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**Performance as at December 2021**

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| **Delivering Maintenance Service** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of homes with a valid gas safety certificate | 100% | 99.7% |  |
| % Tenant satisfaction with repair | 92% | 84.7% |  |
| **Homes with a valid gas safety certificate:**  There were seven properties with annual gas safety certificates outside of target as of 31st December 2021.  Five of the properties have received a gas safety check in late December and were awaiting certification or early January following difficulties gaining access  **Tenant satisfaction with repair**  19 of the 135 customers surveyed stated they were unhappy with their most recent repair.  Three comments were linked to heating repairs and dissatisfaction was linked to the fact that multiple visits were required before the issues was resolved.  Each customer expressing dissatisfaction with their repair has been contacted within 24hrs of providing feedback to ensure their issues are fully resolved. | | | |

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| **Managing Empty Homes** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to empty homes | 1.00% | 0.90% |  |
| Average time to let a property | 23 days | 21.5 days |  |

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| **Managing Income** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to rent arrears | 2.30% | 3.11% |  |
| **% 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 seeing more tenants move onto UC which is also affecting our performance as this is paid monthly in arrears. We also saw a large number of tenants not pay their rent in full leading up to the Christmas period. Arrears have since reduced to 2.88% for the first week in January. 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% | 85% |  |
| **Calls dealt with on first contact:**  We are still experiencing high numbers of calls coming into North Star. Many of these calls require follow up with our contractors which is impacting our performance.  During December, we have continued to see the impact of damage caused by Storm Arwen resulting in high numbers of roofing and fencing repairs as well as the seasonal high number of heating and hot water calls.  As a result of the continuing 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%. | | | |