



# Housing & Repairs Performance Report 2023/24

## Quarter 1 (April 23 - June 23)

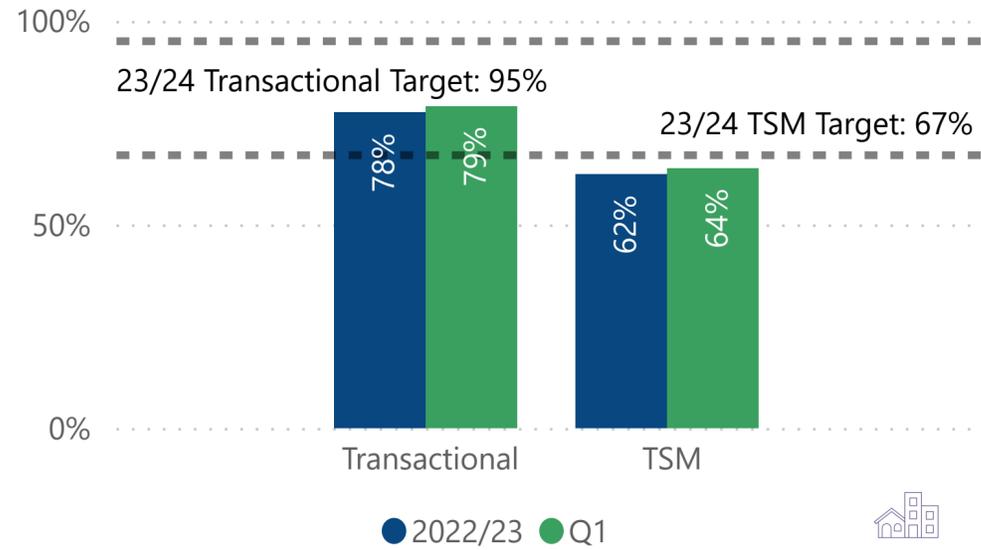
Performance measures included within this report align with Sheffield City Council's Landlord Commitments and the Regulator of Social Housing's (RSH) Tenant Satisfaction Measures (TSMs). This report also includes other key performance indicators for the Housing & Neighbourhoods and Repairs & Maintenance Services.

TSMs can be identified by this icon

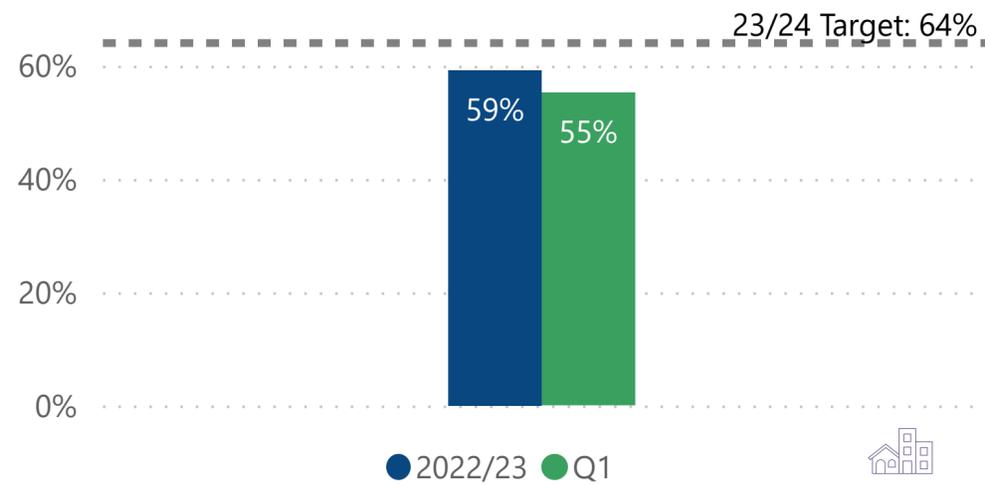


# We will offer a range of quality homes

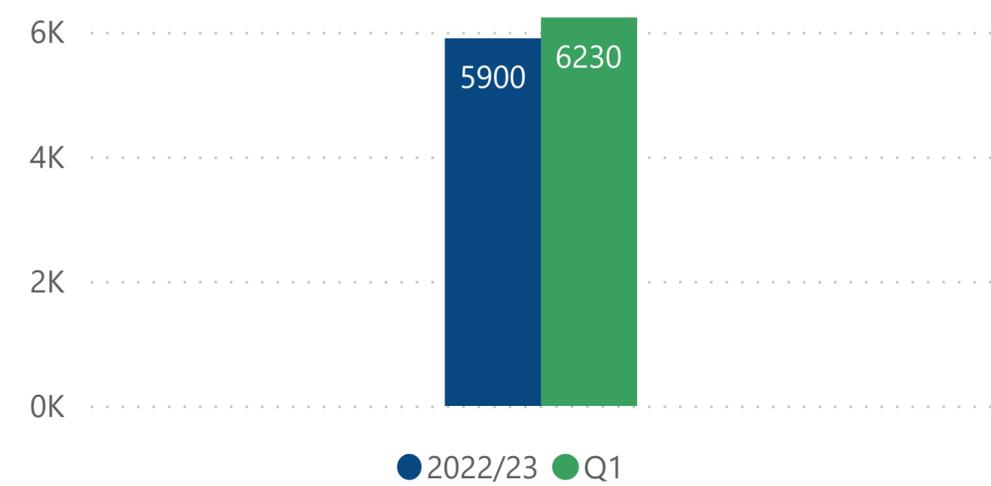
### Satisfaction with Repairs Service



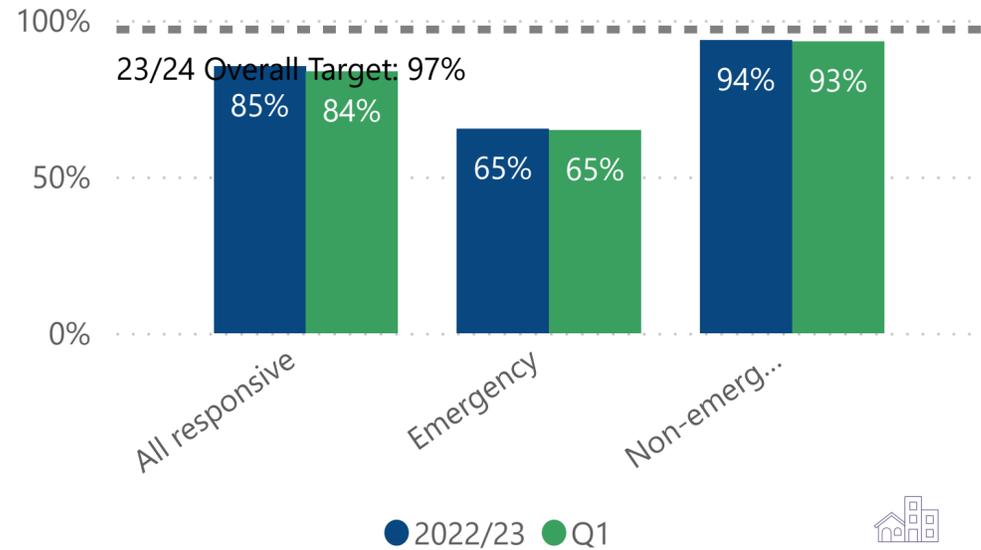
### Satisfaction with time taken to complete most recent repair



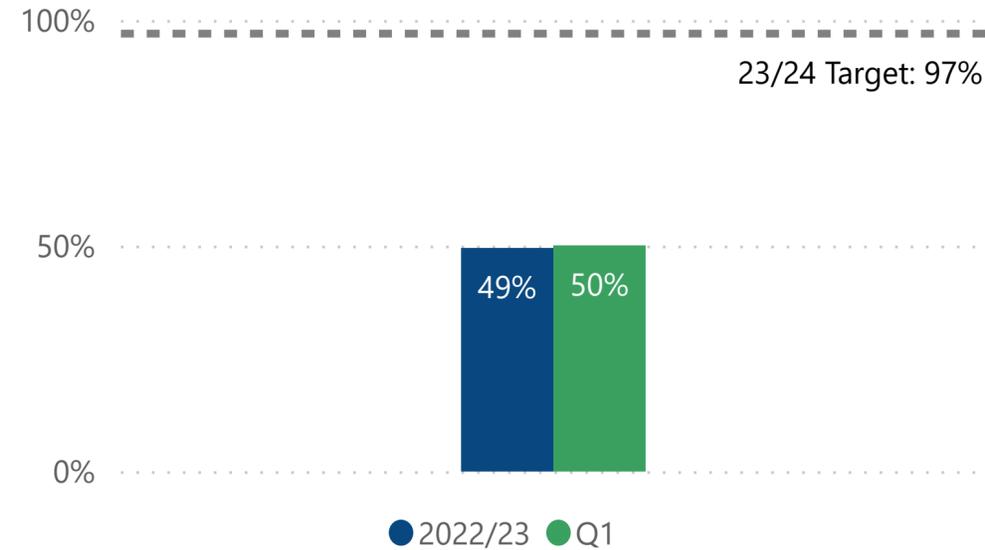
### Number of repairs overdue



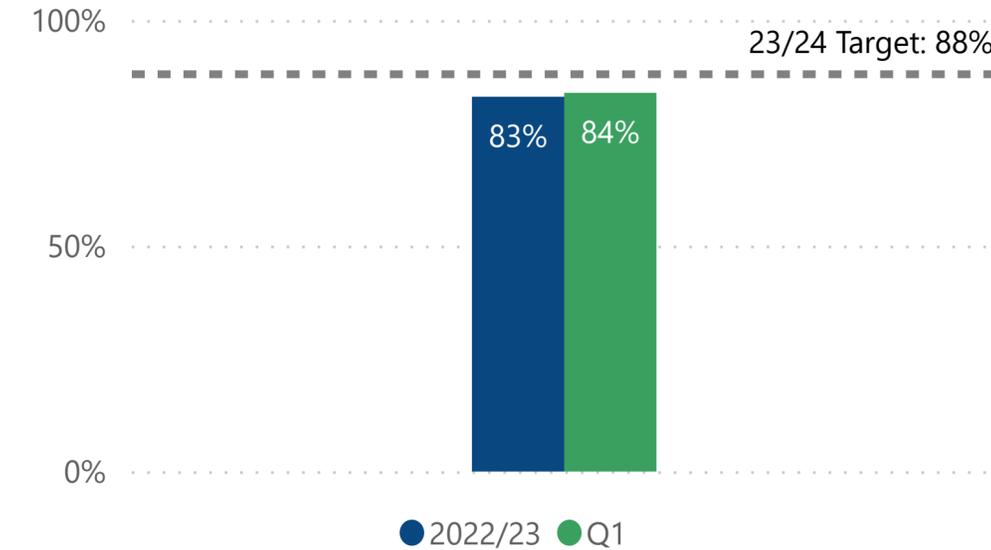
### Percentage of responsive repairs completed on time



