































Our Performance Quarter 3 2016/17

Maintaining your homes												
Performance Indicator	EHA				THA				DHA			
	15/16	16/17 Q3	Our Target	How are we doing?	15/16	16/17 Q3	Our Target	How are we doing?	15/16	16/17 Q3	Our Target	How are we doing?
Percentage of appointments kept	95.1%	97.7%	95%		98%	99.2%	95%		97.3%	97.6%	95%	
Percentage of repairs carried out first time	86.9%	85.1%	85%		88.6%	95.2%	85%		87%	95.5%	85%	
Percentage of emergency repairs completed within target time	99%	96%	100%		99%	97%	100%		-	91%	100%	
Percentage of non urgent repairs completed within target time	97%	95%	95%		97%	94%	95%		-	94%	95%	
Overall tenant satisfaction with repairs service	88.9%	73.9%	94%		97.6%	93.3%	94%		83%	50%	94%	
Percentage of properties with valid Gas Safety Certificate at Quarter end	99.8%	99%	100%		100%	100%	100%		100%	100%	100%	

Property Management												
	EHA				THA				DHA			
Performance Indicator	15/16	16/17 Q3	Our Target	How are we doing?	15/16	16/17 Q3	Our Target	How are we doing?	15/16	16/17 Q3	Our Target	How are we doing?
Average relet times (in days)	28.5	26	29		16.5	18	16		16	12	25	
Percentage of rent lost through vacant properties	1.51%	1.54%	1.95%		1.04%	0.39%	1%		1.27%	0.68%	-	

Income Management												
	EHA				THA				DHA			
Performance Indicator	15/16	16/17 Q3	Our Target	How are we doing?	15/16	16/17 Q3	Our Target	How are we doing?	15/16	16/17 Q3	Our Target	How are we doing?
Current Rent Arrears net of Housing Benefit as a percentage of annual rent debit	1.84%	2.04%	1.95%		0.75%	0.89%	0.75%		0.60%	0.63%	1.75%	
Former tenants arrears as a percentage of annual rent debit	1.35%	1.54%	-		0.73%	0.50%	-		-	0.84%	-	

Customer Services												
	EHA				THA				DHA			
Performance Indicator	15/16	16/17 Q3	Our Target	How are we doing?	15/16	16/17 Q3	Our Target	How are we doing?	15/16	16/17 Q3	Our Target	How are we doing?
Percentage of Complaints responded to within 10 working days	89.4%	87%	100%	☹️	82.6%	91%	100%	☹️	67%	100%	100%	😊
Number of complaints received in the year	76	76	-	😐	23	32	-	😐	9	14	-	😐
Percentage of complaints upheld or partially upheld	70%	75%	-	😐	74%	66%	-	😊	78%	71%	-	😐
Satisfaction with overall service provided	89.8%	82.6%	-	😐	78.7%	71.4%	-	☹️	87.7%	80%	-	😐



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