

# Shropshire Towns and Rural Housing

## Customer Performance Report

### Quarter 4 2022/23

STAR Ref	Description	Quarter 4 22/23	Quarter 4 21/22	Target
<b>A - Tenancies</b>				
<b>A1 - Allocations and Voids</b>				
A1i	Average time in days to relet empty properties - <b>All Voids</b> (includes general & major work relets)	88	56	40 (+3)
A1v	Number of tenancies terminated as % of properties managed	7%	8%	8% (+2)
A1vi	% of respondents satisfied with the lettings process including sign up (own survey)	93%	96%	98% (-3)
<b>A2 - Rent and Other Charges</b>				
A2i	Rent collected as % of rent owed to date (including brought forward arrears)	(H)100.36% (S)99.41%	(H)100.97% (S)99.31%	98.5% (-1.5)
A2ii	% of tenants evicted as a result of rent arrears during the year	0.03%	0.08%	0.15% (+0.10)
<b>B - Tenant Involvement</b>				
<b>B1 - Customer Service and Information</b>				
B1i	% Complaints responded to in target time (10 working days)	90%	92%	86% (-5)
B1ii	Satisfaction with complaint handling (own survey)	66%	63%	72% (-5)
B1iii	Satisfaction with complaint outcome (own survey)	42%	47%	50% (-5)
B1iv	Number of customers registered to access services online as a % of properties managed	12.5%	10%	14% (-5)
<b>B2 - Consultation</b>				
B2ii TP06	% of respondents satisfied that their views are being listened to and acted upon <b>Annual</b>	68%	72% (2019)	65% (-2)
<b>C - Properties</b>				
<b>C1 - Improvement Works</b>				
C1i	% of dwellings failing to meet the Decent Homes Standard	0.4%	0.0%	0% (+0.5)
<b>C2 - Repairs and Maintenance</b>				
C2i/d	% of respondents satisfied with recent repairs service (own survey)	73%	77.3%	95% (-7)
C2i/e	% of customers satisfied with recent planned maintenance service (own survey)	90%	u/a	97% (-7)

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C2iv/a	% of <b>emergency</b> repairs completed on time (1 day)	100%	100%	100% (-0.1)
C2iv/b	% of <b>urgent</b> repairs completed on time (7 days)	98%	92%	98% (-0.5)
C2iv/c	% of <b>routine</b> repairs completed on time (28 days)	96%	62%	98% (-0.5)
C2iv/d	% of <b>programmed</b> repairs completed on time (6 months)	90%	55%	98% (-0.5)
<b>C4 - Servicing and Testing</b>				
C4ii	% of properties with a valid gas safe certificate	100%	100%	100% (-0.20)
<b>C5 - Development of New Properties, Refurbished Properties and Estates</b>				
C5i	Number of New Homes (including Aquisitions)	12	18	25 (-5)
<b>D - Neighbourhood Management</b>				
<b>D2 - Antisocial Behaviour, Hate Crime and Domestic Abuse</b>				
D2i	% of ASB cases resolved successfully	93%	88%	90% (-0.50)
D2ii	% of customers satisfied with outcome of the Anti Social Behaviour case (own survey)	87%	u/a	75% (-5)

Comments
270 voids relet this year
296 terminations
179 of 193 satisfied. 4% margin of error, therefore between 89% & 97% satisfied.
(H) Housemark omit prepayments & refunds (S) STAR includes all as per DLUHC
1 in Oswestry
98 of 109 cases for the year
44 of 67 satisfied. 7% margin of error, therefore between 59% & 73% satisfied.
28 of 67 satisfied. 7% margin of error, therefore between 35% & 42% satisfied.
498 portal users
New surveys results - December 2022
14 properties added to programme of works
1,057 of 1,445 satisfied. 2% margin of error, therefore between 71% & 75% satisfied)
870 of 963 satisfied. 3% margin of error, therefore between 87% & 93% satisfied

Comments
1,140 completed on time
4,308 of 4,403 completed on time
6,269 of 6,521 completed on time
624 of 696 completed on time
0 New Builds, 12 Acquisitions, 8 s106 (5 LCSO), 27 RTB
14 of 15 cases resolved successfully
13 out 15 respondents were satisfied.