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**Performance as at June 2021**

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| **Delivering Maintenance Service** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of homes with a valid gas safety certificate | 100% | 100% |  |
| % Tenant satisfaction with repair | 92% | 88.1% |  |
| **% Tenant satisfaction with repair**  89 of the 101 customers surveyed were satisfied with their most recent repair.  All 12 customers who were unhappy were called within 24hrs of the repair being completed. These calls clarified the reason for dissatisfaction and agreed actions to addresses any outstanding issues. The most common reason for dissatisfaction was that the repair was not fully complete.  Return visits have been raised for all 12 repairs and the service provided on each occasion will be reviewed as part of our regular meetings with Esh Facilities and 0800 to ensure we continually improve the repairs experience for our customers. | | | |

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| **Managing Empty Homes** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to empty homes | 1.00% | 0.96% |  |
| Average time to let a property | 23 days | 19 days |  |

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| **Managing Income** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to rent arrears | 2.30% | 2.37% |  |
| **% of £’s lost due to 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. We continue to support our tenants through our welfare benefit team and in partnership with others specialist agencies such as Citizens Advice Bureau. | | | |

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| **Delivering Customer Service** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of calls dealt with on first contact | 90% | 84% |  |
| **Calls dealt with on first contact**  During June we continued to see high levels of calls coming into North Star with calls taking longer. The majority of our outstanding repairs have now been carried out and calls are starting to return to pre-pandemic level. As a result of this, we expect to see more calls being dealt with at first point of contact.    Following feedback from customers we’re introducing a live chat service from August to make it easier to contact us. | | | |