

Club	LBTH
Period	2014/15
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	15.70		16.90		17.26		18.79		20.50	
Club median	17.00		20.74		21.58		21.15		22.00	
Lower quartile	27.45		31.65		27.50		27.50		25.00	
Number in sample	11		11		11		11		7	
Your result	15.60	3 	16.75	2 	15.00	1 	18.68	2 	22.00	
East Thames Group	30.00	10	33.30	9	28.00	9	28.00	9	28.00	
Eastend Homes	15.60	3	16.75	2	15.00	1	18.68	2	22.00	
Gateway Housing Association	21.78	7	20.74	6	21.58	6	21.15	6	20.00	
Genesis Housing Association	28.00	9	40.00	10	42.00	11	46.00	11		
One Housing Group	26.90	8	24.81	7	23.70	7	23.62	7	28.00	
Poplar HARCA	17.00	5	17.00	4	19.00	5	21.00	5	18.00	
Providence Row Housing Association	17.00	5	50.50	11	27.00	8	27.00	8		
Southern Housing Group	30.00	10	30.00	8	33.00	10	32.00	10		
Swan Housing Association	14.70	1	14.30	1	15.70	3	15.00	1		
Tower Hamlets Community Housing	14.70	1	16.80	3	15.40	2	18.90	4	21.00	
Tower Hamlets Homes	15.79	4	18.58	5	18.82	4	18.68	2	22.00	

Club	LBTH
Period	2014/15
Subscriber	Eastend Homes
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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	100.00		99.90		99.90		99.33		99.25	
Club median	98.00		98.30		98.00		98.00		98.00	
Lower quartile	96.78		96.72		94.24		95.42		98.00	
Number in sample	11		11		11		11		7	
Your result	97.20	8 	99.34	5 	95.91	8 	97.76	7 	98.00	
East Thames Group	92.62	10	91.92	11	92.56	9	93.09	9		
Eastend Homes	97.20	8	99.34	5	95.91	8	97.76	7	98.00	
Gateway Housing Association	100.00	1	100.00	1	100.00	1	99.16	4	99.50	
Genesis Housing Association	90.97	11	92.35	10	91.67	10	91.67	10		
One Housing Group	97.60	7	96.13	9	89.75	11	88.23	11	98.00	
Poplar HARCA	98.90	5	98.30	6	99.00	5	98.30	5	99.00	
Providence Row Housing Association	100.00	1	100.00	1	100.00	1	100.00	1	100.00	
Southern Housing Group	100.00	1	100.00	1	100.00	1	100.00	1		
Swan Housing Association	100.00	1	99.80	4	99.80	4	99.50	3		
Tower Hamlets Community Housing	98.00	6	98.00	7	98.00	6	98.00	6	98.00	
Tower Hamlets Homes	96.35	9	97.30	8	97.65	7	97.74	8	98.00	

Club	LBTH
Period	2014/15
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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	99.70		98.74		98.08		98.95		98.00	
Club median	98.00		97.62		97.42		97.26		98.00	
Lower quartile	95.40		95.31		95.20		94.45		98.00	
Number in sample	8		8		8		8		6	
Your result	93.60	7 	90.24	7 	89.80	7 	91.57	7 	98.00	
East Thames Group	72.49	8	68.98	8	60.20	8	64.06	8		
Eastend Homes	93.60	7	90.24	7	89.80	7	91.57	7	98.00	
Gateway Housing Association	97.19	5	97.43	5	97.71	3	95.41	6	98.00	
One Housing Group	98.80	4	98.49	3	97.14	5	96.52	5	95.00	
Poplar HARCA	99.60	3	99.50	2	99.20	2	99.40	2	98.00	
Providence Row Housing Association	100.00	1	97.80	4	97.70	4	98.80	3	98.00	
Swan Housing Association	100.00	1	100.00	1	100.00	1	99.50	1		
Tower Hamlets Community Housing	96.00	6	97.00	6	97.00	6	98.00	4	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	98.52		98.40		98.47		98.32		98.00	
Club median	96.00		96.95		97.28		97.28		98.00	
Lower quartile	93.37		91.34		91.58		91.15		97.50	
Number in sample	10		10		10		10		7	
Your result	93.30	8 	90.08	8 	90.13	8 	89.72	8 	97.00	
East Thames Group	70.78	10	72.10	10	68.84	10	73.50	10		
Eastend Homes	93.30	8	90.08	8	90.13	8	89.72	8	97.00	
Gateway Housing Association	93.59	7	95.11	7	95.93	7	95.44	7	98.00	
Genesis Housing Association	78.97	9	74.44	9	73.13	9	74.01	9		
One Housing Group	97.60	4	97.78	4	97.56	5	97.11	6	96.00	
Poplar HARCA	96.00	5	96.90	6	98.10	4	97.44	5	98.00	
Providence Row Housing Association	100.00	1	98.60	3	99.00	2	99.20	1	98.00	
Swan Housing Association	99.60	2	99.80	1	99.60	1	99.00	2		
Tower Hamlets Community Housing	96.00	5	97.00	5	97.00	6	98.00	4	98.00	
Tower Hamlets Homes	98.82	3	98.74	2	98.59	3	98.42	3	98.42	

