






Performance as at October 2018


Delivering Maintenance Service

Indicator	Target	Performance	How are we doing
% of appointments kept	95%	92%	
% Tenant satisfaction	92%	87.7%	
% of homes with a valid gas safety certificate	100%	100%	
<p>Appointments : We surveyed 75 customers. Six customers said that the repairs appointment had not been kept. We are working hard to improve this.</p> <p>Repairs Satisfaction : We surveyed 73 customers. Nine customers stated they were unhappy with their recent repairs service experinace with North Star. We are contacting them all to gather more information so that we can improve.</p>			




Managing Empty Homes

Indicator	Target	Performance	How are we doing
% of £ lost due to empty homes	1.2%	1.21%	
Average time to let a property	23.5 days	24 days	
<p>Time to Let a Property : In the first six months of the year there was an increase in the number of empty homes and properties on notice compared to last year. However the situation has improved and we anticipate the re-let times improving during the year.</p>			

Managing Income

Indicator	Target	Performance	How are we doing
% of £ lost due to rent arrears	2.5%	2.18%	

Delivering Customer Service

Indicator	Target	Performance	How are we doing
% of issues dealt with on first contact	80%	88%	
% of calls abandoned by customers waiting to get through	1.5%	0.5%	
% Tenant satisfaction with the outcome of their service complaint	90%	80%	
<p>Complaints Satisfaction : We received 5 complaints within October. Unfortunately one customer remained dissatisfied with the outcome of their complaint as the complaint issue reoccurred. This is currently being resolved by North Star.</p>			