

STAR Ref	Description	Quarter 3 21/22	Quarter 3 20/21	Target	Comments
A - Tenancies					
A1 - Allocations and Voids					
A1i	Average time in days to relet empty properties - All Voids (includes general & major work relets)	56.45	51.63	30 (+3)	253 voids
A1v	Number of tenancies terminated as % of properties managed	6.13%	4.6%	8% (+2)	246 terminations
A1vi	% of respondents satisfied with the lettings process including sign up (own survey)	96%	u/a	98% (-3)	155 of 162 satisfied. 5% margin of error, therefore between 91% & 100% satisfied.
A2 - Rent and Other Charges					
A2i	Rent collected as % of rent owed to date (including brought forward arrears)	97.95%	98.02%	98.5% (-1.5)	Exceeded Quarter 3 target. Rate improves as rent roll increases.
A2ii	% of tenants evicted as a result of rent arrears during the year	0.03%	0.02%	0.15% (+0.10)	1 eviction in Bridgnorth & 2 evictions in Oswestry
B - Tenant Involvement					
B1 - Customer Service and Information					
B1i	% Complaints responded to in target time (10 working days)	83%	74%	86% (-5)	38 of 46 cases for the year to date
B1ii	Satisfaction with complaint handling (own survey)	53%	u/a	72% (-5)	19 of 36 satisfied. 8% margin of error, therefore between 45% & 61% satisfied.
B1iii	Satisfaction with complaint outcome (own survey)	36%	u/a	50% (-5)	13 of 36 satisfied. 8% margin of error, therefore between 28% & 44% satisfied.
B1iv	Number of customers registered to access services online as a % of properties managed	9.62%	8.7%	14% (-5)	386 portal users.
B2 - Consultation					
B2ii	% of respondents satisfied that their views are being listened to and acted upon Biennial	u/a	u/a	65% (-2)	STAR Survey results for 2019 were 72%. New survey to be completed in 2022.
C - Properties					
C1 - Improvement Works					
C1i	% of dwellings failing to meet the Decent Homes Standard	1.2%	2.1%	0% (+0.5)	48 properties added to programme of works
C2 - Repairs and Maintenance					
C2i/a	% of respondents satisfied with recent repairs service (own survey)	75.48%	93.61%	95% (-7)	397 of 526 satisfied. 4% margin of error, therefore between 71% & 79% satisfied)
C2i/b	% of customers satisfied with recent planned maintenance service (own survey)	71.43%	95.7%	97% (-7)	Issues with Voicescape. Only 84 respondents, so 11% margin of error to high.

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C2iv/a	% of emergency repairs completed on time (1 day)	100%	100%	100% (-0.1)	1,124 completed on time
C2iv/b	% of urgent repairs completed on time (7 days)	92.28%	98.76%	98% (-0.5)	2,797 of 3,031 completed on time
C2iv/c	% of routine repairs completed on time (28 days)	66.80%	98.20%	98% (-0.5)	2,445 of 3,660 completed on time
C2iv/d	% of programmed repairs completed on time (6 months)	55.06%	98.79%	98% (-0.5)	321 of 583 completed on time
C4 - Servicing and Testing					
C4ii	% of properties with a valid gas safe certificate	99.97%	100.00%	100% (-0.20)	New performance indicator for 2021/22. Awaiting access to 1 property.
C5 - Development of New Properties, Refurbished Properties and Estates					
C5i	Number of New Homes (including buy backs)	5	3	25 (-5)	0 New Builds, 5 Buy Backs, 0 LCSOs, 35 RTBs (Q3=11)
D - Neighbourhood Management					
D2 - Antisocial Behaviour, Hate Crime and Domestic Abuse					
D2i	% of ASB cases resolved successfully	100%	89%	90% (-0.50)	18 of 18 resolved successfully
D2ii	% of customers satisfied with outcome of the Anti Social Behaviour case (own survey)	86%	u/a	75% (-5)	14 of 18 cases responded. 86% satisfaction, but 13% margin of error too high to report.