











Our Performance 2016/17

Maintaining your homes				
Performance Indicator	15/16	16/17	Our Target	How are we doing?
Percentage of appointments kept	96.6%	98.4%	95%	
Percentage of repairs carried out first time	92%	88.2%	85%	
Percentage of emergency repairs completed within target time	98.5%	94.5%	100%	
Percentage of non urgent repairs completed within target time	94%	90.8%	95%	
Overall tenant satisfaction with repairs service	79.1%	95.6%	92%	
Percentage of properties with valid Gas Safety Certificate at year end	99.9%	99.93%	100%	
Property Management				
Performance Indicator	15/16	16/17	Our Target	How are we doing?
Average relet times (in days)	25.5 days	23.5 days	25	
Percentage of rent lost through vacant properties	1.39%	1.19%	1.7%	
Income Management				
Performance Indicator	15/16	16/17	Our Target	How are we doing?
Current Rent Arrears net of Housing Benefit as a percentage of annual rent debit	1.56%	1.53%	1.6%	
Former tenants arrears as a percentage of annual rent debit	1.19%	1.57%	-	

Customer Services

Performance Indicator	15/16	16/17	Our Target	How are we doing?
Percentage of Complaints responded to within 10 working days	89%	92%	100%	☹️
Number of complaints received in the year	99	204	-	😐
Percentage of complaints upheld or partially upheld	71%	75%	-	😐
Satisfaction with overall service provided	88.3%	97%	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