

STAR Ref	Description	Quarter 4 21/22	Quarter 4 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)	55.93	57.17	30 (+3)	327 voids
A1v	Number of tenancies terminated as % of properties managed	8%	7%	8% (+2)	335 terminations
A1vi	% of respondents satisfied with the lettings process including sign up (own survey)	96%	u/a	98% (-3)	210 of 219 satisfied. 4% margin of error, therefore between 92% & 100% satisfied.
A2 - Rent and Other Charges					
A2i	Rent collected as % of rent owed to date (including brought forward arrears)	(H)100.97% (S)99.31%	(H)100.81% (S)99.37%	98.5% (-1.5)	(H) Housemark omit prepayments & refunds (S) STAR includes all as per DLUHC
A2ii	% of tenants evicted as a result of rent arrears during the year	0.08%	0.02%	0.15% (+0.10)	1 Bridgnorth + 2 Oswestry
B - Tenant Involvement					
B1 - Customer Service and Information					
B1i	% Complaints responded to in target time (10 working days)	92%	79%	86% (-5)	54 of 59 cases for the year
B1ii	Satisfaction with complaint handling (own survey)	63%	u/a	72% (-5)	32 of 51 satisfied. 5% margin of error, therefore between 58% & 68% satisfied.
B1iii	Satisfaction with complaint outcome (own survey)	47%	u/a	50% (-5)	24 of 51 satisfied. 5% margin of error, therefore between 42% & 52% satisfied.
B1iv	Number of customers registered to access services online as a % of properties managed	10%	9.6%	14% (-5)	400 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	0.0%	0.0%	0% (+0.5)	
C2 - Repairs and Maintenance					
C2i/a	% of respondents satisfied with recent repairs service (own survey)	77.3%	89.7%	95% (-7)	484 of 626 satisfied. 4% margin of error, therefore between 81% & 73% satisfied
C2i/b	% of customers satisfied with recent planned maintenance service (own survey)	u/a	96.03%	97% (-7)	Min response of 445 required. 211 received, therefore 7% margin of error too high to report.

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C2iv/a	% of emergency repairs completed on time (1 day)	100%	100%	100% (-0.1)	1,433 completed on time
C2iv/b	% of urgent repairs completed on time (7 days)	92%	99%	98% (-0.5)	3,897 of 4,222 completed on time
C2iv/c	% of routine repairs completed on time (28 days)	62%	98%	98% (-0.5)	3,181 of 5,156 completed on time
C2iv/d	% of programmed repairs completed on time (6 months)	55%	99%	98% (-0.5)	446 of 808 completed on time
C4 - Servicing and Testing					
C4ii	% of properties with a valid gas safe certificate	100%	100%	100% (-0.20)	New performance indicator for 21/22.
C5 - Development of New Properties, Refurbished Properties and Estates					
C5i	Number of New Homes (including Aquisitions)	18	4	25 (-5)	0 New Builds, 18 Acquisitions (S106s - 9 AR & 3 SO), 45 RTBs
D - Neighbourhood Management					
D2 - Antisocial Behaviour, Hate Crime and Domestic Abuse					
D2i	% of ASB cases resolved successfully	88%	95%	90% (-0.50)	23 of 26 resolved successfully
D2ii	% of customers satisfied with outcome of the Anti Social Behaviour case (own survey)	u/a	u/a	75% (-5)	16 of 26 cases responded. 88% satisfaction, but 15% margin of error too high to report.