









## Our Performance 2017/18

### Quarter 2 - September 2017

| Maintaining your homes   |        |          |          |            |  |
|--|--------|----------|----------|------------|--|
| Performance Indicator  | 16/17  | 17/18 Q1 | 17/18 Q2 | Our Target | How are we doing?  |
| Percentage of appointments kept  | 98.4%  | 95.9%    | 89.3%    | 95%        |   |
| Percentage of repairs carried out first time                           | 88.2%  | 68.9%    | 65.3%    | 85%        |   |
| Overall tenant satisfaction with repairs service                       | 95.6%  | 91.9%    | 89%      | 92%        |   |
| Percentage of properties with valid Gas Safety Certificate at year end | 99.93% | 99.99%   | 100%     | 100%       |  |

| Property Management                               |           |           |           |            |   |
|---|-----------|-----------|-----------|------------|---|
| Performance Indicator                             | 16/17     | 17/18 Q1  | 17/18 Q2  | Our Target | How are we doing?   |
| Average relet times (in days)                     | 23.5 days | 20.5 days | 23.5 days | -          |  |
| Percentage of rent lost through vacant properties | 1.19%     | 1.24%     | 1.38%     | 1.5%       |  |

| Income Management  |       |          |          |            |   |
|--|-------|----------|----------|------------|---|
| Performance Indicator  | 16/17 | 17/18 Q1 | 17/18 Q2 | Our Target | How are we doing?   |
| Current Rent Arrears net of Housing Benefit as a percentage of annual rent debit | 1.53% | 1.94%    | 2%       | 1.8%       |  |
| Former tenants arrears as a percentage of annual rent debit                      | 1.57% | 1.62%    | 1.74%    | -          |  |

| Customer Services  |       |          |          |            |                   |
|--|-------|----------|----------|------------|-------------------|
| Performance Indicator  | 16/17 | 17/18 Q1 | 17/18 Q2 | Our Target | How are we doing? |
| Percentage of Complaints responded to within 10 working days | 92%   | 84%      | 87.7%    | 100%       | ☹️                |
| Number of complaints received in the year                    | 204   | 45       | 82       | -          | 😊                 |
| Percentage of complaints upheld or partially upheld          | 75%   | 71%      | 72%      | -          | 😐                 |
| Satisfaction with overall service provided                   | 97%   | 91.5%    | 91.9%    | 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)