Club	LBTH
Period	2014/15
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	97.00		95.35		97.00		97.00		96.25	
Club median	94.00		91.00		91.00		90.54		95.50	
Lower quartile	90.00		90.00		89.71		90.00		92.50	
Number in sample	9		9		9		9		4	
Your result	97.60	2 	97.28	2 	97.14	2 	97.63	2 	95.00	
East Thames Group	73.30	9	65.60	9	62.00	9	68.00	9		
Eastend Homes	97.60	2	97.28	2	97.14	2	97.63	2	95.00	
Gateway Housing Association	90.89	6	90.37	6	89.71	7	90.54	5	85.00	
One Housing Group	94.90	4	95.35	3	95.46	4	94.91	4	96.00	
Poplar HARCA	94.00	5	91.00	5	91.00	5	90.00	6		
Providence Row Housing Association	98.50	1	98.30	1	99.00	1	99.00	1		
Swan Housing Association	90.00	7	85.00	8	84.00	8	84.00	8		
Tower Hamlets Community Housing	97.00	3	95.00	4	97.00	3	97.00	3	97.00	
Tower Hamlets Homes	90.00	7	90.00	7	90.00	6	90.00	6		

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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	99.61		98.71		98.74		98.77		98.00	
Club median	98.18		97.62		97.62		97.84		97.50	
Lower quartile	96.42		96.91		97.28		96.93		95.50	
Number in sample	8		8		8		8		6	
Your result	97.60	5 	98.14	4 	97.93	4 	98.08	4 	98.00	
Eastend Homes	97.60	5	98.14	4	97.93	4	98.08	4	98.00	
Gateway Housing Association	96.56	6	96.91	6	96.70	8	96.71	7	97.00	
One Housing Group	99.60	3	99.60	2	99.74	2	99.82	2	98.00	
Poplar HARCA	96.00	7	96.90	7	97.30	5	96.50	8		
Providence Row Housing Association	95.70	8	96.80	8	97.20	7	97.60	5	95.00	
Swan Housing Association	99.64	2	97.10	5	97.30	5	97.00	6		
Tower Hamlets Community Housing	100.00	1	100.00	1	100.00	1	100.00	1	98.00	
Tower Hamlets Homes	98.75	4	98.41	3	98.40	3	98.42	3	95.00	

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	100.00		100.00		99.94		99.89		100.00	
Lower quartile	99.63		99.63		99.61		99.80		100.00	
Number in sample	11		11		11		11		8	
Your result	100.00	1 	100.00	1 	99.94	6 	100.00	1 	100.00	
East Thames Group	99.47	9	99.20	10	99.30	10	99.83	8	100.00	
Eastend Homes	100.00	1	100.00	1	99.94	6	100.00	1	100.00	
Gateway Housing Association	100.00	1	100.00	1	99.95	5	100.00	1	100.00	
Genesis Housing Association	99.09	11	99.08	11	99.77	8	99.77	9		
One Housing Group	99.22	10	99.31	9	99.29	11	99.15	10	100.00	
Poplar HARCA	99.78	8	99.94	8	99.44	9	99.85	7	100.00	
Providence Row Housing Association	100.00	1	100.00	1	100.00	1	98.60	11	100.00	
Southern Housing Group	99.86	7	99.96	7	100.00	1	99.89	6		
Swan Housing Association	100.00	1	100.00	1	100.00	1	100.00	1		
Tower Hamlets Community Housing	100.00	1	100.00	1	99.88	7	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	2014/15
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	100.35		101.29		100.19		99.48		100.50	
Club median	98.29		99.46		99.27		99.16		99.00	
Lower quartile	90.03		96.02		96.84		96.72		98.63	
Number in sample	10		10		10		10		6	
Your result	112.80	1 	103.40	2 	99.91	4 	98.92	6 	97.20	
East Thames Group	96.95	6	99.27	6	100.38	2	97.66	7		
Eastend Homes	112.80	1	103.40	2	99.91	4	98.92	6	97.20	
Gateway Housing Association	99.63	5	99.64	5	100.28	3	99.63	2	101.00	
Genesis Housing Association	94.05	7	94.50	9	94.53	9	94.73	9		
One Housing Group	82.00	9	104.73	1	100.74	1	99.72	1	98.50	
Poplar HARCA	100.03	4	97.56	7	96.68	8	96.40	8		
Providence Row Housing Association	72.80	10	90.40	10	89.00	10	90.30	10	101.00	
Swan Housing Association	88.69	8	95.50	8	97.30	7	99.50	3		
Tower Hamlets Community Housing	108.40	2	101.80	3	99.60	5	99.40	5	99.00	
Tower Hamlets Homes	100.45	3	99.77	4	98.93	6	99.43	4	99.00	

