

STAR Ref	Description	Quarter 1 22/23	Quarter 1 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)	71.58	57.17	40 (+3)	67 voids to date
A1v	Number of tenancies terminated as % of properties managed	2.0%	2.6%	8% (+2)	79 terminations
A1vi	% of respondents satisfied with the lettings process including sign up (own survey)	90%	u/a	98% (-3)	7% margin of error, therefore between 83% & 97% satisfied.
A2 - Rent and Other Charges					
A2i	Rent collected as % of rent owed to date (including brought forward arrears)	95%	96%	98.5% (-1.5)	Exceeded Quarter 1 target of 92%
A2ii	% of tenants evicted as a result of rent arrears during the year	0%	0.03%	0.15% (+0.10)	# eviction in Bridgnorth & # evictions in Oswestry
B - Tenant Involvement					
B1 - Customer Service and Information					
B1i	% Complaints responded to in target time (10 working days)	100%	83%	86% (-5)	14 cases for the year to date
B1ii	Satisfaction with complaint handling (own survey)	69%	u/a	72% (-5)	9 of 13 satisfied. 8% margin of error, therefore between 61% & 77% satisfied
B1iii	Satisfaction with complaint outcome (own survey)	54%	u/a	50% (-5)	7 of 13 satisfied. 8% margin of error, therefore between 46% & 62% satisfied
B1iv	Number of customers registered to access services online as a % of properties managed	10%	9.1%	14% (-5)	421 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	2.5%	1.6%	0% (+0.5)	99 properties added to programme of works
C2 - Repairs and Maintenance					
C2i/a	% of respondents satisfied with recent repairs service (own survey)	u/a	71%	95% (-7)	74% satisfied, but 10% margin of error too high for valid reporting. Error with file sent to Voicescape.
C2i/b	% of customers satisfied with recent planned maintenance service (own survey)	97%	u/a	97% (-7)	461 of 474 satisfied. 4% margin of error, therefore between 93% & 100% satisfied

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C2iv/a	% of emergency repairs completed on time (1 day)	100%	100%	100% (-0.1)	338 completed on time
C2iv/b	% of urgent repairs completed on time (7 days)	92%	98%	98% (-0.5)	899 of 981 completed on time
C2iv/c	% of routine repairs completed on time (28 days)	65%	93%	98% (-0.5)	937 of 1,434 completed on time
C2iv/d	% of programmed repairs completed on time (6 months)	55%	69%	98% (-0.5)	88 of 159 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	1	25 (-5)	0 New Builds, 4 Acquisitions 2 s106, 6 RTB, 0 LCSO,
D - Neighbourhood Management					
D2 - Antisocial Behaviour, Hate Crime and Domestic Abuse					
D2i	% of ASB cases resolved successfully	100%	100%	90% (-0.50)	5 cases resolved successfully
D2ii	% of customers satisfied with outcome of the Anti Social Behaviour case (own survey)	u/a	u/a	75% (-5)	2 of 5 cases responded. 100% satisfaction, but 30% margin of error is too high for valid reporting