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**Performance as at September 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% |  |
| % Tenant satisfaction with repair | 92% | 89% |  |
| **Homes with a valid gas safety certificate:**Six properties had overdue has services at the end of September. We continue to work closely with the customers to try and gain access but have had to commence legal proceedings where customers have not engaged with the process. **% satisfaction with repair:**11 of the 97 customers surveyed stated they were unhappy with their most recent repair. Those unhappy with their repair stated that some works remained outstanding. All customer unhappy within their repair have been contacted and actions taken to address their concerns.  |

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| **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 | 20.5 days |  |

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| **Managing Income** |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to rent arrears  | 2.30% | 2.57% |  |
| **% of rent arrears:**As a result of the pandemic and the ending of furlough, we are seeing more tenants move onto universal credit which is impacting our performance as this is paid monthly and in arrrears. We continue to support our tenants through our Welfare Benefit Team by ensuring they are receiving all the income they are entitled to and by applying for grants and funding where appropriate. We continue to work closely with other organisations to support our tenants including CAB, Stepchange, Green Doctor etc. |

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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:**We have seen performance improve from last month however we continue to see high levels of calls coming into North Star with calls taking longer which is impacting our performance. We have introduced a new real time feedback service for our repairs and customer services team. We are seeing a high response rate from these surveys. Any customer who expresses dis-satisfaction is contacted within one working day to resolve any outstanding items. We have introduced a ‘live chat’ feature on our website to provide customers with another channel of communication with North Star. |