









## Our Performance 2017/18





### Quarter 1 - June 2017

Maintaining your homes				
Performance Indicator	16/17	17/18 Q1	Our Target	How are we doing?
Percentage of appointments kept	98.4%	95.9%	95%	
Percentage of repairs carried out first time	88.2%	68.9%	85%	
Overall tenant satisfaction with repairs service	95.6%	91.9%	92%	
Percentage of properties with valid Gas Safety Certificate at year end	99.93%	99.99%	100%	

Property Management				
Performance Indicator	16/17	17/18 Q1	Our Target	How are we doing?
Average relet times (in days)	23.5 days	20.5 days	-	
Percentage of rent lost through vacant properties	1.19%	1.24%	1.5%	

Income Management				
Performance Indicator	16/17	17/18 Q1	Our Target	How are we doing?
Current Rent Arrears net of Housing Benefit as a percentage of annual rent debit	1.53%	1.94%	1.8%	
Former tenants arrears as a percentage of annual rent debit	1.57%	1.62%	-	

## Customer Services

Performance Indicator	16/17	17/18 Q1	Our Target	How are we doing?
Percentage of Complaints responded to within 10 working days	92%	84%	100%	
Number of complaints received in the year	204	45	-	
Percentage of complaints upheld or partially upheld	75%	71%	-	
Satisfaction with overall service provided	97%	91.5%	92%	



Endeavour House, St Marks Court, Thornaby, Stockton on Tees, TS17 6QN

14A Redwell Court, Harmire Enterprise Park, Harmire Road, Barnard Castle, Co. Durham, DL12 8BN

Tel: 03000 11 00 11

Fax: 01642 678241

[www.northstarhg.co.uk](http://www.northstarhg.co.uk)