****

**Performance as at July 2021**

|  |  |  |  |
| --- | --- | --- | --- |
| **Delivering Maintenance Service** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of homes with a valid gas safety certificate | 100% | 99.9% |  |
| % Tenant satisfaction with repair | 92% | 88.9% |  |
| **Homes with a valid gas safety certificate:**  One property had an overdue gas service at the end of July.  **% satisfaction with repair:**  104 out of 117 customer were happy with their most recent repair. All 13 customers who were not satisfied with their repair have been called and steps have been taken to address their concerns | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Managing Empty Homes** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to empty homes | 1.00% | 0.91% |  |
| Average time to let a property | 23 days | 21 days |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Managing Income** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to rent arrears | 2.30% | 2..81% |  |
| **% of rent arrears:**  As a result of the pandemic, we are seeing more tenants move onto universal credit which is impacting our performance as this is paid monthly in arrears. Our welfare benefits team continue to support our tenants through maximising income and applying for grants and funding where appropriate alongside working in partnership with other organisations including Stepchange, CAB etc. | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Delivering Customer Service** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of calls dealt with on first contact | 90% | 88% |  |
| **Calls dealt with on first contact**  We continued to see high levels of calls coming into North Star during July with calls taking longer.  We have introduced a new realtime feedback service for our repairs and customer service teams.  Any customer who expresses dis-satisfaction is contacted within one working day to resolve any outstanding issues. | | | |