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**Performance as at February 2022**

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| **Delivering Maintenance Service** |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of homes with a valid gas safety certificate | 100% | 99..5% |  |
| % Tenant satisfaction with repair | 92% | 89% |  |
| **Homes with a valid gas safety certificate:**As at end of February, there were twenty one properties with outstanding annual gas safety certificates. Housing staff are providing support with access for the remaining addresses. Legal proceedings will commence once this has been exhausted**Tenant satisfaction with repair**In Feruary 119 customers were surveyed, with 106 satisfied. Of those 13 dissatisified the main trend of concerns were length of time to complete a repair/outstanding works.We are currently working alongside ESH to reduce the number of overdue jobs to an acceptable standard and communicating with customer regurally to provide assurance we are progressing with works.Each customer expressing dissatisfaction with their repair is contacted within 24hrs of providing feedback to allow us to quickly respond and resolve any outstanding issues |

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| **Managing Empty Homes** |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to empty homes  | 1.00% | 0.89% |  |
| 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% | 3.06% |  |
| **% of rent arrears:**We are seeing our performance impacted by the cyclical payments of housing benefit and universal credit. We received a housing benefit payment in the first week of March and saw arrears reduce to their lowest level during 2021/22. We are also seeing more customers finding it increasingly difficult to pay their rent as a result of the rising cost of living. We have concluded the review of our welfare benefits team and will be strengthening this further with additional staff to support our tenants through this difficult and challenging time. |

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| **Delivering Customer Service**  |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of calls dealt with on first contact | 90% | 82% |  |
| **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 February, we continued to see the impact of damage caused by various storms as well as the seasonal high number of heating and hot water calls. We have used alternative contractors for fencing and roofing repairs and as a result are now seeing the number of calls into North Star reduce. With the demand for our telephone service, we will be carrying out a review of our Customer Services in 2022 to ensure we have the correct level of resources to meet our customers needs. Satisfaction remains high for Customer Services at 97.1%.  |