











Performance as at November 2018

Delivering Maintenance Service			
Indicator	Target	Performance	How are we doing
% of appointments kept	95%	90.7%	
% Tenant satisfaction	92%	94.4%	
% of homes with a valid gas safety certificate	100%	100%	
Appointments : We surveyed 75 customers. Seven customers said that the repairs appointment had not been kept. We are working hard to improve this.			

Managing Empty Homes			
Indicator	Target	Performance	How are we doing
% of £ lost due to empty homes	1.2%	1.26%	
Average time to let a property	23.5 days	23.5 days	
% of £ lost due to empty homes : We are slightly outside of the target. However, performance is improving and we expect to meet the target by year end.			

Managing Income			
Indicator	Target	Performance	How are we doing
% of £ lost due to rent arrears	2.5%	2.12%	

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%	1%	
% tenant satisfaction with the outcome of their ASB complaint	90%	100%	
% tenant satisfaction with the overall service	92%	91.9%	
Overall Service : We surveyed 75 customers, of which 6 stated they were dissatisfied with the overall service provided by North Star. We are contacting every customer to understand more about their dissatisfaction.			