****

**Performance as at August 2022**

|  |  |  |  |
| --- | --- | --- | --- |
| **Delivering Maintenance Service** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of homes with a valid gas safety certificate | 100% | 99.97% |  |
| % Tenant satisfaction with repair | 92% | 88.1% |  |
| **Homes with gas safety certificate**  One property had a gas service outside of our 12 monthy target at the end of August. This service was compelted on the 15th September.  **Tenant satisfaction with repair**  13 of the 105 customer surveyed were unhappy with their most recent repair. 12 of those giving negative feedback were linked to Esh with poor communication (5) and repair not fully complete (4) the most common feedback. All customers have been contacted and actions agreed to ensure their issues have been fully resolved. | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Managing Empty Homes** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to empty homes | 1.00% | 0.88% |  |
| Average time to let a property | 20 days | 22 days |  |
| **Time to let a property:**  During the year, we have let one property that was empty for a long time which has impacted the performance of this indicator.  Excluding this property, we would be within target. | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Managing Income** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to rent arrears | 2.50% | 3.06% |  |
| **% of rent arrears:**  Payments of housing benefit and universal credit to North Star arrive with us at different times each month. This can impact the performance of this indicator. Up to August 2022, we are £37k outside of this performance indicator. Our welfare benefits team have seen a 25% increase in referrals for support but funding available to support tenants has been reduced by Government.  We have increased our welfare benefits team to support more customers who are finding it increasingly difficult to pay their rent as a result of the cost of living crisis.  We continue to work in partnership with other organisations including Citizens Advice Bureau and food banks to support our customers. | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Delivering Customer Service** | | | |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of calls dealt with on first contact | 90% | 92% |  |