### Percentage of planned repairs completed on time

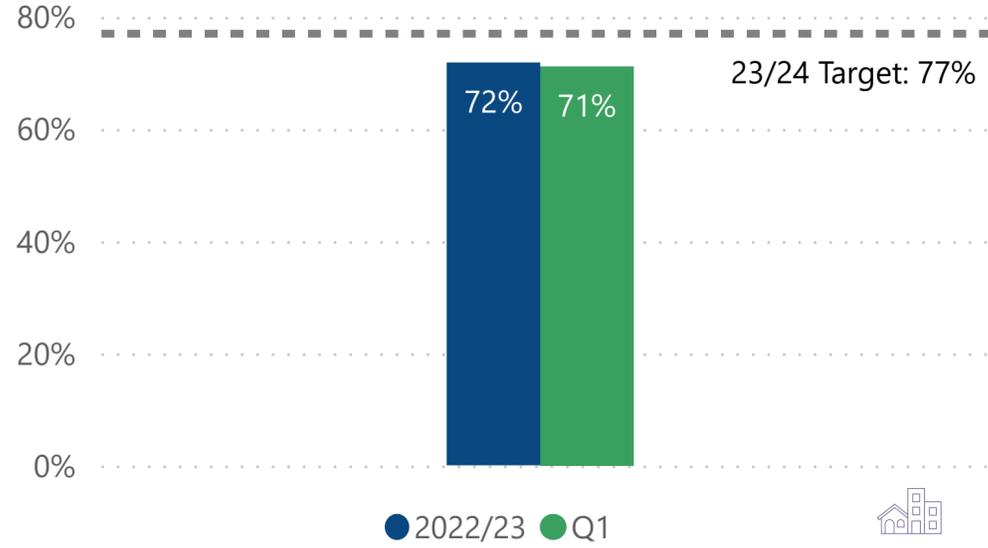


### Percentage of repairs completed right first time

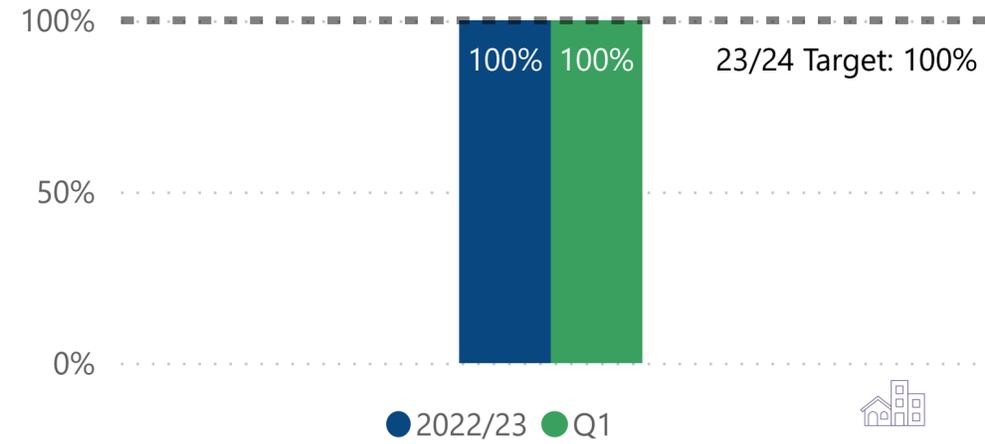


# We will offer a range of quality homes

Satisfaction the home is safe



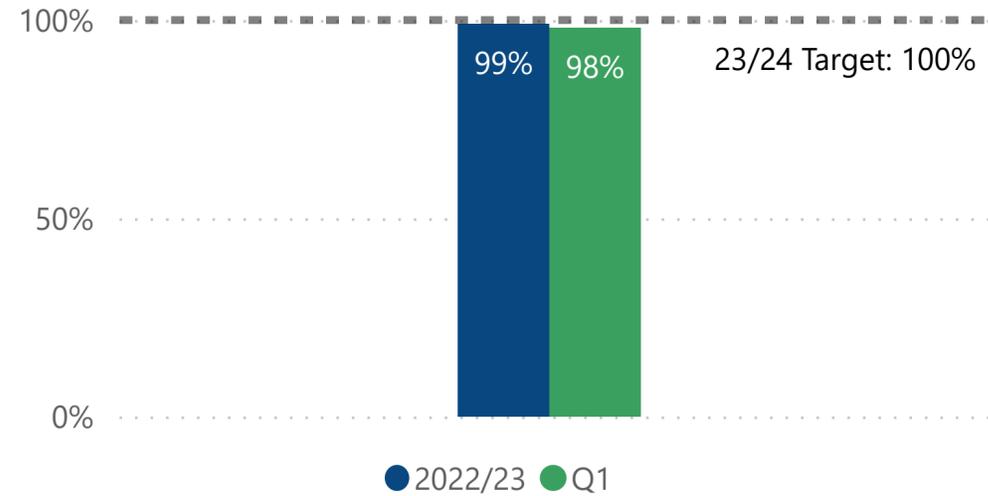
Percentage of homes in buildings that have had all the necessary fire risk assessments



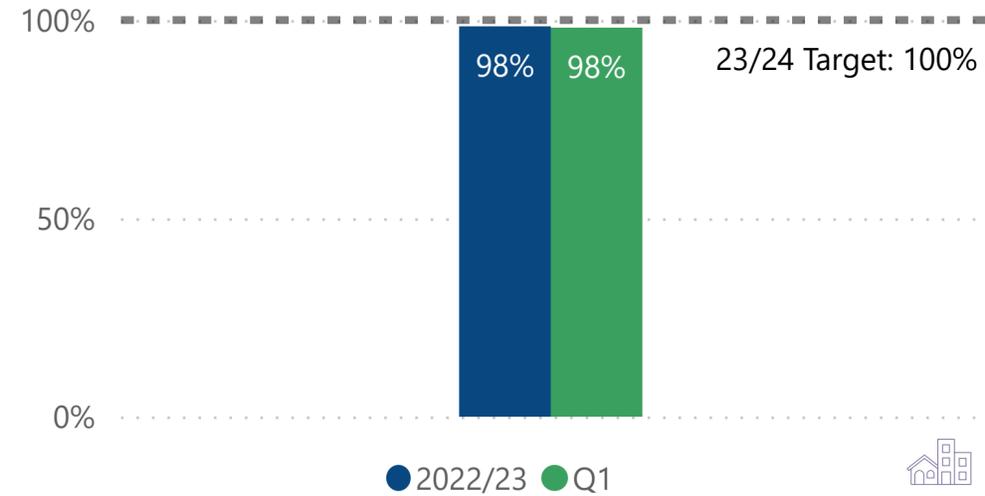
Percentage of fire risk assessment repairs completed within target time



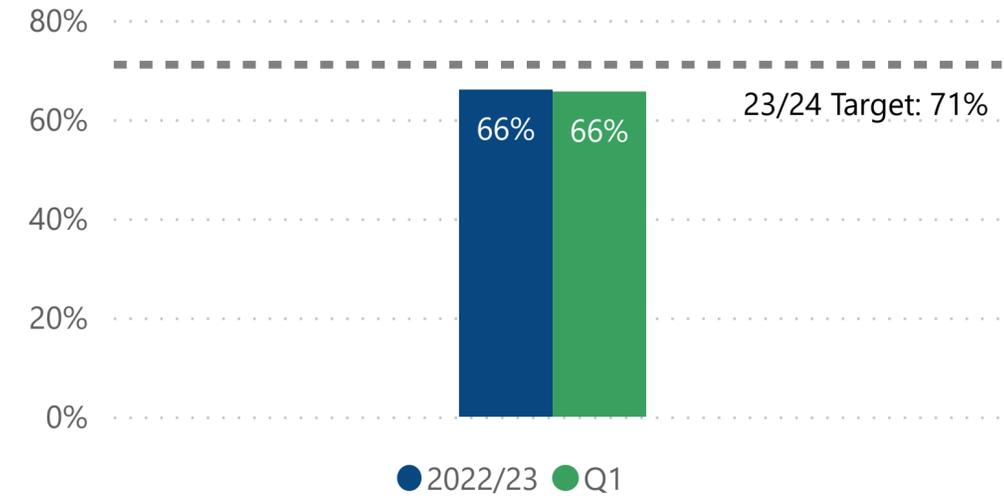
Percentage of properties with a valid gas certificate



