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**Performance as at April 2021**

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| **Delivering Maintenance Service** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of appointments kept | 95% | 95% |  |
| % Tenant satisfaction | 92% | 93% |  |
| % of homes with a valid gas safety certificate | 100% | 99.9% |  |
| **Homes with a valid gas safety certificate**  One property had overdue gas services at the end of April. This was completed on the 6th May and we have continued with 100% compliance from this date. | | | |

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| **Managing Empty Homes** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to empty homes | 1.20% | 0.99% |  |
| Average time to let a property | 25 days | 24.5 days |  |

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| **Managing Income** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to rent arrears | 275% | 2.70% |  |

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| **Delivering Customer Service** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of calls dealt with on first contact | 90% | 74% |  |
| % tenant satisfaction with the Overall Service provided | 92% | 93% |  |
| **Calls dealt with on first contact**  During April, we continued to see high levels of calls coming into North Star with calls taking longer. As a result of the pandemic, we also had a backlog of repairs. We have prioritised the most urgent repairs however when calls have been coming in, we had to contact our contractors for an update. This has impacted our performance. | | | |