

STAR Ref	Description	Quarter 2 21/22	Quarter 2 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)	56.35	49.89	30 (+3)	178 voids
A1v	Number of tenancies terminated as % of properties managed	4.4%	2.9%	8% (+2)	176 terminations
A1vi	% of respondents satisfied with the lettings process including sign up (own survey)	u/a	u/a	98% (-3)	Only 99 of 178 lets surveyed. Although 94% satisfied, margin of error too high to report
A2 - Rent and Other Charges					
A2i	Rent collected as % of rent owed to date (including brought forward arrears)	97.2%	96.8%	98.5% (-1.5)	Exceeded Quarter 2 target. Rate improves as rent roll increases.
A2ii	% of tenants evicted as a result of rent arrears during the year	0.03%	0.00%	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)	75%	71%	86% (-5)	21 of 28 cases for the year to date
B1ii	Satisfaction with complaint handling (own survey)	u/a	u/a	72% (-5)	12% margin of error too high to report, as only 20 of 28 complainants completed survey.
B1iii	Satisfaction with complaint outcome (own survey)	u/a	u/a	50% (-5)	12% margin of error too high to report, as only 20 of 28 complainants completed survey.
B1iv	Number of customers registered to access services online as a % of properties managed	10.3%	8.4%	14% (-5)	New performance indicator for 2021/22. 412 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	1.6%	1.8%	0% (+0.5)	64 properties added to programme of works
C2 - Repairs and Maintenance					
C2i/a	% of respondents satisfied with recent repairs service (own survey)	74%	92%	95% (-7)	317 out of 429 satisfied (4% margin of error, therefore between 70% & 78% satisfied)
C2i/b	% of customers satisfied with recent planned maintenance service (own survey)	u/a	u/a	97% (-7)	Voicescape implemented in June. Only 33 respondents, so 17% margin of error too high to report.

STAR Ref	Description	Quarter 2 21/22	Quarter 2 20/21	Target	Comments
C2iv/a	% of emergency repairs completed on time (1 day)	100%	100%	100% (-0.1)	717 completed on time
C2iv/b	% of urgent repairs completed on time (7 days)	93%	98%	98% (-0.5)	1,669 of 1,787 completed on time
C2iv/c	% of routine repairs completed on time (28 days)	76%	98%	98% (-0.5)	1,833 of 2,421 completed on time
C2iv/d	% of programmed repairs completed on time (6 months)	63%	99%	98% (-0.5)	236 of 377 completed on time
C4 - Servicing and Testing					
C4ii	% of properties with a valid gas safe certificate	100%	100.00%	100% (-0.20)	New performance indicator for 2021/22
C5 - Development of New Properties, Refurbished Properties and Estates					
C5i	Number of New Homes (including buy backs)	4	0	25 (-5)	New Builds = 0, Buy Backs = 4, LCSO = 0, RTBs = 10
D - Neighbourhood Management					
D2 - Antisocial Behaviour, Hate Crime and Domestic Abuse					
D2i	% of ASB cases resolved successfully	100%	85%	90% (-0.50)	14 of 14 resolved successfully
D2ii	% of customers satisfied with outcome of the Anti Social Behaviour case (own survey)	u/a	u/a	75% (-5)	Only 10 of 14 cases responded. 80% satisfaction, but 17% margin of error too high to report.