



Housing & Repairs Performance Report

Quarter 1 (April 24 - June 24)

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



Performance measures that contribute to Council Plan outcomes can be identified by these icons



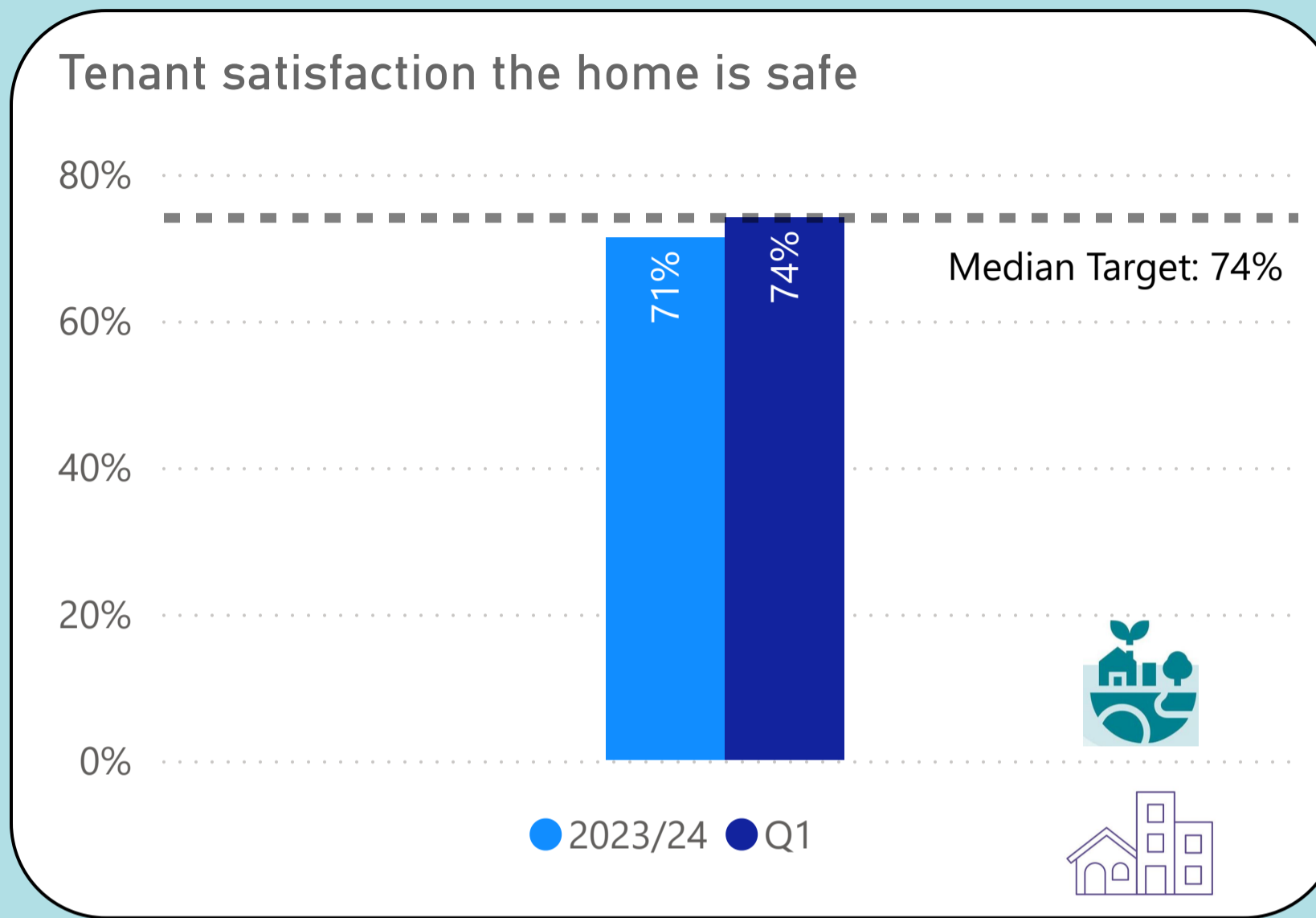
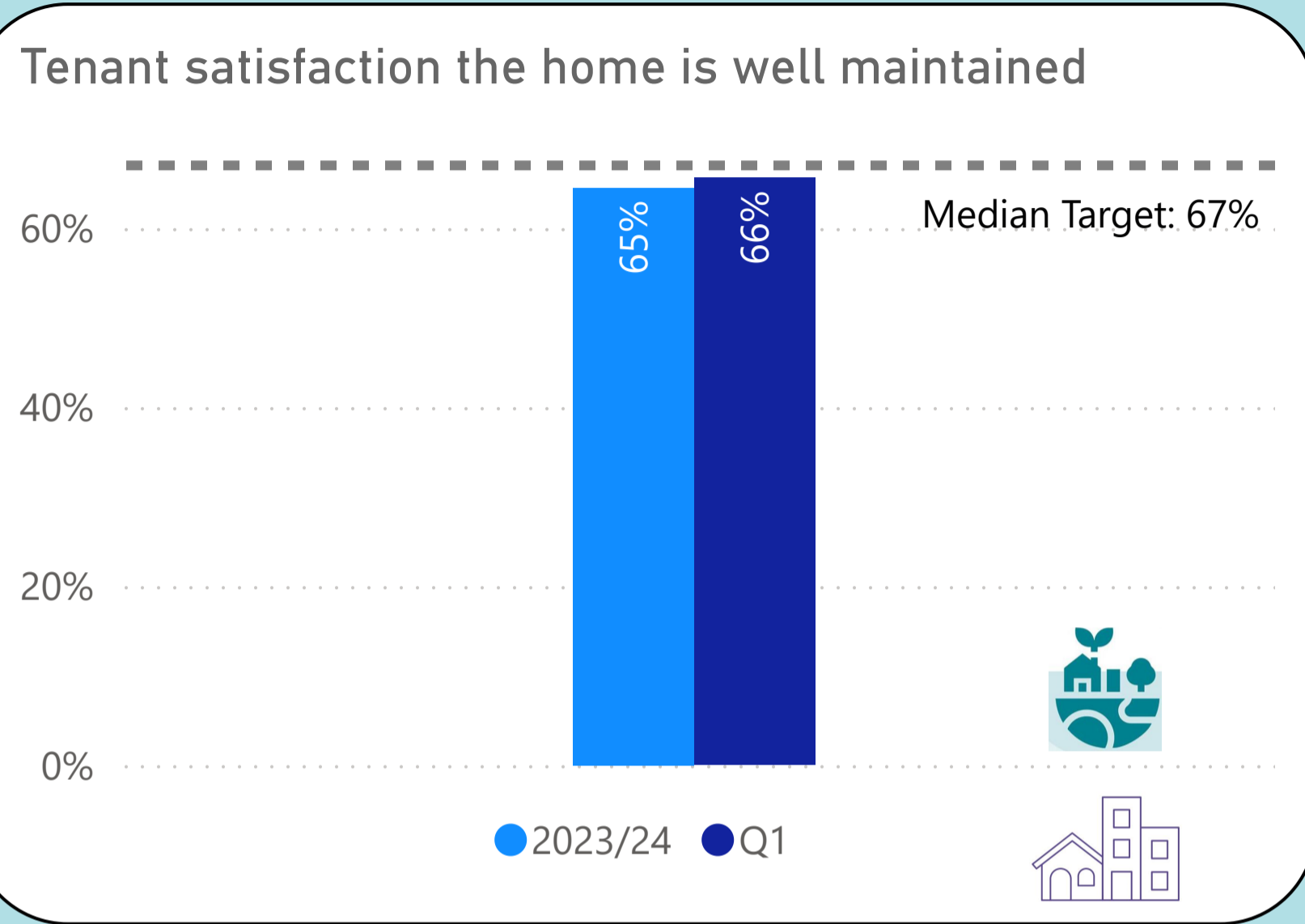
