

THHF Benchmarking Group 2010/11 Performance Indicators

HouseMark Data Tables – Tower Hamlets Benchmarking Club April 2010-March 2011

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

	Score (days)
EastendHomes	12.90
East Thames – (All Authorities)	22.5
Gateway Housing Association	37.69
IDS	20.72
Newlon Housing Trust	35.40
Old Ford Housing Association	21.00
Poplar HARCA	17.20
Providence Row Housing Association	4.00
Southern Housing Group	30.00
Swan Housing Association	14.45
Tower Hamlets Community Housing	19.00
Tower Hamlets Homes	23.11

GNPI 18 - Percentage of emergency repairs completed within target time

	Score %
EastendHomes	96.00
East Thames – (All Authorities)	93.6
Gateway Housing Association	95.95
IDS	99.00
Newlon Housing Trust	92.90
Old Ford Housing Association	96.70
Poplar HARCA	98.44
Providence Row Housing Association	100.00
Southern Housing Group	84.00
Swan Housing Association	98.31
Tower Hamlets Community Housing	98.00
Tower Hamlets Homes	96.81

GNPI 19 - Percentage of urgent repairs completed within target time

	Score %
EastendHomes	98.00
East Thames – (All Authorities)	95.8
Gateway Housing Association	93.62
IDS	98.00
Newlon Housing Trust	90.80
Old Ford Housing Association	97.80
Poplar HARCA	99.07
Providence Row Housing Association	91.90
Southern Housing Group	69.00
Swan Housing Association	99.83
Tower Hamlets Community Housing	98.00
Tower Hamlets Homes	97.85

GNPI 20 - Percentage of routine repairs completed within target time

	Score %
EastendHomes	97.00
East Thames – (All Authorities)	97.1
Gateway Housing Association	92.31
IDS	100.00
Newlon Housing Trust	88.20
Old Ford Housing Association	98.20
Poplar HARCA	97.75
Providence Row Housing Association	95.30
Southern Housing Group	85.00
Swan Housing Association	98.71
Tower Hamlets Community Housing	98.00
Tower Hamlets Homes	98.53

BV185 (amended) - Appointments kept as a percentage of appointments made

	Score %
EastendHomes	97.00
East Thames – (All Authorities)	88.4
Gateway Housing Association	81.20
IDS	N/A
Newlon Housing Trust	99.03
Old Ford Housing Association	89.00
Swan Housing Association	92.20
Tower Hamlets Community Housing	98.00
Tower Hamlets Homes	96.99

G15C0 - Percentage of dwellings with a valid gas safety certificate

	Score %
EastendHomes	98.45
East Thames – (All Authorities)	100
Gateway Housing Association	100.00
IDS	100.00
Newlon Housing Trust	98.20
Old Ford Housing Association	100.00
Poplar HARCA	99.85
Providence Row Housing Association	100.00
Southern Housing Group	99.64
Swan Housing Association	100.00
Tower Hamlets Community Housing	100.00
Tower Hamlets Homes	99.98

GNPI 28 (amended) - Rent collected as a percentage of rent owed (excluding arrears b/f and HB) - GN only

	Score %
EastendHomes	100.28
Gateway Housing Association	100.16
IDS*	102.64
Old Ford Housing Association	100.50
Poplar HARCA	99.00
Providence Row Housing Association	84.40
Swan Housing Association	99.79
Tower Hamlets Community Housing	99.40
Tower Hamlets Homes	99.87

Note: This indicator should be treated with caution. It shows the rent collected for the year as a % of the annual rent debit (ie excluding brought forward arrears); However, the rent collected figure includes the total rent collected for the year (ie including arrears). The rent collected figure is therefore inflated by a proportion of the arrears being collected, (whilst conversely, the annual rent debit figure is understated because the arrears brought forward figure is not added to the annual rent debit figure). Hence some rent collection figures show more than 100% for the year.

CMCX13 - Current tenant arrears as a percentage of the annual rent debit (excluding HB adjustments) - GN only

	Score %
EastendHomes	4.83
East Thames – (All Authorities)	4.25
Gateway Housing Association	3.73
IDS	2.7
Newlon Housing Trust	5.57
Old Ford Housing Association	4.10
Poplar HARCA	5.38
Providence Row Housing Association	6.71
Swan Housing Association	3.31
Tower Hamlets Community Housing	5.30
Tower Hamlets Homes	2.74

This table should also be treated with caution. HB payments have been included for some organisations but not others (because HB payments by the council are made to PRPs on different weeks): Actual performance on rent arrears cannot therefore be compared on a like for like basis.

