

Appendix C - Sheffield City Council – Tenant Satisfaction Measures 2023-24

Sheffield City Council, alongside all social housing providers will be required to submit performance data on [a suite of performance indicators](#) determined by the Regulator of Social Housing (RSH). This will be the first year of providing this data to Regulator. The deadline for submission of data to RSH is 30th June, and publication of all social housing providers is expected later this year.

The tables below provide an overview of our scores against the 22 TSM measures and what we propose to submit to the RSH by the end of June. Table a) shows tenant satisfaction measures collected via our tenant survey. Table b) shows tenant satisfaction measures based on management information.

a) Tenant Survey Satisfaction Scores

	Tenant Satisfaction Measure	Performance
1.	Overall satisfaction	61.6%
2.	Satisfaction with repairs	66.2%
3.	Satisfaction with time taken to complete most recent repair	58.8%
4.	Satisfaction that the home is well maintained	64.5%
5.	Satisfaction that the home is safe	71.3%
6.	Satisfaction that the landlord listens to tenant views and acts upon them	53.7%
7.	Satisfaction that the landlord keeps tenants informed about things that matter to them	62.6%
8.	Agreement that the landlord treats tenants fairly and with respect	78.0%
9.	Satisfaction with the landlord's approach to handling complaints	25.3%
10.	Satisfaction that the landlord keeps communal areas clean and well maintained	53.3%
11.	Satisfaction that the landlord makes a positive contribution to neighbourhoods	57.4%
12.	Satisfaction with the landlord's approach to handling anti-social behaviour	57.8%

b) Management Information Scores

	Tenant Satisfaction Measure	Performance
13	Proportion of homes that do not meet the Decent Homes Standard	2.3%
14	Repairs completed within target timescale <ul style="list-style-type: none"> Proportion of non-emergency responsive repairs completed within the landlord's target timescale Proportion of emergency responsive repairs completed within the landlord's target timescale. 	68.0% 65.2%
15	Proportion of homes for which all required gas safety checks have been carried out	99.4%
16	Proportion of homes for which all required fire risk assessments have been carried out	100%
17	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
18	Proportion of homes for which all required legionella risk assessments have been carried out	100%
19	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%
20	Number of anti-social behaviour cases, opened per 1,000 homes	63.7
	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	1.4
21	Number of stage one complaints received per 1,000 homes	96.1
	Number of stage two complaints received per 1,000 homes	0.8
22	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	63.1%
		46.8%

	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	
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