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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	89.37		82.75
Club median	76.98		80.50
Lower quartile	75.65		78.25
Number in sample	8		2
<b>Your result</b>	76.35	5 	
Eastend Homes	76.35	5	
Gateway Housing Association	90.48	2	85.00
Poplar HARCA	89.00	3	
Providence Row Housing Association	76.20	6	
Southern Housing Group	96.00	1	
Swan Housing Association	77.60	4	76.00
Tower Hamlets Community Housing	74.00	7	
Tower Hamlets Homes	69.00	8	