LBTH001 - Percentage of residents satisfied with the outcome of their ASB complaint

	Score %
EastendHomes	75.00
Gateway Housing Association	55.55
IDS	67.00
Old Ford – sample of only 15 (14 satisfied, 1 neither)	93.3
Poplar HARCA	60.00
Swan Housing Association	58.00
Tower Hamlets Community Housing	73.00
Tower Hamlets Homes	79.00

LBTH002 - Percentage of complaints responded to within target

	Score %
EastendHomes	94.00
East Thames – (All Authorities)	93.6
Gateway Housing Association	80.17
IDS	95.00
Old Ford	89.00
Poplar HARCA	94.00
Swan Housing Association	100.00
Tower Hamlets Community Housing	100.00
Tower Hamlets Homes	98.08

ANNUAL PERFORMANCE INDICATORS

Notes:

The information below to be provided from resident surveys. Please confirm the date (year) that the survey was undertaken and whether the figure is taken from a Status/STAR survey or from an in-house annual survey. Also, please provide the sample size/rate of response, and whether it is a tenant survey or a resident (tenant/leaseholder/ freeholder) survey.

Gateway Sample – 38% of General Needs & Sheltered

o Satisfaction

“How satisfied are you with the overall service provided”

EastendHomes:	69% July 2010 STATUS (Tenants)
Gateway Housing Association:	64% Nov 2009 STATUS
East Thames:	72.1% for general needs (all Local Authorities)
Newlon Housing Trust	
Old Ford Housing Association	78% Oct 09 STATUS on a sample of 20% (700 GN residents only) with confidence level of 95% +3%
Poplar HARCA	69% march 2011 STATUS. General needs.
Providence Row Housing Association	
Southern Housing Group	
Spitalfields Housing Association	
Swan Housing Association	73.6% July 2011 STATUS general needs (all local authorities)
Tower Hamlets Community Housing	84%
Tower Hamlets Homes	72% (Tenants) 44% (L/h)

○ **Resident involvement**

“How satisfied or dissatisfied are you that (your RP) listens to your views and acts upon them.”

EastendHomes	53% July 2010 STATUS (Tenants)
Gateway Housing Association:	54% Nov 2009 STATUS
East Thames:	Question not asked as part of last STATUS Survey
Newlon Housing Trust	
Old Ford Housing Association	57% Oct 09 STATUS on a sample of 20% (700 GN residents only) with confidence level of 95%+3%
Poplar HARCA	54% March 2011 STATUS general needs.
Providence Row Housing Association	
Southern Housing Group	
Spitalfields Housing Association	
Swan Housing Association	59.3% July 2011 STATUS General needs (all local authorities)
Tower Hamlets Community Housing	69%
Tower Hamlets Homes	61% (Tenants), 34% (L/h)

o **Estate services (caretaking and cleaning)**

“How satisfied are you with the cleaning and caretaking on your estate”.

EastendHomes	78% July 2010 STATUS (bespoke question) (Tenants)
East Thames:	74.3% residents satisfied with Estate Services (GN – Supported Housing – Homeowners across all Local Authorities)
Gateway Housing Association	Not asked in STATUS – closest rubbish/litter
Newlon Housing Trust	
Old Ford Housing Association	82.9% based on Questback Transactional general needs surveys completed throughout the the year by phone; sample of 381 respondents.
Poplar HARCA	64% March 2011 STATUS general needs.
Providence Row Housing Association	
Southern Housing Group	
Spitalfields Housing Association	
Swan Housing Association	92% Estate Services Satisfaction Survey 2010 – Tower Hamlets
Tower Hamlets Community Housing	77%
Tower Hamlets Homes	75% (Tenants), 54% (L/h)

- **Repairs and maintenance**

“How satisfied are you with the repairs service provided” (by your RP).

EastendHomes	69% July 2010 STATUS (Tenants)
Gateway Housing Association:	56% Nov 2009 STATUS
East Thames:	70.5% for General Needs – Source: STATUS survey 2009/10
Newlon Housing Trust	
Old Ford Housing Association	66% Oct 09 STATUS on a sample of 20% (700 GN residents only) with confidence level of 95% +3%
Poplar HARCA	72% March 2011 STATUS general needs.
Providence Row Housing Association	
Southern Housing Group	
Spitalfields Housing Association	
Swan Housing Association	76.5% July 2011 STATUS (all local authorities)
Tower Hamlets Community Housing	73%
Tower Hamlets Homes	70%