Club	LBTH
Period	2014/15
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	3.20		3.27		3.90		3.33		3.20	
Club median	3.86		3.90		4.28		4.57		4.70	
Lower quartile	4.59		4.45		5.45		6.00		5.30	
Number in sample	11		11		11		11		5	
Your result	2.82	1 	3.68	5 	4.85	8 	5.23	8 	6.40	
East Thames Group	4.68	9	1.33	1	2.08	1	2.08	1		
Eastend Homes	2.82	1	3.68	5	4.85	8	5.23	8	6.40	
Gateway Housing Association	3.86	6	4.06	7	3.82	3	3.36	4	3.20	
Genesis Housing Association	5.57	10	4.79	9	6.30	10	6.88	10		
One Housing Group	4.38	7	4.10	8	4.28	6	4.17	5	4.70	
Poplar HARCA	4.49	8	5.07	10	6.04	9	6.77	9		
Providence Row Housing Association	10.20	11	8.10	11	10.60	11	11.60	11		
Southern Housing Group	2.89	2	3.34	4	4.21	5	4.57	6		
Swan Housing Association	3.53	5	2.98	2	3.97	4	2.59	2		
Tower Hamlets Community Housing	3.40	4	3.90	6	4.80	7	4.70	7	5.30	
Tower Hamlets Homes	2.99	3	3.19	3	3.51	2	3.30	3	3.00	

Club	LBTH
Period	2014/15
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	83.30		77.60		80.45		81.50		85.00	
Club median	79.00		64.00		66.50		77.14		75.00	
Lower quartile	65.96		38.18		52.68		61.39		74.00	
Number in sample	5		7		8		8		5	
Your result	83.30	2 	76.19	3 	77.27	3 	77.27	4 	85.00	
East Thames Group			40.00	5	50.00	7	50.00	8		
Eastend Homes	83.30	2	76.19	3	77.27	3	77.27	4	85.00	
Gateway Housing Association			36.36	6	53.57	6	53.57	7	75.00	
Poplar HARCA	79.00	3	79.00	2	90.00	2	86.00	2		
Providence Row Housing Association					100.00	1	100.00	1	100.00	
Swan Housing Association	100.00	1	80.00	1	69.00	4	77.00	5		
Tower Hamlets Community Housing	0.00	5	0.00	7	0.00	8	80.00	3	0.00	
Tower Hamlets Homes	65.96	4	64.00	4	64.00	5	64.00	6	74.00	

Club	LBTH
Period	2014/15
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		99.75		99.67		98.58		98.00	
Club median	99.00		97.24		98.00		97.13		95.00	
Lower quartile	93.43		83.10		83.31		85.03		92.50	
Number in sample	10		10		10		10		7	
Your result	96.80	7 	96.36	6 	82.75	8 	84.80	8 	100.00	
East Thames Group	92.31	8	78.95	9	77.78	9	76.47	9		
Eastend Homes	96.80	7	96.36	6	82.75	8	84.80	8	100.00	
Gateway Housing Association	100.00	1	100.00	1	100.00	1	100.00	1	98.00	
Genesis Housing Association	28.94	10	31.20	10	42.80	10	33.05	10		
One Housing Group	100.00	1	98.11	5	98.69	4	97.26	5	90.00	
Poplar HARCA	100.00	1	100.00	1	100.00	1	99.00	3	90.00	
Providence Row Housing Association	100.00	1	100.00	1	100.00	1	100.00	1	95.00	
Swan Housing Association	98.00	6	88.00	7	98.00	5	97.30	4		
Tower Hamlets Community Housing	100.00	1	99.00	4	98.00	5	97.00	6	98.00	
Tower Hamlets Homes	76.00	9	81.46	8	85.00	7	85.70	7	95.00	