Percentage of homes that have had all the necessary gas safety checks

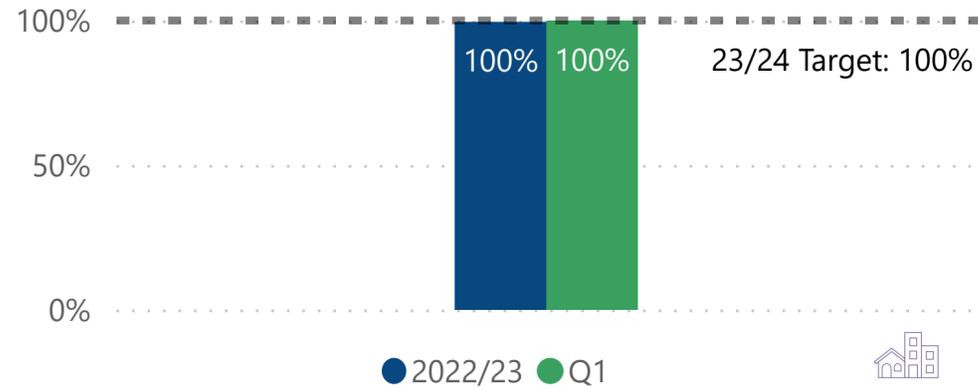


Percentage of domestic properties with EICR certificates up to five years old

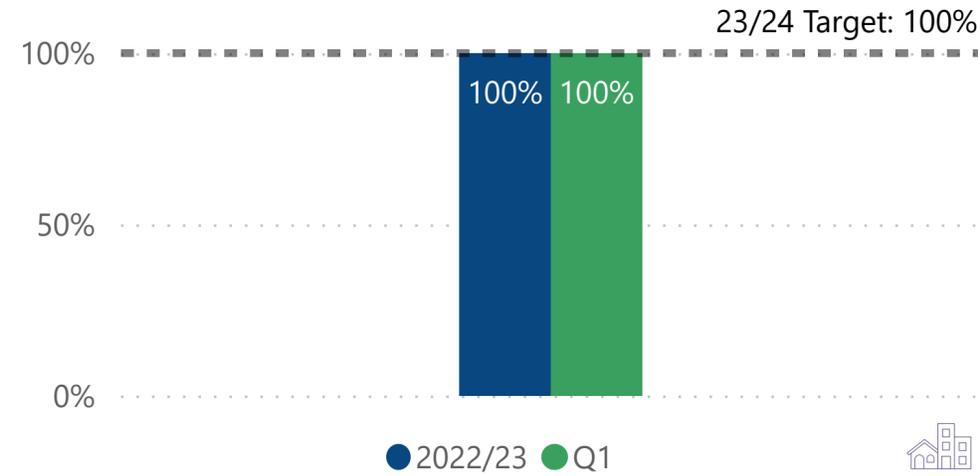


# We will offer a range of quality homes

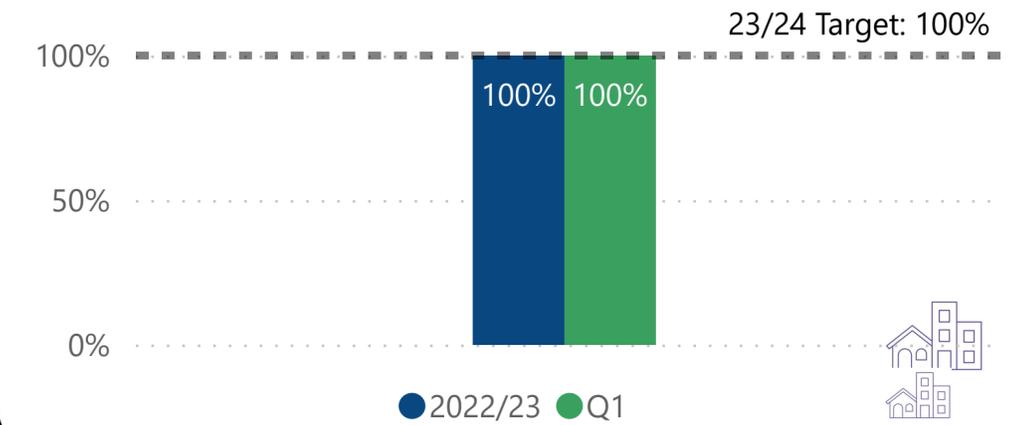
Percentage of homes in buildings that have had all the necessary asbestos management surveys or re-inspections



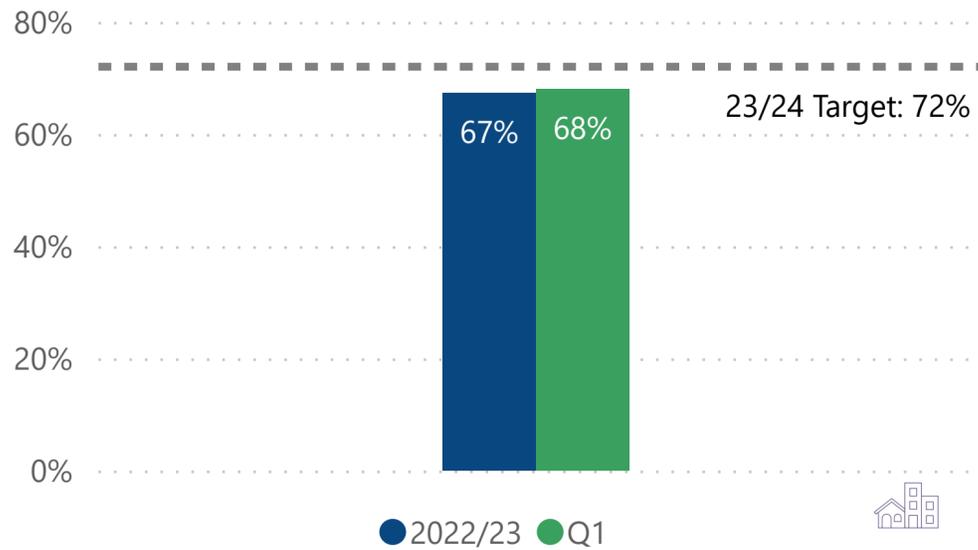
Percentage of homes that have had all the necessary legionella risk assessments



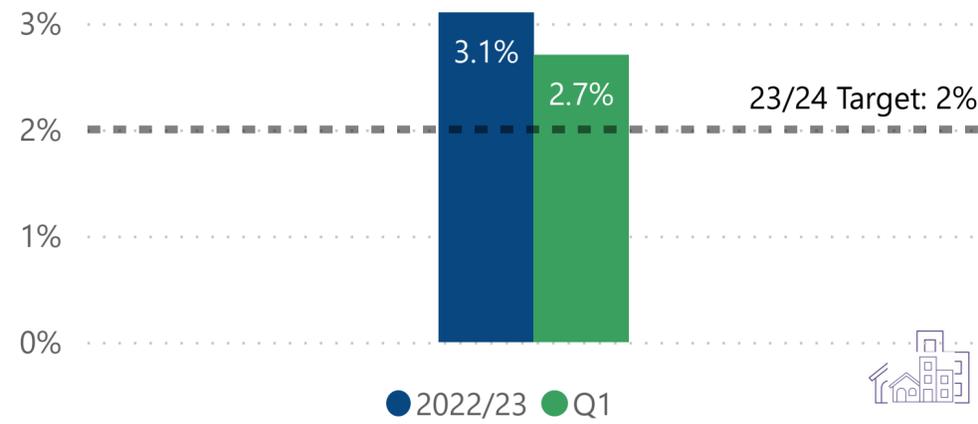
Percentage of homes in buildings where the communal passenger lifts have had all the necessary safety checks



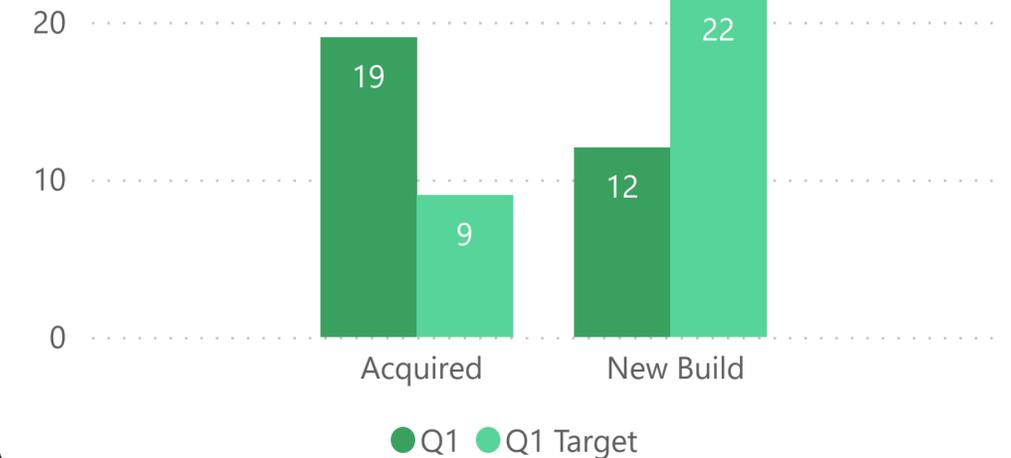
Satisfaction the home is well maintained



