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**Performance as at May 2021**

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| **Delivering Maintenance Service** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of homes with a valid gas safety certificate | 100% | 99.9% |  |
| **Homes with a valid gas safety certificate**  One property had an overdue gas service at the end of May. This was completed on the 6th June 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 | 22 days |  |

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| **Managing Income** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to rent arrears | 2.75% | 2.62% |  |

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| **Delivering Customer Service** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of calls dealt with on first contact | 90% | 82% |  |
| **Calls dealt with on first contact**  During May we continued to see high levels of calls coming into North Star with calls taking longer. As a result of the pandemic and various lockdowns, we have seen a backlog of repairs and we have had to follow these up with our contractors which has impacted our performance.  Following feedback from customers we’re introducing a live chat service from July to make it easier to contact us. | | | |

Your feedback is important to us.

We are committed to providing the best quality services we can by listening to our customers. From June 20, we are working with a company called Upland Rant and Rave to find out how we are doing through regular text messages and email surveys. This helps us shape our services we deliver to you and ensure we are providing value for money.

Through this new feedback service, we are reviewing what performance information we report to you.

If you would like to know more about this or what performance information you would like to see, contact us on (01642) 796213.