

Shropshire Towns and Rural Housing  
Management Agreement Performance Indicators  
Q2 23/24



STAR/Ref	Description	Quarter 2 23/24	Quarter 2 22/23	Target
<b>A - Tenancies</b>				
<b>A1 - Allocations and Voids</b>				
A1i	Average time in days to relet empty properties - <b>All Voids</b>	68	71	37 (+5)
A1i/a	Average time in days to relet empty properties - <b>General Voids</b>	42	60	28 (+5)
A1i/b	Average time in days to relet empty properties - <b>Major Work Voids</b>	126	122	52 (+5)
A1ii	Rent loss due to empty properties (voids) as a % of rent due	2.4%	2.4%	1.5% (+0.2)
A1iv	% of STAR Housing stock used as temporary housing	1.7%	1.6%	1.80% (+0.20)
A1v	Number of tenancies terminated as % of properties managed	3.73%	3.75%	8% (+2)
A1vi	% of respondents satisfied with the lettings process including sign up <b>Own Survey</b>	93%	94%	98% (-5)
<b>A2 - Rent and Other Charges</b>				
A2i	Rent collected as % of rent owed to date (including b/f arrears)	96.1%	96.4%	98.5% (-1.5)
A2ii	% of tenants evicted as a result of rent arrears during the year	0.04%	0.00%	0.15% (+0.1)
A2iv	Arrears written off as a % of total rent debit to date	0%	0%	0.5% (+0.5)
<b>B - Tenant Involvement</b>				
<b>B1 - Customer Service and Information</b>				
<b>CH02 &amp; CH01</b>	% Complaints responded to within Code timescales (10 working days)	80%	100%	90% (-5)
B1ii	Satisfaction with complaint handling <b>Own Survey</b>	90%	66%	70% (-5)
B1iv	Number of customers registered to access services online as a % of properties managed	15%	11%	14% (-5)
<b>C1 - Improvement Works</b>				
C1i <b>RP01</b>	% of dwellings failing to meet the Decent Homes Standard	2.0%	2.0%	0% (+0.5)
C1ii/a	Number of properties that have a SAP rating of 35 or less	10	14	0 (+15)

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C1ii/b	Average SAP rating for <b>off-grid</b> properties	60.3	59.9	60.5 (-0.5)
C1ii/c	Average SAP rating for <b>on-grid</b> properties	69.1	68.2	68.5 (-0.5)
C1iii	% of major adaptations for LA tenants completed on time	94%	47%	70% (-5)
<b>C2 - Repairs and Maintenance</b>				
C2i/d	% of respondents satisfied with recent repairs service <b>Own Survey</b>	83%	71%	85% (-7)
C2i/e	% of respondents satisfied with recent planned maintenance service <b>Own Survey</b>	86.84%	90.00%	97% (-7)
C2ii	% Responsive Repairs completed at first visit by DLO	90.75%	95%	98% (-3)
C2iii	Appointments kept as % of appointments made	93%	95%	99% (-5)
C2iv/a	% of <b>emergency</b> repairs completed on time (1 day)	97%	100%	100% (-0.1)
C2iv/b	% of <b>urgent</b> repairs completed on time (7 days)	89%	92%	98% (-5)
C2iv/c	% of <b>routine</b> repairs completed on time (28 days)	78%	74%	80% (-10)
C2iv/d	% of <b>programmed</b> repairs completed on time (6 months)	77%	59%	75% (-10)
<b>C4 - Servicing and Testing</b>				
C4i/a <b>BS03</b>	% of properties where required asbestos management surveys have been carried out	90%	85%	100% (-0.50)
C4ii <b>BS01</b>	% of properties with a valid gas safe certificate	100%	100%	100% (-0.20)
C4iii	% dwellings with an electrical safety certificate less than 5 years old	99.2%	98.4%	100% (-0.50)
<b>C5 - Development of New Properties, Refurbished Properties and Estates</b>				
C5i	Number of New Homes (including acquisitions)	-6	4	Info Only
<b>D - Neighbourhood Management</b>				
<b>D2 - Antisocial Behaviour, Hate Crime and Domestic Abuse</b>				
D2ii	% of customers satisfied with the handling of the Anti Social Behaviour case <b>Own Survey</b>	N/A	80%	84% (-5)