Percentage of homes that do not meet the Decent Homes Standard

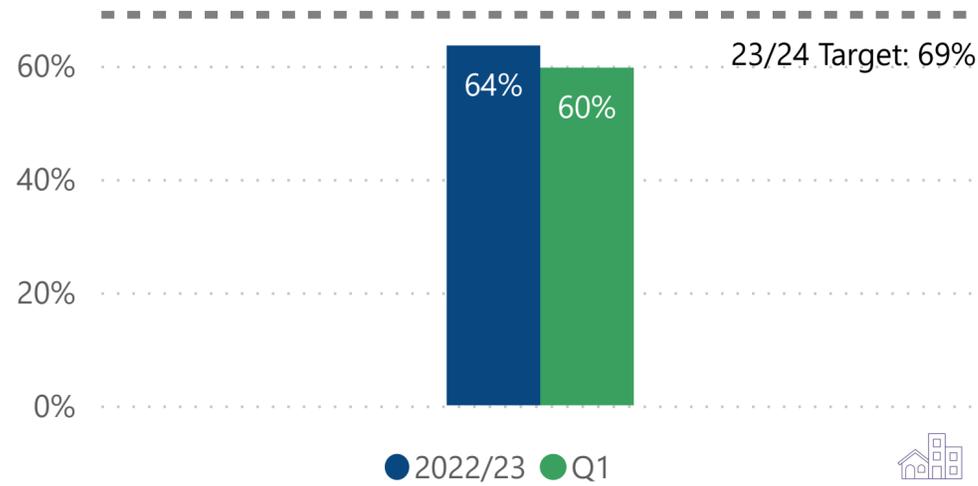


Number of new council homes

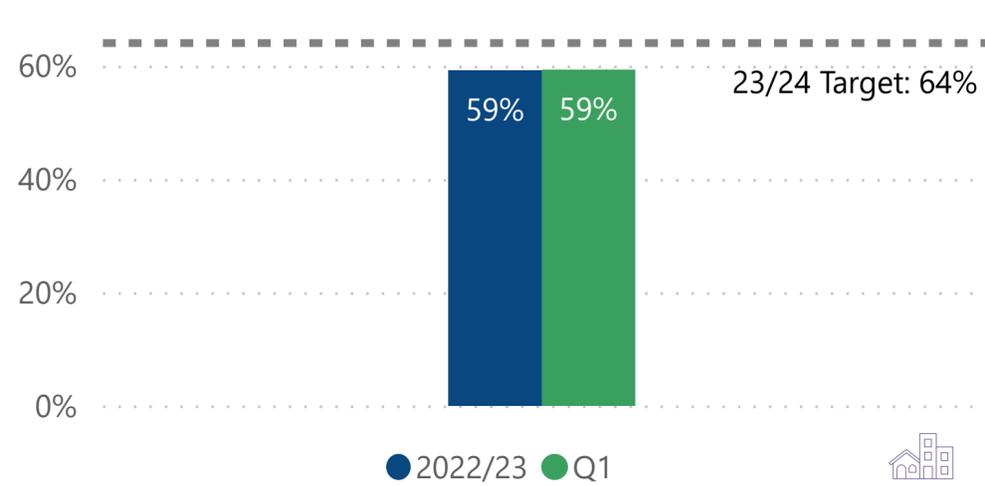


# We will take care of your neighbourhood

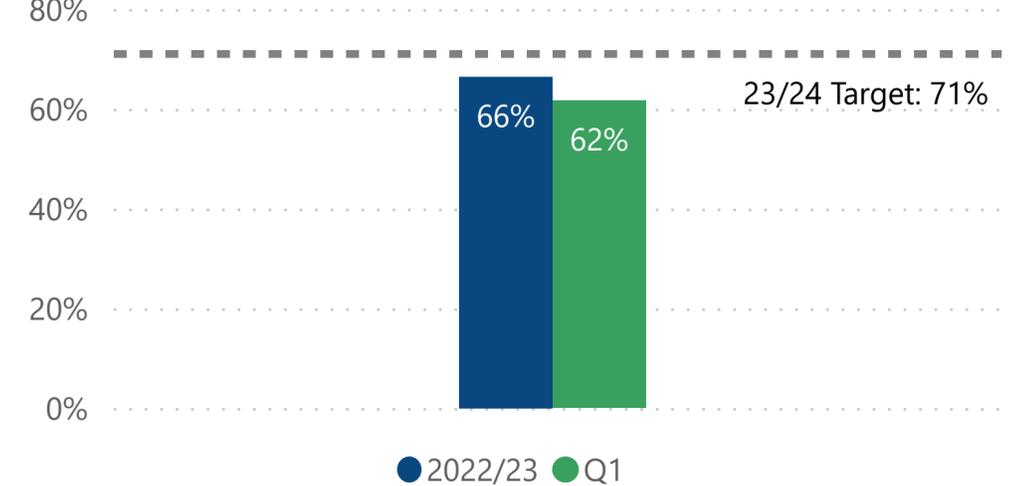
Satisfaction that the landlord makes a positive contribution to neighbourhoods



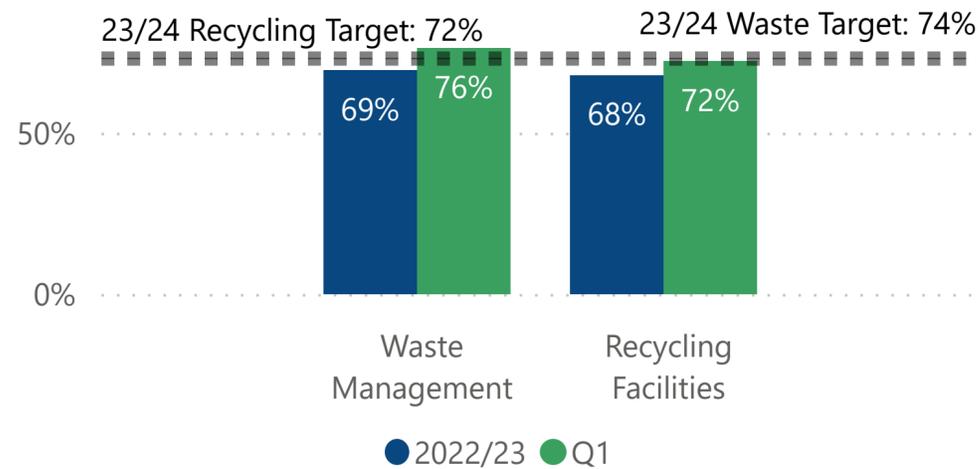
Satisfaction that the landlord keeps communal areas clean and well-maintained



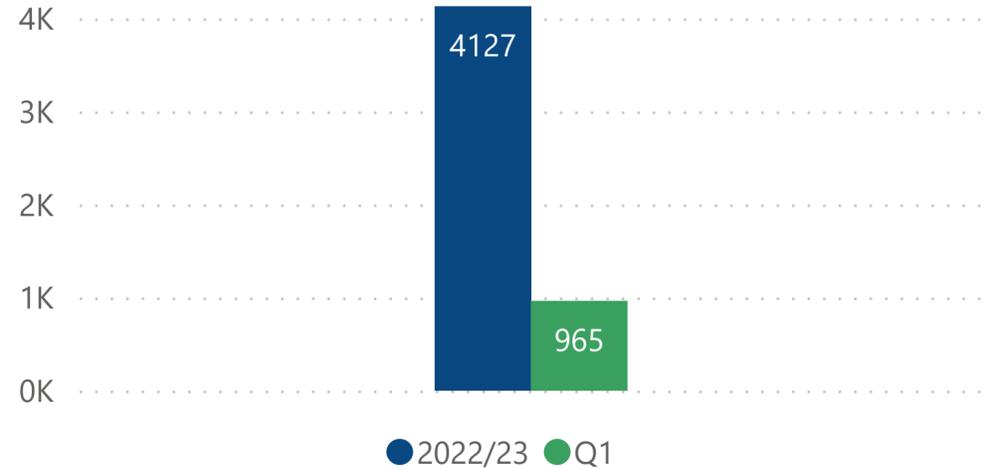
Satisfaction with the shared green areas around my home are well maintained



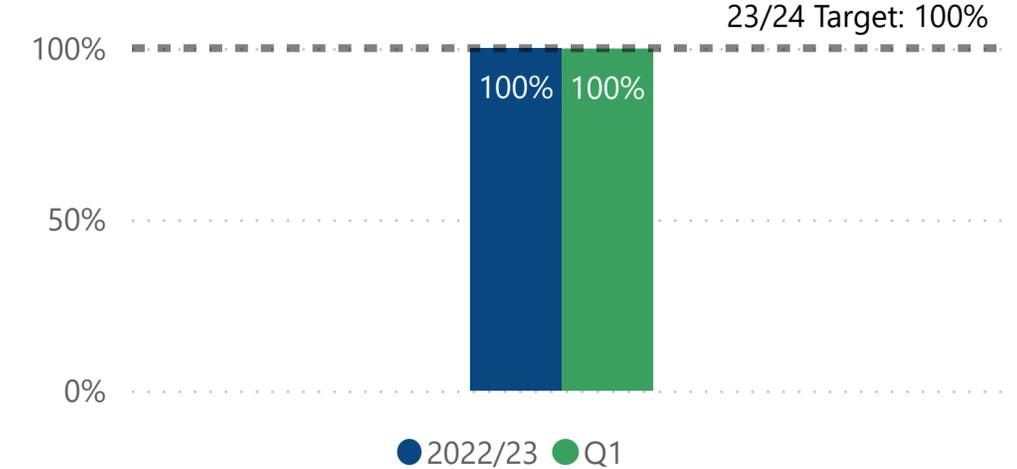
Satisfaction with communal waste management & recycling facilities



