

STAR Ref	Description	Quarter 2 22/23	Quarter 2 21/22	Target	Comments
A - Tenancies					
A1 - Allocations and Voids					
A1i	Average time in days to relet empty properties - All Voids (includes general & major work relets)	71.75	56.35	40 (+3)	121 voids to date
A1v	Number of tenancies terminated as % of properties managed	3.8%	4.4%	8% (+2)	150 terminations
A1vi	% of respondents satisfied with the lettings process including sign up (own survey)	94%	u/a	98% (-3)	102 of 108 satisfied. 3% margin of error, therefore between 91% & 97% satisfied
A2 - Rent and Other Charges					
A2i	Rent collected as % of rent owed to date (including brought forward arrears)	96%	97.2%	98.5% (-1.5)	Exceeded Quarter 2 target of 94%
A2ii	% of tenants evicted as a result of rent arrears during the year	0.00%	0.03%	0.15% (+0.10)	
B - Tenant Involvement					
B1 - Customer Service and Information					
B1i	% Complaints responded to in target time (10 working days)	100%	75%	86% (-5)	39 cases for the year to date
B1ii	Satisfaction with complaint handling (own survey)	66%	u/a	72% (-5)	21 of 32 satisfied. 7% margin of error, therefore between 59% & 73% satisfied
B1iii	Satisfaction with complaint outcome (own survey)	42%	u/a	50% (-5)	14 of 33 satisfied. 7% margin of error, therefore between 35% & 49% satisfied
B1iv	Number of customers registered to access services online as a % of properties managed	11%	10%	14% (-5)	441 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 currently in progress
C - Properties					
C1 - Improvement Works					
C1i	% of dwellings failing to meet the Decent Homes Standard	1.96%	1.6%	0% (+0.5)	78 properties added to programme of works
C2 - Repairs and Maintenance					
C2i/a	% of respondents satisfied with recent repairs service (own survey)	71%	74%	95% (-7)	44 of 626 satisfied. 4% margin of error, therefore between 67% & 75% satisfied
C2i/b	% of customers satisfied with recent planned maintenance service (own survey)	90%	u/a	97% (-7)	609 of 673 satisfied. 4% margin of error, therefore between 86% & 94% satisfied

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C2iv/a	% of emergency repairs completed on time (1 day)	100%	100%	100% (-0.1)	595 completed on time
C2iv/b	% of urgent repairs completed on time (7 days)	92%	93%	98% (-0.5)	1,658 of 1,798 completed on time
C2iv/c	% of routine repairs completed on time (28 days)	74%	76%	98% (-0.5)	2,184 of 2,966 completed on time
C2iv/d	% of programmed repairs completed on time (6 months)	59%	63%	98% (-0.5)	234 of 394 completed on time
C4 - Servicing and Testing					
C4ii	% of properties with a valid gas safe certificate	99.94%	100%	100% (-0.20)	Awaiting access to 2 properties
C5 - Development of New Properties, Refurbished Properties and Estates					
C5i	Number of New Homes (including Aquisitions)	4	4	25 (-5)	0 New Builds, 4 Acquisitions, 4 s106, 12 RTB, 5 LCSO,
D - Neighbourhood Management					
D2 - Antisocial Behaviour, Hate Crime and Domestic Abuse					
D2i	% of ASB cases resolved successfully	100%	100%	90% (-0.50)	10 cases resolved successfully
D2ii	% of customers satisfied with outcome of the Anti Social Behaviour case (own survey)	80%	u/a	75% (-5)	10 of 10 cases responded. 0% margin of error, thefore 80% satisfied.