Club	LBTH
Period	2014/15
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		99.23		99.00	
Club median	100.00		99.52		97.53		96.33		95.00	
Lower quartile	98.84		94.74		93.24		92.00		92.50	
Number in sample	10		10		10		10		7	
Your result	98.70	8 	99.03	6 	94.60	7 	91.66	8 	90.00	
East Thames Group	62.86	9	46.15	9	50.00	9	78.00	9		
Eastend Homes	98.70	8	99.03	6	94.60	7	91.66	8	90.00	
Gateway Housing Association	100.00	1	100.00	1	100.00	1	99.30	3	95.00	
Genesis Housing Association	40.00	10	31.30	10	45.70	10	40.42	10		
One Housing Group	100.00	1	93.39	8	92.78	8	94.66	6	100.00	
Poplar HARCA	100.00	1	100.00	1	100.00	1	99.00	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		
Tower Hamlets Community Housing	100.00	1	100.00	1	97.00	6	98.00	5	98.00	
Tower Hamlets Homes	99.26	7	98.80	7	98.06	5	93.00	7	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	85.30		84.22
Club median	83.40		83.43
Lower quartile	74.60		77.72
Number in sample	9		3
Your result	84.03	4 	83.43
East Thames Group	48.00	9	85.00
Eastend Homes	84.03	4	83.43
Gateway Housing Association	70.00	8	
One Housing Group	82.99	6	72.00
Poplar HARCA	85.30	3	
Providence Row Housing Association	86.60	2	
Swan Housing Association	74.60	7	
Tower Hamlets Community Housing	83.40	5	
Tower Hamlets Homes	87.00	1	

Club	LBTH
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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
Upper quartile	70.10		62.75
Club median	54.80		60.50
Lower quartile	48.40		58.25
Number in sample	7		2
Your result	54.80	4 	56.00
Eastend Homes	54.80	4	56.00
Gateway Housing Association	33.00	7	
One Housing Group	75.86	1	65.00
Poplar HARCA	69.20	3	
Swan Housing Association	44.00	6	
Tower Hamlets Community Housing	52.80	5	
Tower Hamlets Homes	71.00	2	

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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	Target
Upper quartile	80.50		80.00
Club median	69.40		75.00
Lower quartile	56.90		70.00
Number in sample	9		2
Your result	65.76	6 	65.00
East Thames Group	44.00	9	85.00
Eastend Homes	65.76	6	65.00
Gateway Housing Association	55.00	8	
One Housing Group	83.46	2	
Poplar HARCA	88.20	1	
Providence Row Housing Association	80.50	3	
Swan Housing Association	56.90	7	
Tower Hamlets Community Housing	69.40	5	
Tower Hamlets Homes	80.00	4	

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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	81.79		85.59
Club median	79.31		83.19
Lower quartile	68.68		80.78
Number in sample	8		2
Your result	79.21	5 	78.37
East Thames Group	44.00	8	88.00
Eastend Homes	79.21	5	78.37
One Housing Group	85.96	2	
Poplar HARCA	79.40	4	
Providence Row Housing Association	80.40	3	
Swan Housing Association	68.00	7	
Tower Hamlets Community Housing	68.90	6	
Tower Hamlets Homes	91.00	1	

Club	LBTH
Period	2014/15
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	80.60		90.50
Club median	72.80		90.00
Lower quartile	65.80		83.66
Number in sample	9		3
Your result	78.37	4 	77.32
East Thames Group	56.00	9	91.00
Eastend Homes	78.37	4	77.32
Gateway Housing Association	61.00	8	
One Housing Group	94.91	1	90.00
Poplar HARCA	80.60	3	
Providence Row Housing Association	70.90	6	
Swan Housing Association	65.80	7	
Tower Hamlets Community Housing	72.80	5	
Tower Hamlets Homes	91.00	2	