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**Performance as at November 2021**

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| **Delivering Maintenance Service** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of homes with a valid gas safety certificate | 100% | 99.8% |  |
| % Tenant satisfaction with repair | 92% | 93% |  |
| **Homes with a valid gas safety certificate:**  There were five properties with annual gas safety certificates outside of target as of 30th November 2021. Two of the properties received a gas safety check in early December while a third is now void and will be completed prior to the property being relet.  Two remain outstanding and we are working closely with the tenants to try and gain access. Court proceedings are also being prepared if access continues to be refused. | | | |

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| **Managing Empty Homes** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to empty homes | 1.00% | 0.92% |  |
| Average time to let a property | 23 days | 21 days |  |

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| **Managing Income** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to rent arrears | 2.30% | 3.01% |  |
| **% of rent arrears:**  We are seeing our performance impacted as a result of the cyclical nature of housing benefit and universal credit (UC) payments. We are also seeing more tenants move onto UC which is also affecting our performance as this is paid monthly in arrears. We continue to support our tenants through our Welfare Benefit Service and in partnership with other organisations including Citizens Advice Bureau, Stepchange, Green Doctor etc. We are reviewing our Welfare Benefits Service to ensure we can continue to support our tenants in the challenging times ahead. | | | |

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| **Delivering Customer Service** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of calls dealt with on first contact | 90% | 81% |  |
| **Calls dealt with on first contact:**  We saw a record number of calls coming into North Star during November as a result of the damage caused by Storm Arwen and a higher number of heating and hot water calls.  As a result of the continuing high demand for our telephone service, we will be carrying out a review of our Customer Serivces in 2022 to ensure we have the correct level of resources to meet our customers needs.    Customer satisfaction for our Customer Services Team remains high at 97.5%. | | | |