













Our Performance 2017/18

Quarter 3 - December 2017

Maintaining your homes						
Performance Indicator	16/17	17/18 Q1	17/18 Q2	17/18 Q3	Our Target	How are we doing?
Percentage of appointments kept	98.4%	95.9%	89.3%	96.8%	95%	
Percentage of repairs carried out first time	88.2%	68.9%	65.3%	66.2%	85%	
Overall tenant satisfaction with repairs service	95.6%	91.9%	89%	93.5%	92%	
Percentage of properties with valid Gas Safety Certificate at year end	99.93%	99.99%	100%	100%	100%	

Property Management						
Performance Indicator	16/17	17/18 Q1	17/18 Q2	17/18 Q3	Our Target	How are we doing?
Average relet times (in days)	23.5 days	20.5 days	23.5 days	25 days	-	
Percentage of rent lost through vacant properties	1.19%	1.24%	1.38%	1.35%	1.5%	

Income Management						
Performance Indicator	16/17	17/18 Q1	17/18 Q2	17/18 Q3	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%	1.92%	1.8%	
Former tenants arrears as a percentage of annual rent debit	1.57%	1.62%	1.74%	0.74%	-	

Customer Services						
Performance Indicator	16/17	17/18 Q1	17/18 Q2	17/18 Q3	Our Target	How are we doing?
Percentage of Complaints responded to within 10 working days	92%	84%	87.7%	85.8%	100%	
Number of complaints received in the year	204	45	82	117	-	
Percentage of complaints upheld or partially upheld	75%	71%	72%	75%	-	
Satisfaction with overall service provided	97%	91.5%	91.9%	85.6%	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