Number of flytipping reports

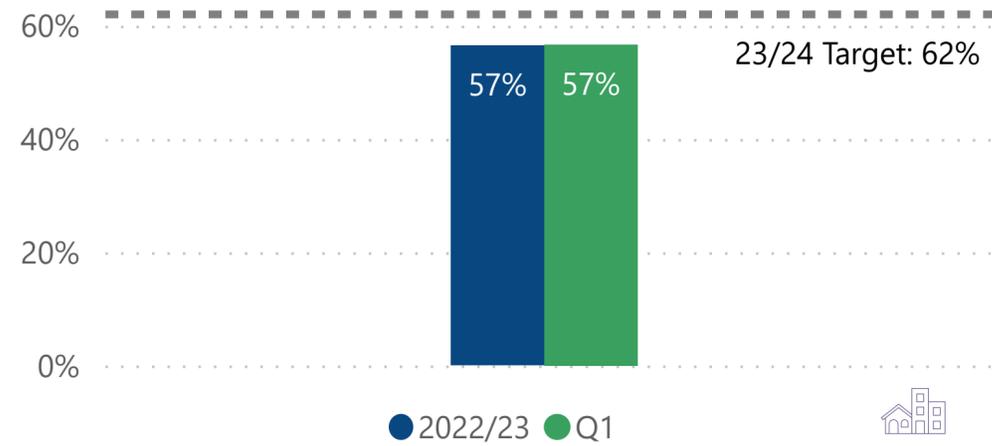


Percentage of fly-tipping removed within 24 hours

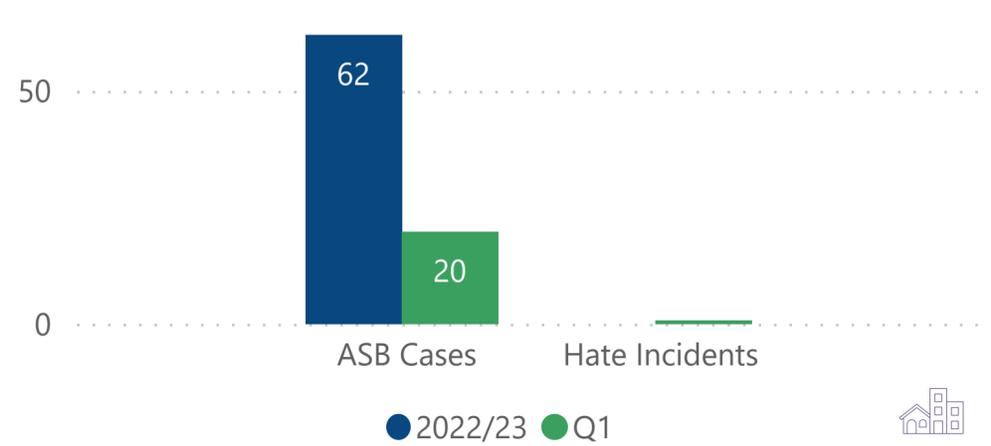


# We will take care of your neighbourhood

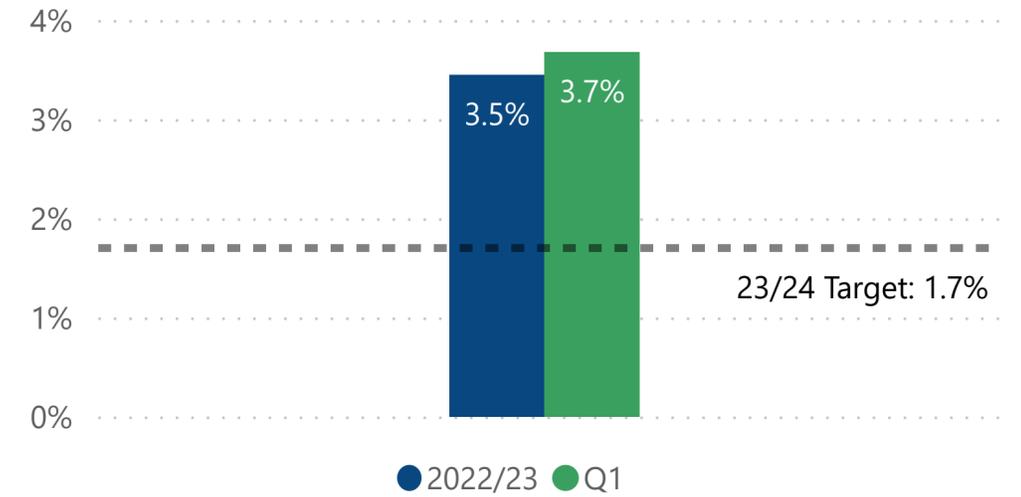
Satisfaction with the landlord's approach to handling of anti-social behaviour



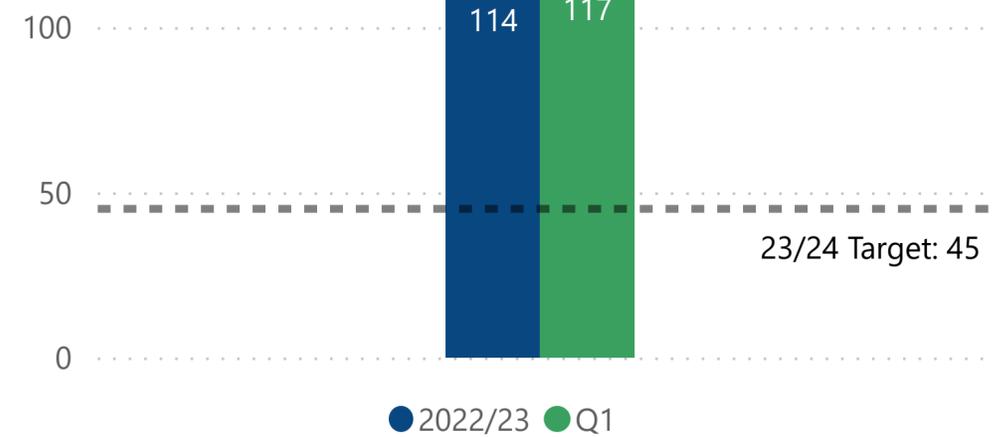
Number of anti-social behaviour cases opened per 1,000 homes



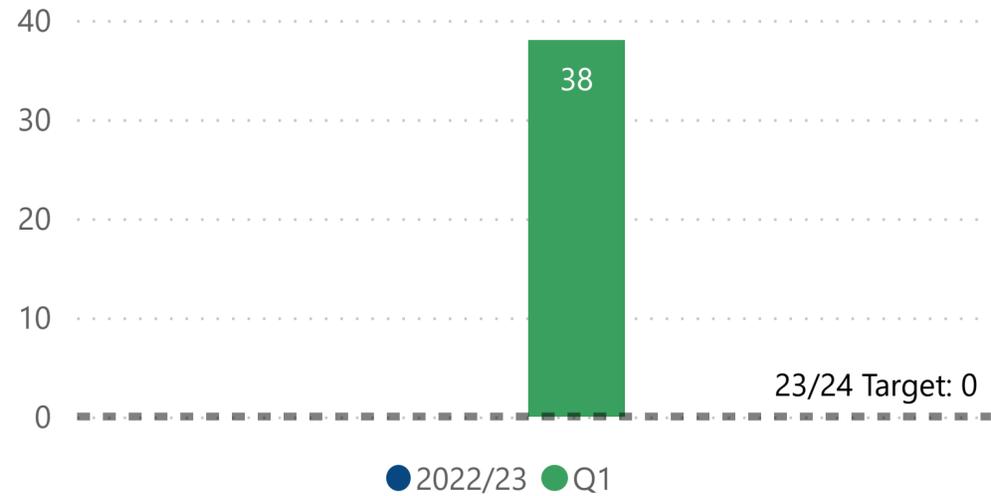
Percentage of rent loss from all vacant properties



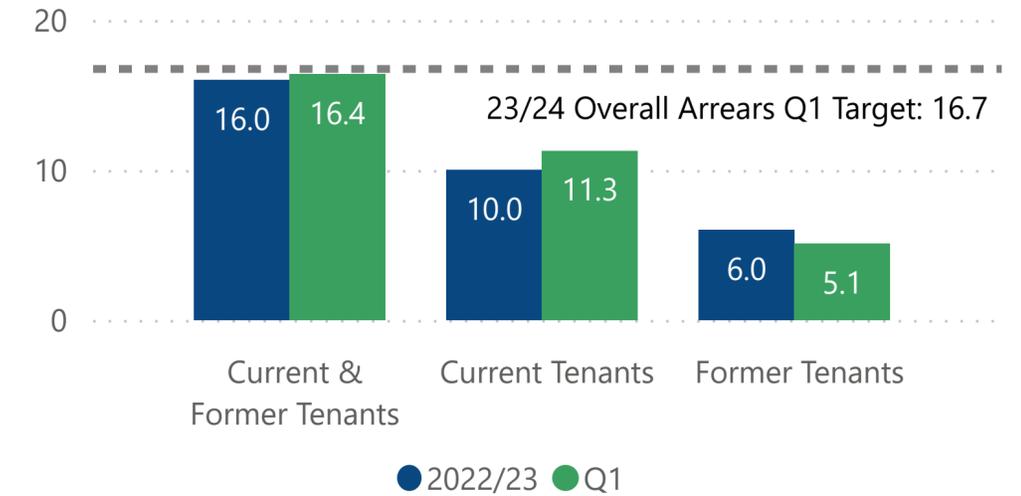
Average calendar days taken to re-let all empty properties



Average time take to complete void property repairs (days)

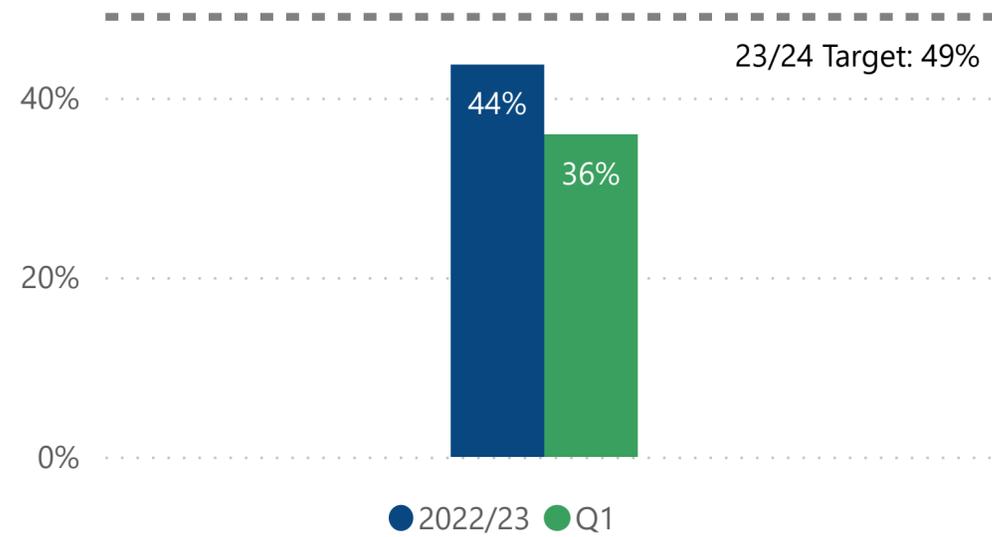


Total rent arrears owed by current and former tenants (£m)

