

**Shropshire Towns and Rural Housing
Management Agreement Performance Indicators
Quarter 4 23/24 (Year End)**



STAR / Ref	Description	Quarter 4 23/24	Quarter 4 22/23	Target
A - Tenancies				
A1 - Allocations and Voids				
A1i	Average time in days to relet empty properties - All Voids	89	88	37 (+5)
A1i/a	Average time in days to relet empty properties - Minor Voids	71	72	28 (+5)
A1i/b	Average time in days to relet empty properties - Major Work Voids	92	175	52 (+5)
A1ii	Rent loss due to empty properties (voids) as a % of rent due	2.16%	2.80%	1.5% (+0.2)
A1iv	% of STAR Housing stock used as temporary housing	2.05%	2.25%	1.80% (+0.20)
A1v	Number of tenancies terminated as % of properties managed	7.26%	7.40%	8% (+2)
A1vi	% of respondents satisfied with the lettings process including sign up Own Survey	90.59%	92.75%	98% (-5)
A2 - Rent and Other Charges				
A2i	Rent collected as % of rent owed to date (including b/f arrears)	99.10%	99.41%	98.5% (-1.5)
A2ii	% of tenants evicted as a result of rent arrears during the year	0.10%	0.03%	0.15% (+0.1)
A2iv	Arrears written off as a % of total rent debit to date	0.26%	0.24%	0.5% (+0.5)
B - Tenant Involvement				
B1 - Customer Service and Information				
CH02 & CH01	% Complaints responded to within Code timescales (10 working days)	80.45%	89.91%	90% (-5)
B1ii	Satisfaction with complaint handling Own Survey	69.39%	65.67%	70% (-5)
B1iv	Number of customers registered to access services online as a % of properties managed	16.14%	12%	14% (-5)
C1 - Improvement Works				
C1i RP01	% of dwellings failing to meet the Decent Homes Standard	0.65%	0.4%	0% (+0.5)
C1ii/a	Number of properties that have a SAP rating of 35 or less	11	10	0 (+15)
C1ii/b	Average SAP rating for off-grid properties	60.3	60.1	60.5 (-0.5)

C1ii/c	Average SAP rating for on-grid properties	69.1	69.0	68.5 (-0.5)
C1iii	% of major adaptations for LA tenants completed on time	94.74%	52%	70% (-5)
C2 - Repairs and Maintenance				
C2i/d	% of respondents satisfied with recent repairs service Own Survey	82.07%	73%	85% (-7)
C2i/e	% of respondents satisfied with recent planned maintenance service Own Survey	79.76%	90%	97% (-7)
C2ii	% Responsive Repairs completed at first visit by DLO	86.38%	98%	98% (-3)
C2iii	Appointments kept as % of appointments made	92.60%	94%	99% (-5)
C2iv/a	% of emergency repairs completed on time (1 day)	97.57%	100%	100% (-0.1)
C2iv/b	% of urgent repairs completed on time (7 days)	85.37%	98%	98% (-5)
C2iv/c	% of routine repairs completed on time (28 days)	78.63%	96%	80% (-10)
C2iv/d	% of programmed repairs completed on time (6 months)	79.37%	90%	75% (-10)
C4 - Servicing and Testing				
C4i/a BS03	% of properties where required asbestos management surveys have been carried out	93.71%	81.17%	100% (-0.50)
C4ii BS01	% of properties with a valid gas safe certificate	100.00%	100.00%	100% (-0.20)
C4iii	% dwellings with an electrical safety certificate less than 5 years old	99.85%	99.15%	100% (-0.50)
C5 - Development of New Properties, Refurbished Properties and Estates				
C5i	Number of New Homes (including acquisitions)	53	12	Info Only
D - Neighbourhood Management				
D2 - Antisocial Behaviour, Hate Crime and Domestic Abuse				
D2ii	% of customers satisfied with the handling of the Anti Social Behaviour case Own Survey	61.54%	70%	84% (-5)