

STAR Ref	Description	Quarter 1 21/22	Quarter 1 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)	51.75	50.69	30 (+3)	99 voids
A1v	Number of tenancies terminated as % of properties managed	2.6%	1.4%	8% (+2)	105 terminations
A1vi	% of respondents satisfied with the lettings process including sign up (own survey)	u/a	u/a	98% (-3)	Only 48 of 99 lets surveyed. Although 90% 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)	96%	95.4%	98.5% (-1.5)	Exceeded Quarter 1 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)	0 evictions in Bridgnorth & 1 eviction in Oswestry
B - Tenant Involvement					
B1 - Customer Service and Information					
B1i	% Complaints responded to in target time (10 working days)	83%	92%	86% (-5)	15 of 18 cases
B1ii	Satisfaction with complaint handling (own survey)	u/a	u/a	72% (-5)	No surveys carried out yet. New staff member commenced this role mid Quarter.
B1iii	Satisfaction with complaint outcome (own survey)	u/a	u/a	50% (-5)	As above. New staff member carrying out surveys retrospectively. A YTD fig will be supplied for Quarter 2.
B1iv	Number of customers registered to access services online as a % of properties managed	9.1%	8.1%	14% (-5)	367 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 was 72% . New target set for 21/22, ready for the next Survey.
C - Properties					
C1 - Improvement Works					
C1i	% of dwellings failing to meet the Decent Homes Standard	1.6%	1.4%	0% (+0.5)	66 properties added to programme of works
C2 - Repairs and Maintenance					
C2i/a	% of respondents satisfied with recent repairs service (own survey)	71%	91%	95% (-7)	247 out of 350 satisfied (5% margin of error, therefore between 66% & 76% satisfied)
C2i/b	% of customers satisfied with recent planned maintenance service (own survey)	u/a	u/a	97% (-7)	Voicescape implemented in June, so only 13 surveys carried out. Full results to resume for Quarter 2.

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C2iv/a	% of emergency repairs completed on time (1 day)	100%	100%	100% (-0.1)	311 completed on time
C2iv/b	% of urgent repairs completed on time (7 days)	98%	98%	98% (-0.5)	890 of 907 completed on time
C2iv/c	% of routine repairs completed on time (28 days)	93%	98%	98% (-0.5)	1,242 of 1,335 completed on time. Catching up after Lockdown
C2iv/d	% of programmed repairs completed on time (6 months)	69%	100%	98% (-0.5)	147 of 214 completed on time. Catching up after Lockdown
C4 - Servicing and Testing					
C4ii	% of properties with a valid gas safe certificate	100%	99.88%	100% (-0.20)	
C5 - Development of New Properties, Refurbished Properties and Estates					
C5i	Number of New Homes (including buy backs)	1	0	25 (-5)	New Builds = 0, Buy Backs = 1, LCSO = 0, RTBs = 10
D - Neighbourhood Management					
D2 - Antisocial Behaviour, Hate Crime and Domestic Abuse					
D2i	% of ASB cases resolved successfully	100%	100%	90% (-0.50)	10 of 10 resolved successfully
D2ii	% of customers satisfied with outcome of the Anti Social Behaviour case (own survey)	u/a	u/a	75% (-5)	Only 3 of the 10 cases surveyed. 100% satisfaction, but margin of error too high to report.