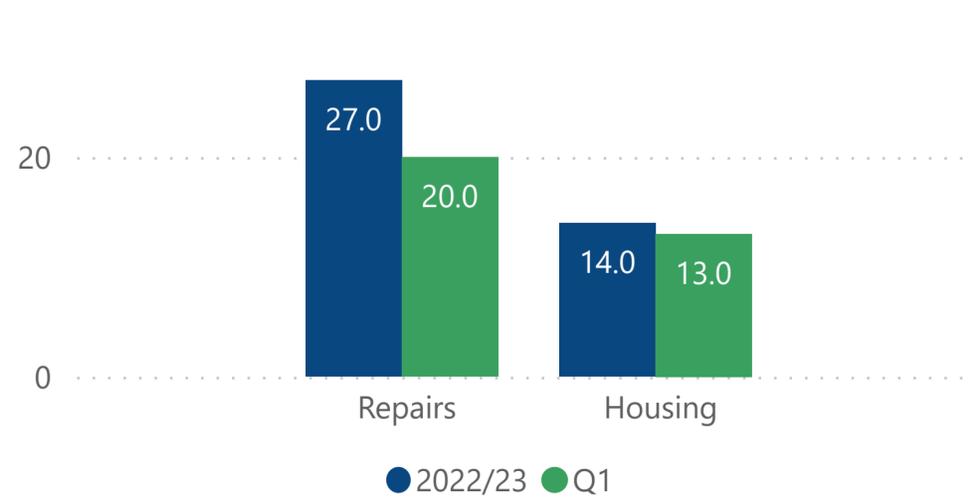


# We will provide a good service to you

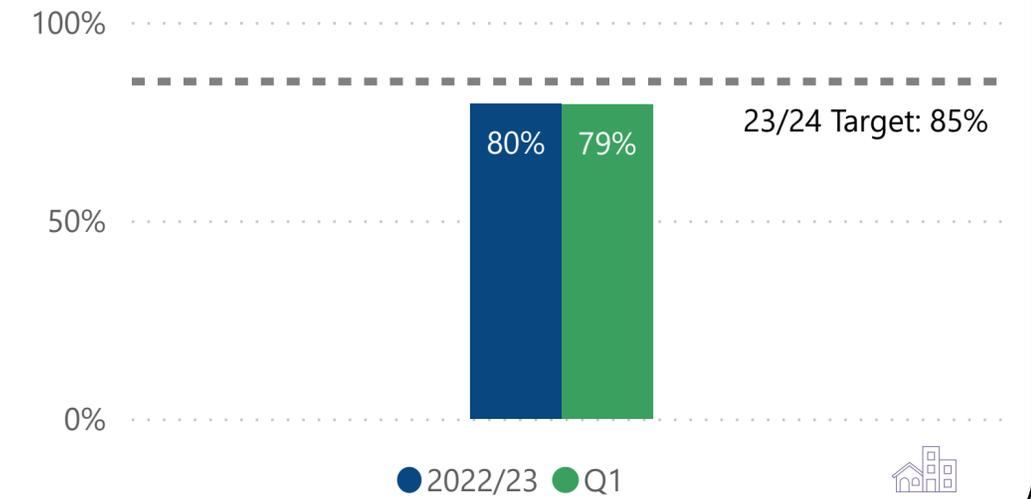
Satisfaction with how easy it is to contact us



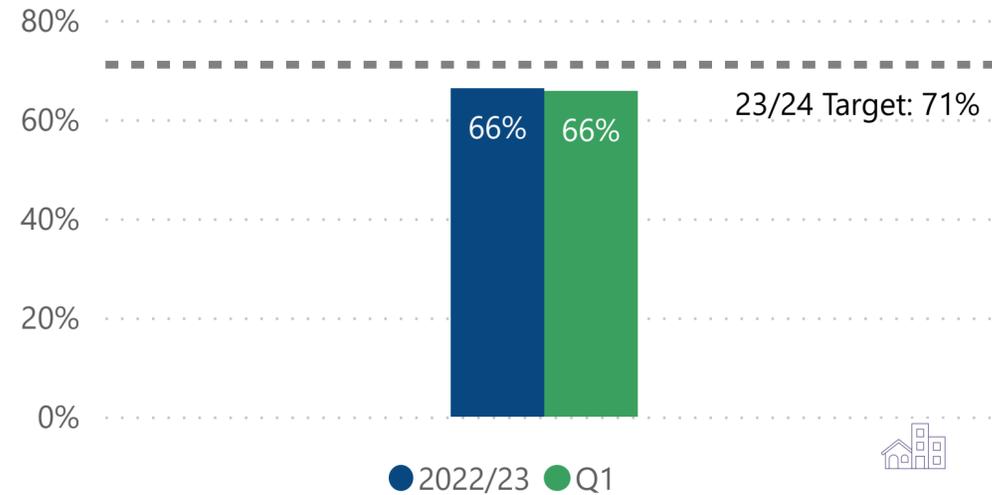
Average call waiting times for housing and repairs (minutes.seconds)



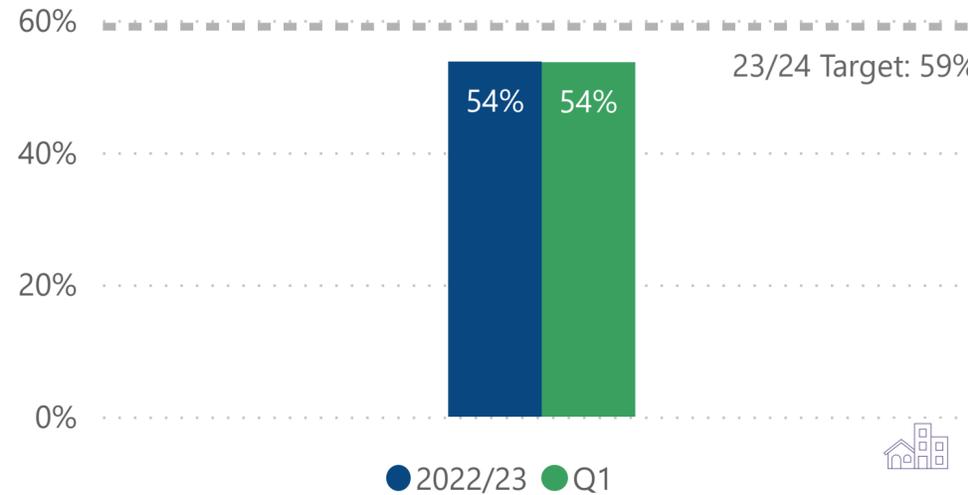
Agreement that the landlord treats tenants fairly and with respect



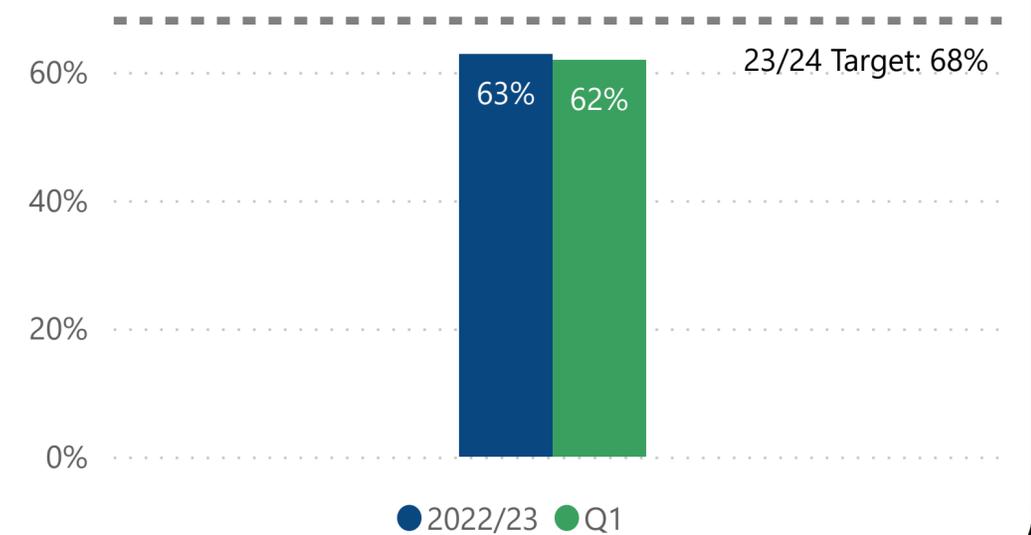
Satisfaction that the landlord keeps tenants informed about things that matter to them



