

Housing Association Routine Maintenance Costs Per Property

The top and bottom 30: Correlation between cost and customer satisfaction....?

Rank	RP name	Repairs £ Cost Per Property (CPP)	Repairs CPP as a % of Operating Costs	Social housing units managed	Customer Satisfaction with repairs
1	North Hertfordshire Homes Limited	43	1.1%	11,944	
2	Beech Housing Association Limited	173	7.3%	1,310	90%
3	Chapter 1 Charity Limited	196	1.5%	1,160	
4	English Rural Housing Association Limited	226	5.8%	1,080	
5	Thames Valley Housing Association Limited	239	6.6%	1,199	
6	Brunelcare	246	5.2%	1,366	
7	Chorley Community Housing Limited	260	12.5%	5,583	
8	'Johnnie' Johnson Housing Trust Limited	277	6.1%	4,881	96%
9	Hillside Housing Trust Limited	293	6.7%	1,148	
10	Swan Housing Association Limited	304	5.1%	8,665	76%
11	Charlton Triangle Homes Limited	316	6.5%	1,153	
12	Cottsway Housing Association Limited	317	6.0%	4,458	81%
13	South Liverpool Homes Limited	322	7.1%	3,626	
14	One Vision Housing Limited	322	7.3%	11,032	97%
15	Local Space Limited	329	2.4%	1,765	
16	Irwell Valley Housing Association Limited	329	8.1%	7,556	87%
17	St Mungo Community Housing Association	333	2.7%	1,887	
18	Central and Cecil Housing Trust	342	3.5%	2,096	88%
19	Magna West Somerset Housing Association Limited	343	6.8%	2,256	
20	City West Housing Trust Limited	350	8.8%	14,675	94%

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21	Tarka Housing Limited	350	8.3%	1,746	
22	Anchor Trust	361	3.9%	27,546	
23	Plus Dane (Cheshire) Housing Association Limited	366	16.4%	10,749	95%
24	Regenda Homes Limited	371	12.8%	2,310	
25	Headrow Limited	373	10.2%	1,421	
26	Solon South West Housing Association Limited	382	8.0%	1,220	69%
27	Moat Homes Limited	385	10.3%	20,684	99%
28	Clapham Park Homes Limited	392	7.4%	1,540	
29	South Staffordshire Housing Association Limited	394	8.8%	5,941	96%
30	West Mercia Homes Limited	397	9.7%	7,029	
299	Yorkshire Coast Homes Limited	1,036	25.9%	4,509	85%
300	Meres and Mosses Housing Association	1,041	24.5%	2,320	
301	Tower Hamlets Community Housing Limited	1,049	19.9%	2,960	93%
302	Heart Of England Housing Association Limited	1,053	23.2%	15,647	
303	Bournemouth Churches Housing Association Limited	1,062	15.1%	1,853	87%
304	Gallions Housing Association Limited	1,067	17.7%	6,222	
305	Notting Hill Housing Trust	1,079	13.9%	20,388	67%
306	Knightstone Housing Association Limited	1,103	21.2%	10,383	79%
307	Network Stadium Housing Association Limited	1,106	15.3%	8,845	73%
308	Durham Aged Mineworkers' Homes Association	1,115	26.7%	1,742	94%
309	Mosscares Housing Limited	1,117	25.9%	3,574	85%
310	Berwick Borough Housing	1,123	30.8%	1,844	93%
311	Sanctuary (North West) Housing Association Limited	1,134	23.6%	2,550	
312	Islington and Shoreditch Housing Association Ltd	1,134	18.8%	1,867	
313	Tuntum Housing Association Limited	1,145	21.5%	1,280	

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314	The Riverside Group Limited	1,208	23.2%	48,715	73%
315	Gateway Housing Association	1,225	20.6%	2,830	
316	Dales Housing Limited	1,277	28.1%	3,251	98%
317	Flagship Housing Group Limited	1,278	28.3%	22,017	
318	Octavia Housing	1,291	19.2%	4,108	71%
319	Seven Locks Housing Limited	1,295	29.2%	2,144	
320	Inquilab Housing Association Limited	1,304	20.0%	1,173	
321	Watford Community Housing Trust	1,309	24.4%	4,780	75%
322	Knowsley Housing Trust	1,343	31.9%	13,374	
323	Byker Community Trust Limited	1,347	25.9%	1,770	98%
324	Optima Community Association	1,360	21.1%	2,044	
325	Advance Housing and Support Limited	1,367	18.1%	2,206	84%
326	The Industrial Dwellings Society (1885) Ltd	1,400	24.9%	1,484	72%
327	Progress Care Housing Association Limited	1,601	13.5%	2,538	
328	Martlet Homes Limited	1,754	29.5%	6,669	
329	Habinteg Housing Association Limited	1,802	30.1%	3,259	95%

Top Quartile	544	10.9%
Median Quartile	700	14.4%
Bottom Quartile	861	18.4%