

**Shropshire Towns and Rural Housing
Management Agreement Performance Indicators
Quarter 2 2024/25**



STAR/ Ref	Description	Quarter 2 24/25	Quarter 2 23/24	Target
A - Tenancies				
A1 - Allocations and Voids				
A1i	Average time in days to relet empty properties - All Empty Properties	59	68	69.5 (+5)
A1i/a	Average time in days to relet empty properties - Minor Works	36	42	55.8 (+5)
A1i/b	Average time in days to relet empty properties - Major Works	63	126	99.5 (+5)
A1ii	Rent loss due to empty properties (voids) as a % of rent due	1.7%	2.4%	1.8% (+0.20)
A1v	Number of tenancies terminated as % of properties managed	3.3%	3.7%	6.5% (+2)
A1vi	% of respondents satisfied with the lettings process including sign up Own Survey	97%	93%	91.5% (-5)
A2 - Rent and Other Charges				
A2i	Rent collected as % of rent owed to date (including b/f arrears)	94.2%	96.1%	97.3% (-5)
A2ii	% of tenants evicted as a result of rent arrears during the year	0.00%	0.04%	0.08% (+0.10)
A2iv	Arrears written off as a % of total rent debit to date	0.20%	0.00%	0.27% (+0.5)
B - Tenant Involvement				
B1 - Customer Service and Information				
B1i	% Complaints responded to within Code timescales (10 working days)	78.00%	80%	80.5% (-5)
B1ii	Satisfaction with complaint handling Own Survey	67%	90%	39.6% (-5)
B1iv	Number of customers registered to access services online as a % of properties managed	18%	15%	21.7% (-5)
C1 - Improvement Works				
C1i	% of dwellings failing to meet the Decent Homes Standard	2.2%	2.0%	0.61% (+0.5)
C1ii/a	Number of properties that have a SAP rating of 35 or less	11	10	0 (+10)

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C1ii/b	Average SAP rating for off-grid properties	62	60.3	70.7 (-0.5)
C1ii/c	Average SAP rating for on-grid properties	69.3	69.1	70.7 (-0.1)
C1iii	% of major adaptations for LA tenants completed on time	79%	94%	70% (-5)
C2 - Repairs and Maintenance				
C2i/d	% of respondents satisfied with recent repairs service Own Survey	86%	83%	76% (-5)
C2i/e	% of respondents satisfied with recent planned maintenance service Own Survey	79%	86.84%	97% (-7)
C2ii	% Responsive Repairs completed at first visit by DLO	93.1%	90.8%	90.04% (-3)
C2iii	Appointments kept as % of appointments made	90%	93%	96% (-5)
C2iv/a	% of emergency repairs completed on time (1 day)	98%	97%	97% (-0.1)
C2iv/b	% of urgent repairs completed on time (7 days)	92%	89%	98% (-5)
C2iv/c	% of routine repairs completed on time (28 days)	83%	78%	86% (-10)
C2iv/d	% of programmed repairs completed on time (6 months)	93%	77%	75% (-10)
C4 - Servicing and Testing				
C4i/a	% of properties where required asbestos management surveys have been carried out	88%	90%	98.7% (-0.50)
C4ii	% of properties with a valid gas safe certificate	100%	100%	99.9% (-0.20)
C4iii	% dwellings with an electrical safety certificate less than 5 years old	96.9%	99.2%	96.4% (-0.50)
C5 - Development of New Properties, Refurbished Properties and Estates				
C5i	Number of New Homes (including acquisitions)	24	-6	Info Only
D - Neighbourhood Management				
D2 - Antisocial Behaviour, Hate Crime and Domestic Abuse				
D2i	% of customers satisfied with the handling of the Anti Social Behaviour case Own Survey	52%	N/A	55.7% (-5)