Satisfaction that the landlord listens to your views and acts upon them

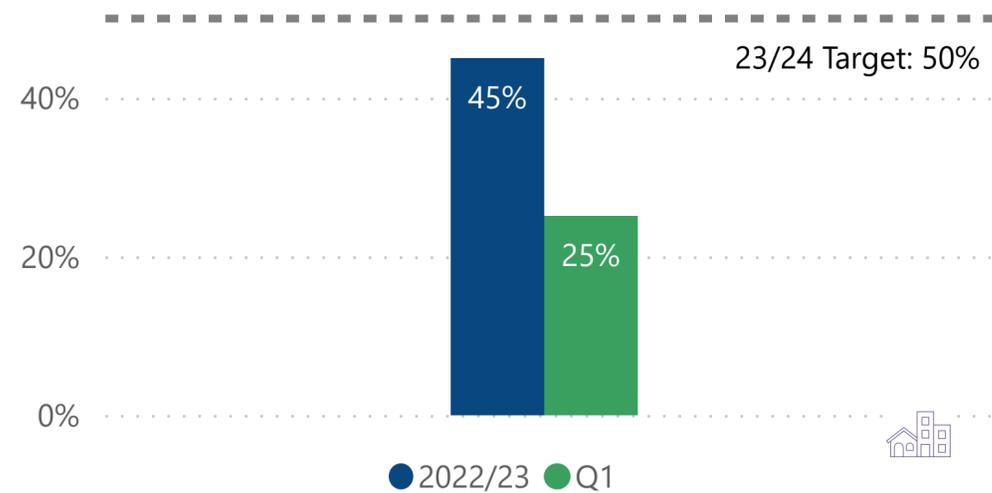


Satisfaction with the overall service

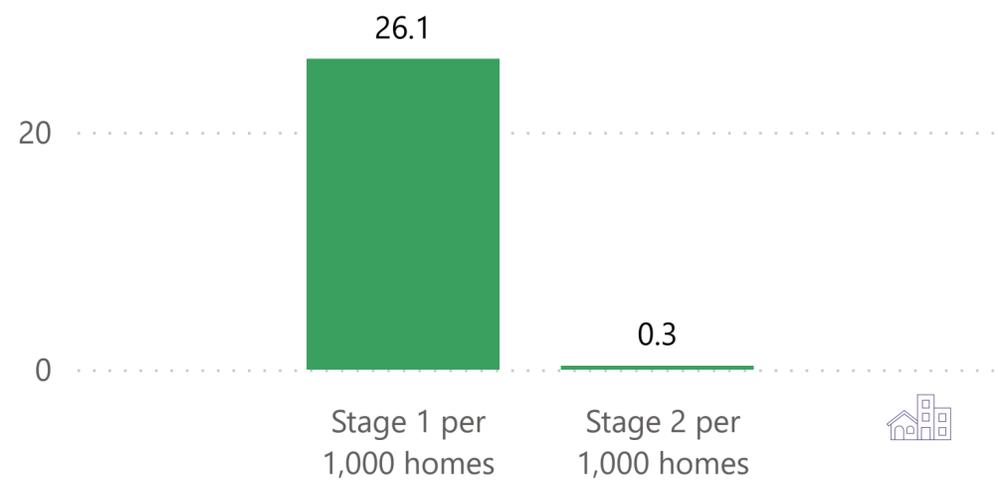


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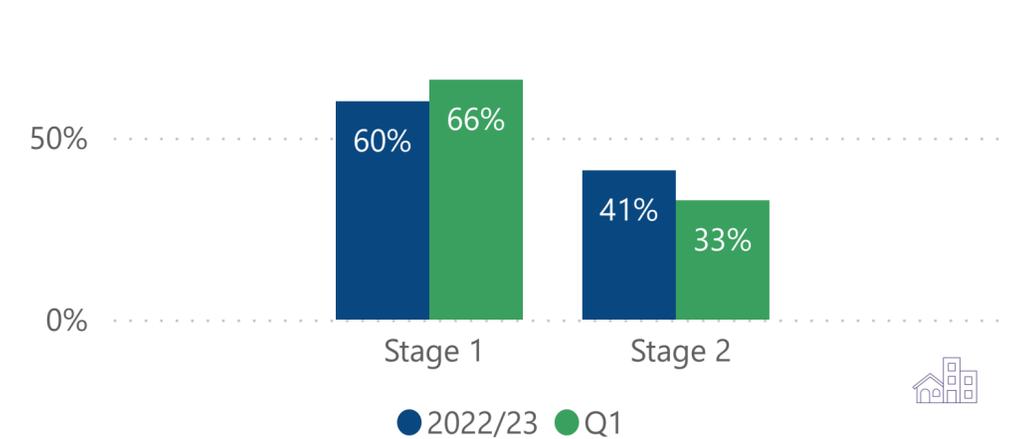
Satisfaction with the landlord's approach to handling of complaints



Number of stage 1 & 2 complaints received per 1,000 homes

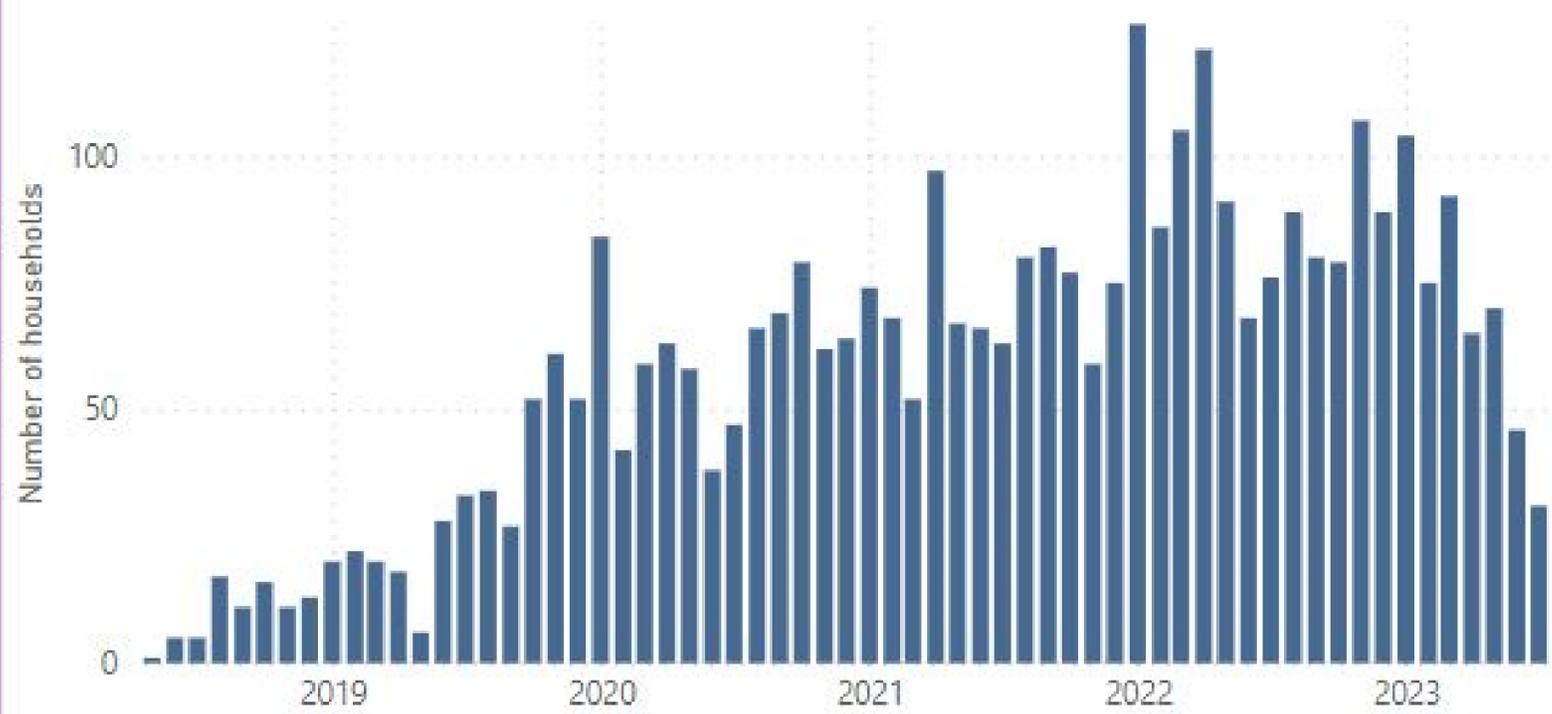


Percentage of stage 1 & 2 complaints responded to within the Housing Ombudsman timescales

