

**Shropshire Towns and Rural Housing
Management Agreement Performance Indicators
Quarter 1 2023/24**



STAR/ Ref	Description	Quarter 1 23/24	Quarter 1 22/23	Target
A - Tenancies				
A1 - Allocations and Voids				
A1i	Average time in days to relet empty properties - All Voids	98	72	37 (+5)
A1i/a	Average time in days to relet empty properties - General Voids	83	56	28 (+5)
A1i/b	Average time in days to relet empty properties - Major Work Voids	220	150	52 (+5)
A1ii	Rent loss due to empty properties (voids) as a % of rent due	2.9%	2.4%	1.5% (+0.2)
A1iv	% of STAR Housing stock used as temporary housing	1.5%	1.5%	1.80% (+0.20)
A1v	Number of tenancies terminated as % of properties managed	2%	2%	8% (+2)
A1vi	% of respondents satisfied with the lettings process including sign up Own Survey	90%	90%	98% (-5)
A2 - Rent and Other Charges				
A2i	Rent collected as % of rent owed to date (including b/f arrears)	94.9%	94.7%	98.5% (-1.5)
A2ii	% of tenants evicted as a result of rent arrears during the year	0.03%	0%	0.15% (+0.1)
A2iv	Arrears written off as a % of total rent debit to date	0.00%	0%	0.5% (+0.5)
B - Tenant Involvement				
B1 - Customer Service and Information				
CH02 & CH01	% Complaints responded to within Code timescales (10 working days)	79.17%	100%	90% (-5)
B1ii	Satisfaction with complaint handling Own Survey	100%	69%	70% (-5)
B1iv	Number of customers registered to access services online as a % of properties managed	14%	10%	14% (-5)
C1 - Improvement Works				
C1i RP01	% of dwellings failing to meet the Decent Homes Standard	2.1%	2.5%	0% (+0.5)
C1ii/a	Number of properties that have a SAP rating of 35 or less	10	14	0 (+15)

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C1ii/b	Average SAP rating for off-grid properties	60.33	59.7	60.5 (-0.5)
C1ii/c	Average SAP rating for on-grid properties	69.1	68.2	68.5 (-0.5)
C1iii	% of major adaptations for LA tenants completed on time	91%	55%	70% (-5)
C2 - Repairs and Maintenance				
C2i/d	% of respondents satisfied with recent repairs service Own Survey	85%	u/a	85% (-7)
C2i/e	% of respondents satisfied with recent planned maintenance service Own Survey	94%	97.26%	97% (-7)
C2ii	% Responsive Repairs completed at first visit by DLO	95%	95%	98% (-3)
C2iii	Appointments kept as % of appointments made	94%	95%	99% (-5)
C2iv/a	% of emergency repairs completed on time (1 day)	98%	100%	100% (-0.1)
C2iv/b	% of urgent repairs completed on time (7 days)	88%	92%	98% (-5)
C2iv/c	% of routine repairs completed on time (28 days)	76%	65%	80% (-10)
C2iv/d	% of programmed repairs completed on time (6 months)	72%	55%	75% (-10)
C4 - Servicing and Testing				
C4i/a BS03	% of properties where required asbestos management surveys have been carried out	81%	88%	100% (-0.50)
C4ii BS01	% of properties with a valid gas safe certificate	100%	100%	100% (-0.20)
C4iii	% dwellings with an electrical safety certificate less than 5 years old	99.2%	98.4%	100% (-0.50)
C5 - Development of New Properties, Refurbished Properties and Estates				
C5i	Number of New Homes (including acquisitions)	-4	4	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	N/A	u/a	84% (-5)