****

**Performance as at January 2022**

|  |  |  |  |
| --- | --- | --- | --- |
| **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% | 85% |  |
| **Homes with a valid gas safety certificate:**  As at end of January, there were thirteen properties with outstanding annual gas safety certificates. Three gas checks have since been carried out in February.  Housing staff are providing support with access for the remaining addresses. Legal proceedings will commence once this has been exhausted  **Tenant satisfaction with repair**  Five customers expressed dis-satisfaction with 0800. This was as a result of further work being required to resolve their gas repair.  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. | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 | 21 days |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Managing Income** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to rent arrears | 2.30% | 3.04% |  |
| **% 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 February and saw arrears reduce. We are also seeing more customers finding it increasingly difficult to pay their rent as a result of the rising cost of living. We are reviewing our welfare benefits team to ensure we can continue to support our tenants with the challenges ahead as well as exploring what other support we can provide. We continue to work in partnership with other organisations so our tenants can access more specialised support including Citizens Advice Bureadvice, Stepchange etc, | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Delivering Customer Service** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of calls dealt with on first contact | 90% | 83% |  |
| **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 January, 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 are using alternative contractors for fencing and roofing repairs where we have seen an increase in the number of repairs being reported as a result of the storms.  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 97.3%. | | | |