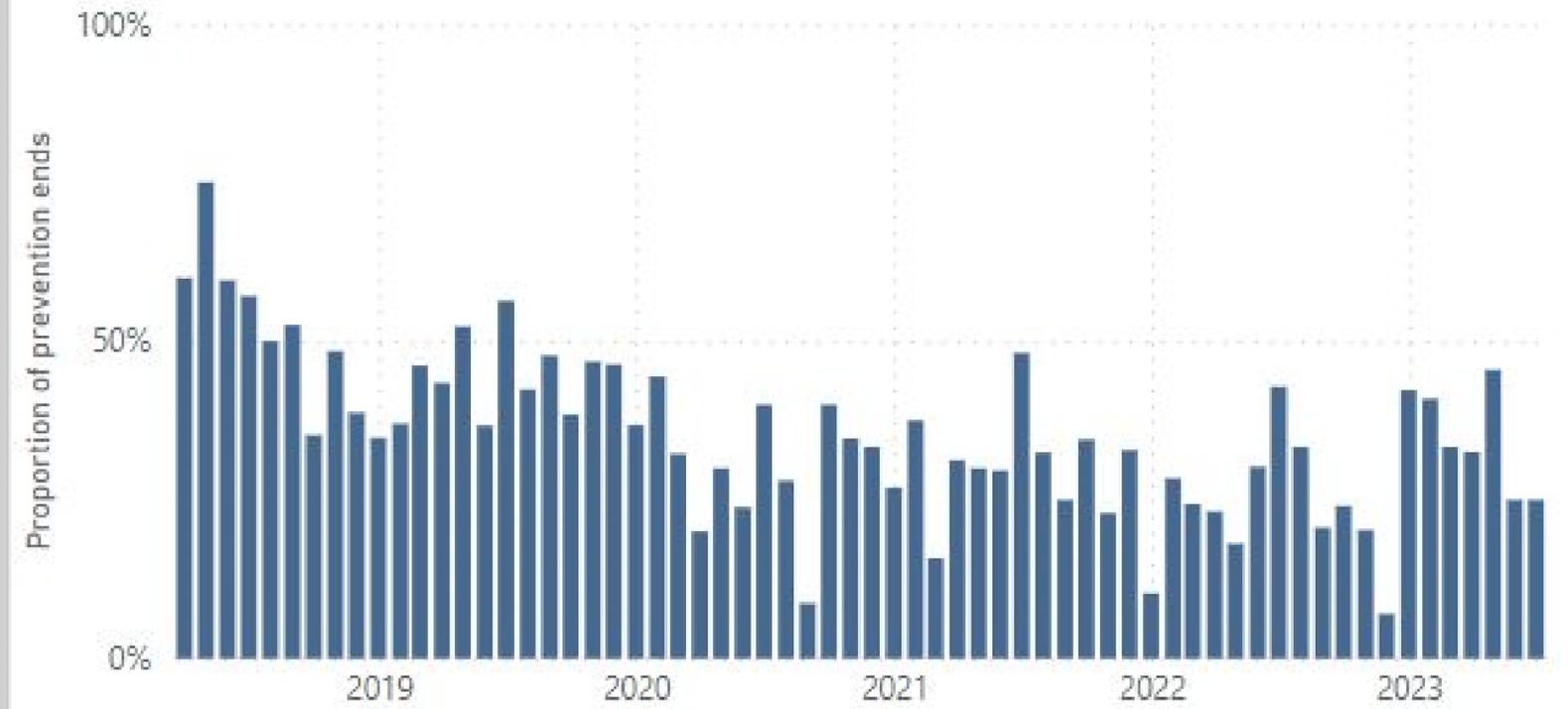


# Helping to prevent homelessness

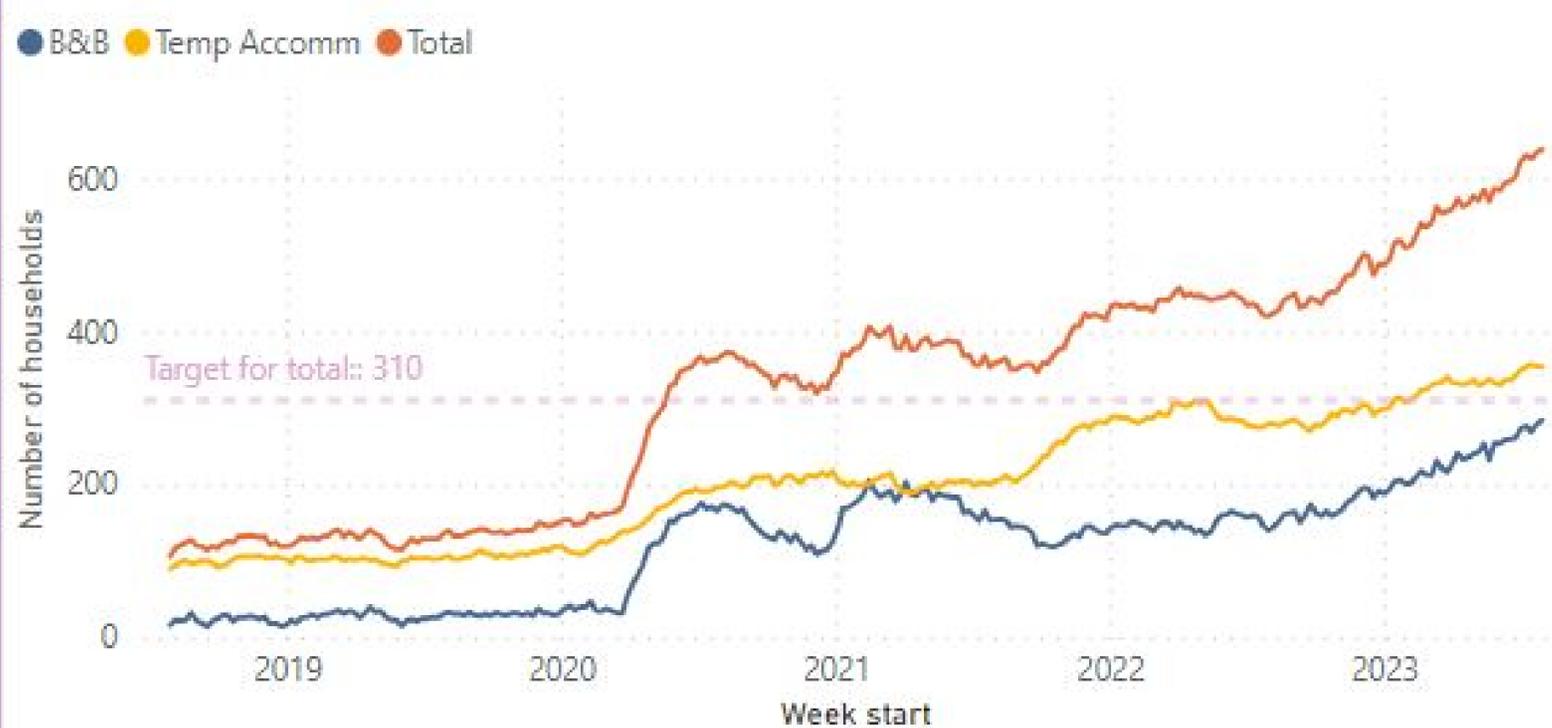
Homelessness duty acceptances



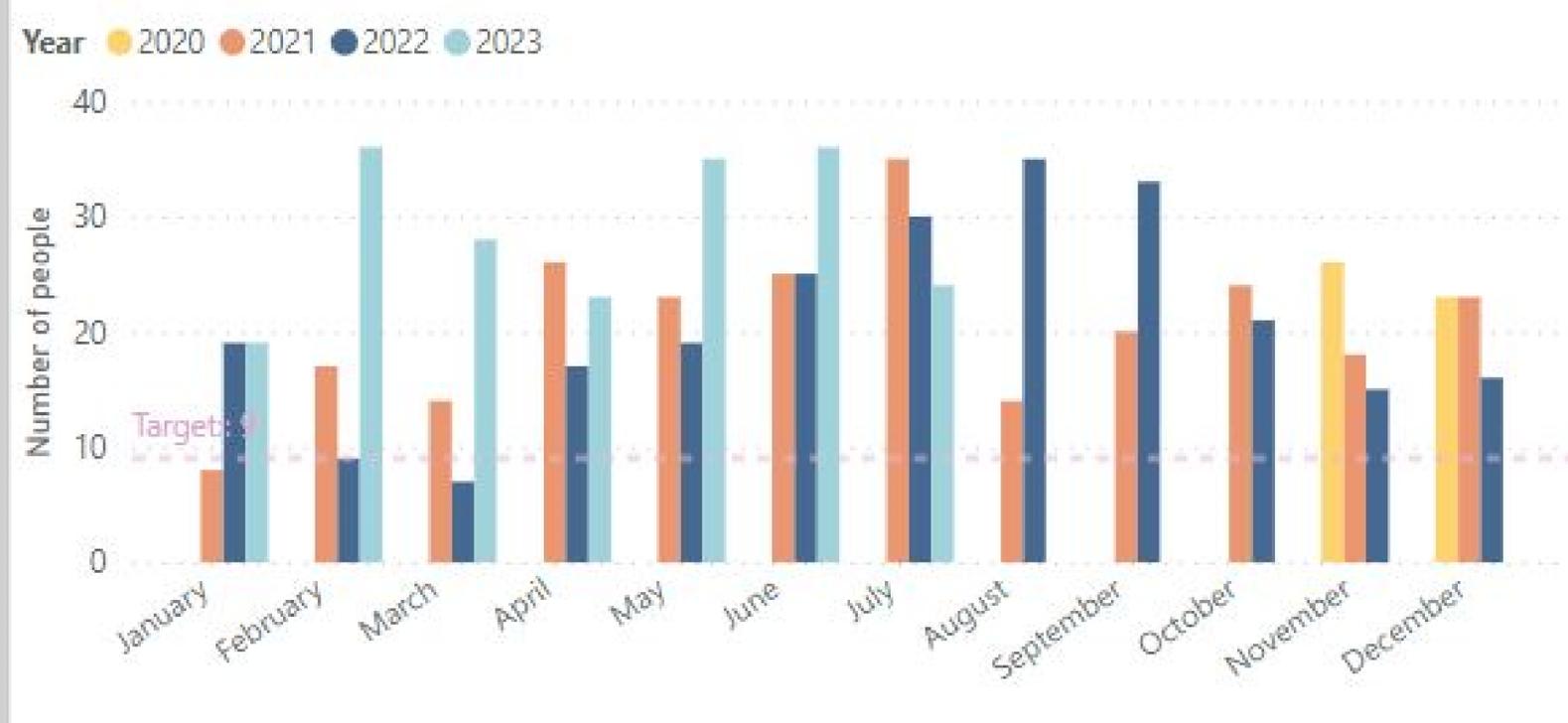
Successful prevention outcomes



Number of households in temporary accommodation or bed and breakfast

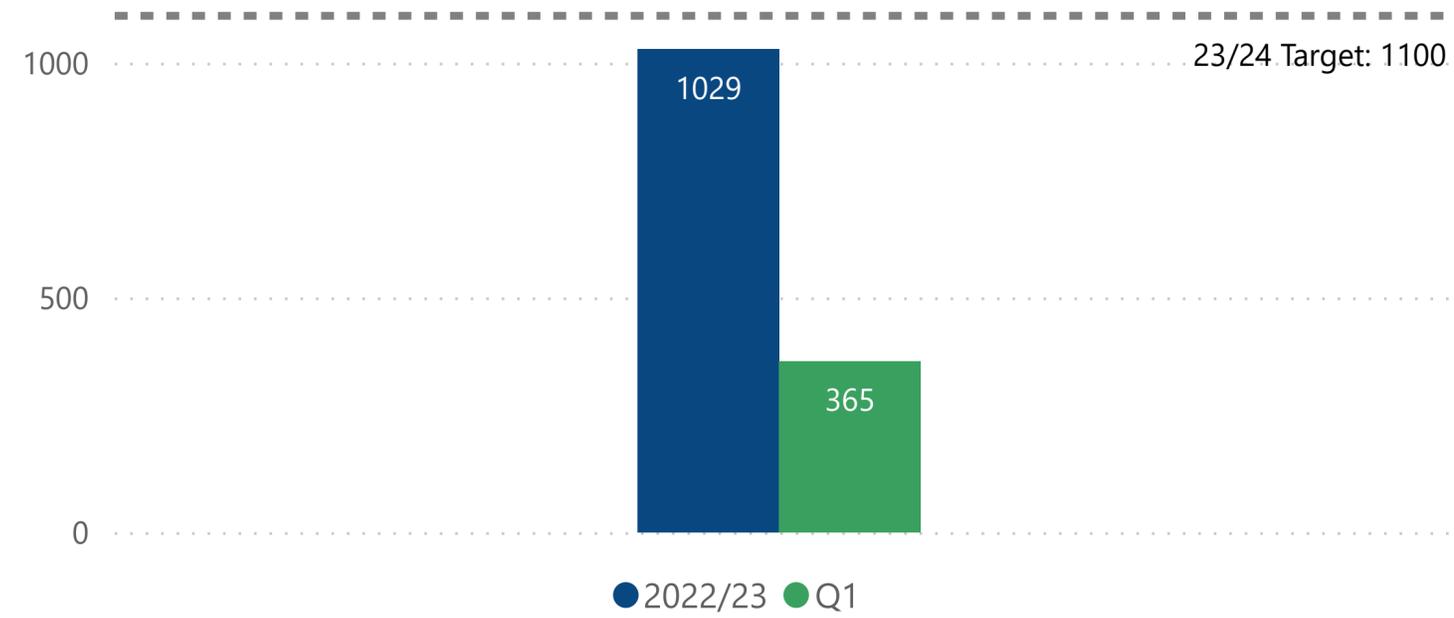


Number of rough sleepers identified at monthly count



# Making private rented homes safer

Number of people living in private rented homes made safe by the removal of category 1 hazards, high scoring category 2 and statutory nuisances



Number of category 1 / high category 2 issues relating to fire safety that have been resolved

