

Shropshire Towns and Rural Housing  
Management Agreement Performance Indicators  
Quarter 3 2023/24



STAR/Ref	Description	Quarter 3 23/24	Quarter 3 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>	60	87.88	37 (+5)
A1i/a	Average time in days to relet empty properties - <b>General Voids</b>	41	65.63	28 (+5)
A1i/b	Average time in days to relet empty properties - <b>Major Work Voids</b>	89	164.71	52 (+5)
A1ii	Rent loss due to empty properties (voids) as a % of rent due	2.25%	2.58%	1.5% (+0.2)
A1iv	% of STAR Housing stock used as temporary housing	1.98%	1.75%	1.80% (+0.20)
A1v	Number of tenancies terminated as % of properties managed	7.77%	5.70%	8% (+2)
A1vi	% of respondents satisfied with the lettings process including sign up <b>Own Survey</b>	90.27%	93%	98% (-5)
<b>A2 - Rent and Other Charges</b>				
A2i	Rent collected as % of rent owed to date (including b/f arrears)	97.56%	97.89%	98.5% (-1.5)
A2ii	% of tenants evicted as a result of rent arrears during the year	0.07%	0.00%	0.15% (+0.1)
A2iv	Arrears written off as a % of total rent debit to date	0.15%	0.3%	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)	76.62%	96%	90% (-5)
B1ii	Satisfaction with complaint handling <b>Own Survey</b>	72%	64%	70% (-5)
B1iv	Number of customers registered to access services online as a % of properties managed	15.21%	12%	14% (-5)
<b>C1 - Improvement Works</b>				
C1i <b>RP01</b>	% of dwellings failing to meet the Decent Homes Standard	1.53%	0.9%	0% (+0.5)
C1ii/a	Number of properties that have a SAP <b>rating of 35 or less</b>	10	12	0 (+15)

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C1ii/b	Average SAP rating for <b>off-grid</b> properties	60.1	59.80	60.5 (-0.5)
C1ii/c	Average SAP rating for <b>on-grid</b> properties	69.1	68.77	68.5 (-0.5)
C1iii	% of major adaptations for LA tenants completed on time	96.00%	48%	70% (-5)
<b>C2 - Repairs and Maintenance</b>				
C2i/d	% of respondents satisfied with recent repairs service <b>Own Survey</b>	81.66%	74%	85% (-7)
C2i/e	% of respondents satisfied with recent planned maintenance service <b>Own Survey</b>	85.84%	89%	97% (-7)
C2ii	% Responsive Repairs completed at first visit by DLO	88.77%	96%	98% (-3)
C2iii	Appointments kept as % of appointments made	92.90%	94%	99% (-5)
C2iv/a	% of <b>emergency</b> repairs completed on time (1 day)	97.45%	100%	100% (-0.1)
C2iv/b	% of <b>urgent</b> repairs completed on time (7 days)	90.44%	93%	98% (-5)
C2iv/c	% of <b>routine</b> repairs completed on time (28 days)	79.34%	76%	80% (-10)
C2iv/d	% of <b>programmed</b> repairs completed on time (6 months)	76.46%	62%	75% (-10)
<b>C4 - Servicing and Testing</b>				
C4i/a <b>BS03</b>	% of properties where required asbestos management surveys have been carried out	92.34%	80%	100% (-0.50)
C4ii <b>BS01</b>	% of properties with a valid gas safe certificate	100.00%	100%	100% (-0.20)
C4iii	% dwellings with an electrical safety certificate less than 5 years old	99.52%	98.84%	100% (-0.50)
<b>C5 - Development of New Properties, Refurbished Properties and Estates</b>				
C5i	Number of New Homes (including acquisitions)	-2.2	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>	50%	71%	84% (-5)