











Our Performance Quarter 1 2016/17





Maintaining your homes

Performance Indicator	EHA				THA			
	15/16	16/17 Q1	Our Target	How are we doing?	15/16	16/17 Q1	Our Target	How are we doing?
Percentage of appointments kept	95%	96%	95%		98%	95.4%	95%	
Percentage of repairs completed at first visit	86.9%	87.5%	85%		88.6%	100%	85%	
Percentage of emergency repairs completed within target time	99%	No data	100%		99%	No data	100%	
Percentage of non urgent repairs completed within target time	97%	No data	95%		97%	No data	95%	
Overall tenant satisfaction with last repair carried out	88.9%	No data	92%		97.6%	No data	92%	
Percentage of properties with valid Gas Safety Certificate at Quarter end	99.8%	99%	100%		100%	100%	100%	







Income Management

Performance Indicator	EHA				THA			
	15/16	16/17 Q1	Our Target	How are we doing?	15/16	16/17 Q1	Our Target	How are we doing?
Current Rent Arrears net of Housing Benefit as a percentage of annual rent debit	1.84%	1.99%	1.95%		0.75%	0.98%	0.75%	
Former tenants arrears as a percentage of annual rent debit	1.35%	1.44%	-		0.73%	0.86%	-	

Property Management

Performance Indicator	EHA				THA			
	15/16	16/17 Q1	Our Target	How are we doing?	15/16	16/17 Q1	Our Target	How are we doing?
Average relet times (in days)	28.5	29	29		16.5	21.5	16	
Percentage of rent lost through vacant properties	1.51%	1.65%	1.95%		1.04%	0.44%	1%	

Customer Services

Performance Indicator	EHA				THA			
	15/16	16/17 Q1	Our Target	How are we doing?	15/16	16/17 Q1	Our Target	How are we doing?
Percentage of Complaints responded to within 10 working days	89.4%	95.6%	100%		82.6%	92.9%	100%	
Number of complaints received in the year	76	23	-		23	14	-	
Percentage of complaints upheld or partially upheld	70%	91.3%	-		74%	71.4%	-	
Satisfaction with Customer Services	99.6%	No data	92%		99.6%	No data	92%	



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

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

Tel: 03000 11 00 11

Fax: 01642 678241

www.northstarhg.co.uk