Great Neighbourhoods



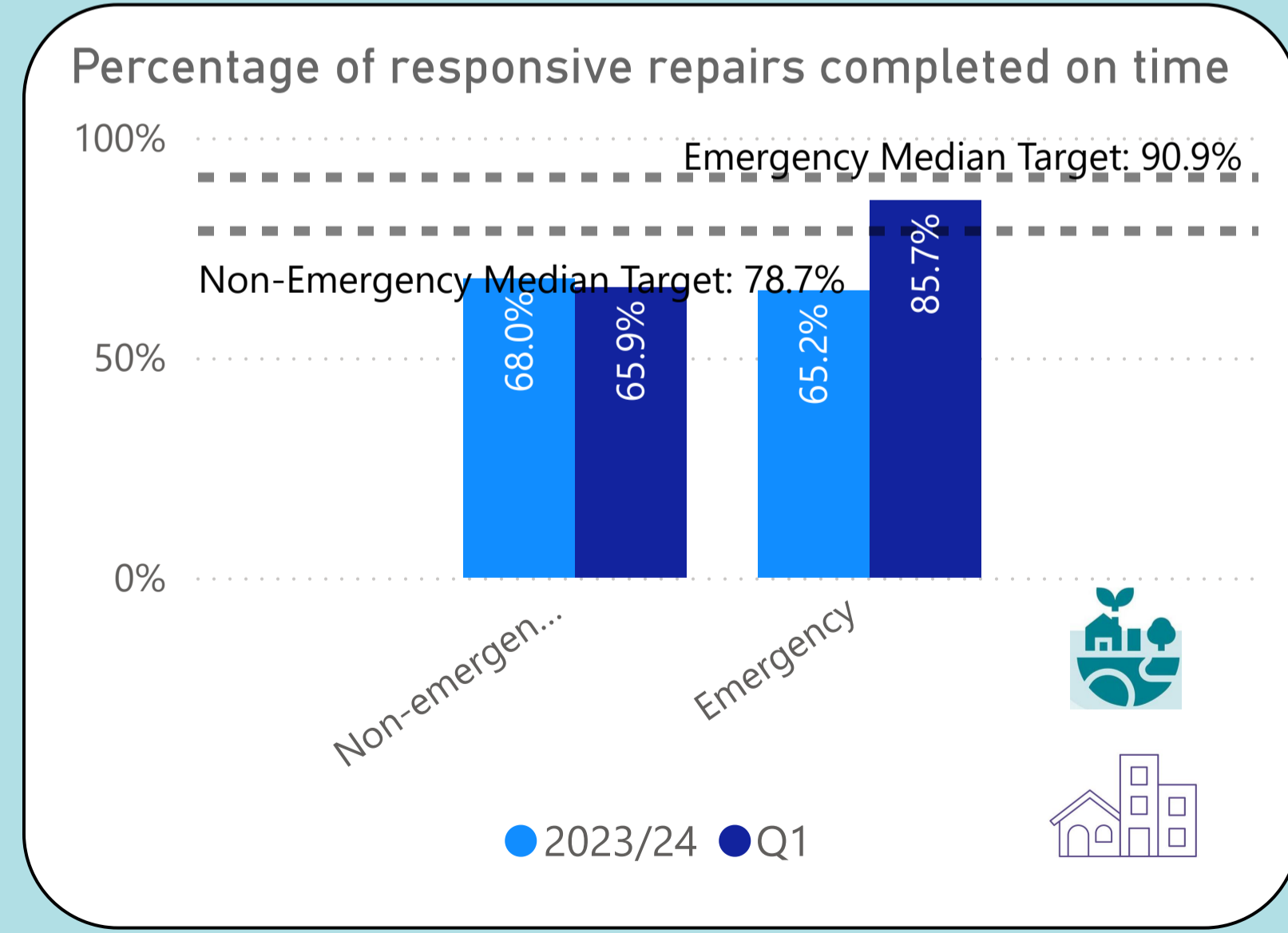
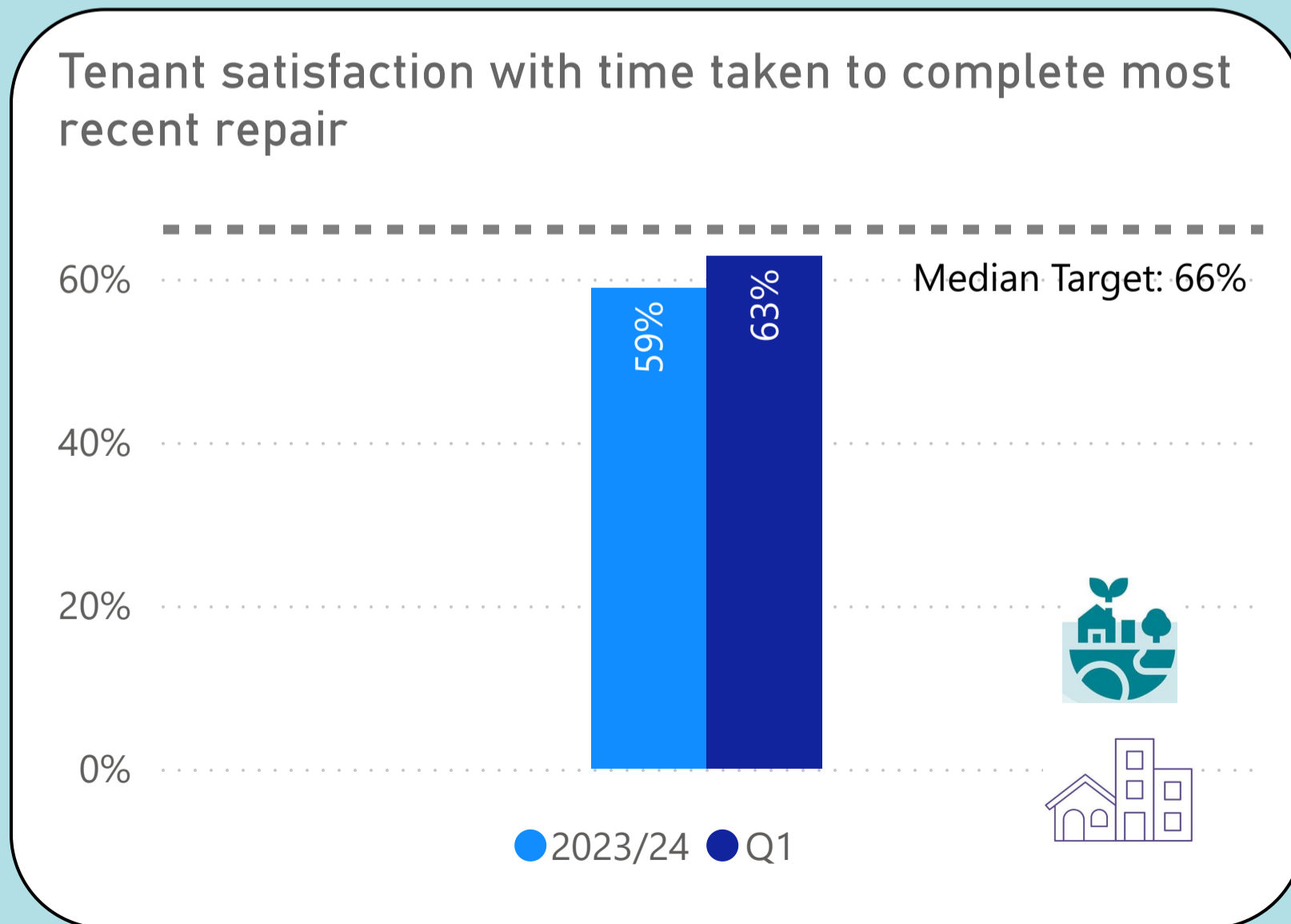
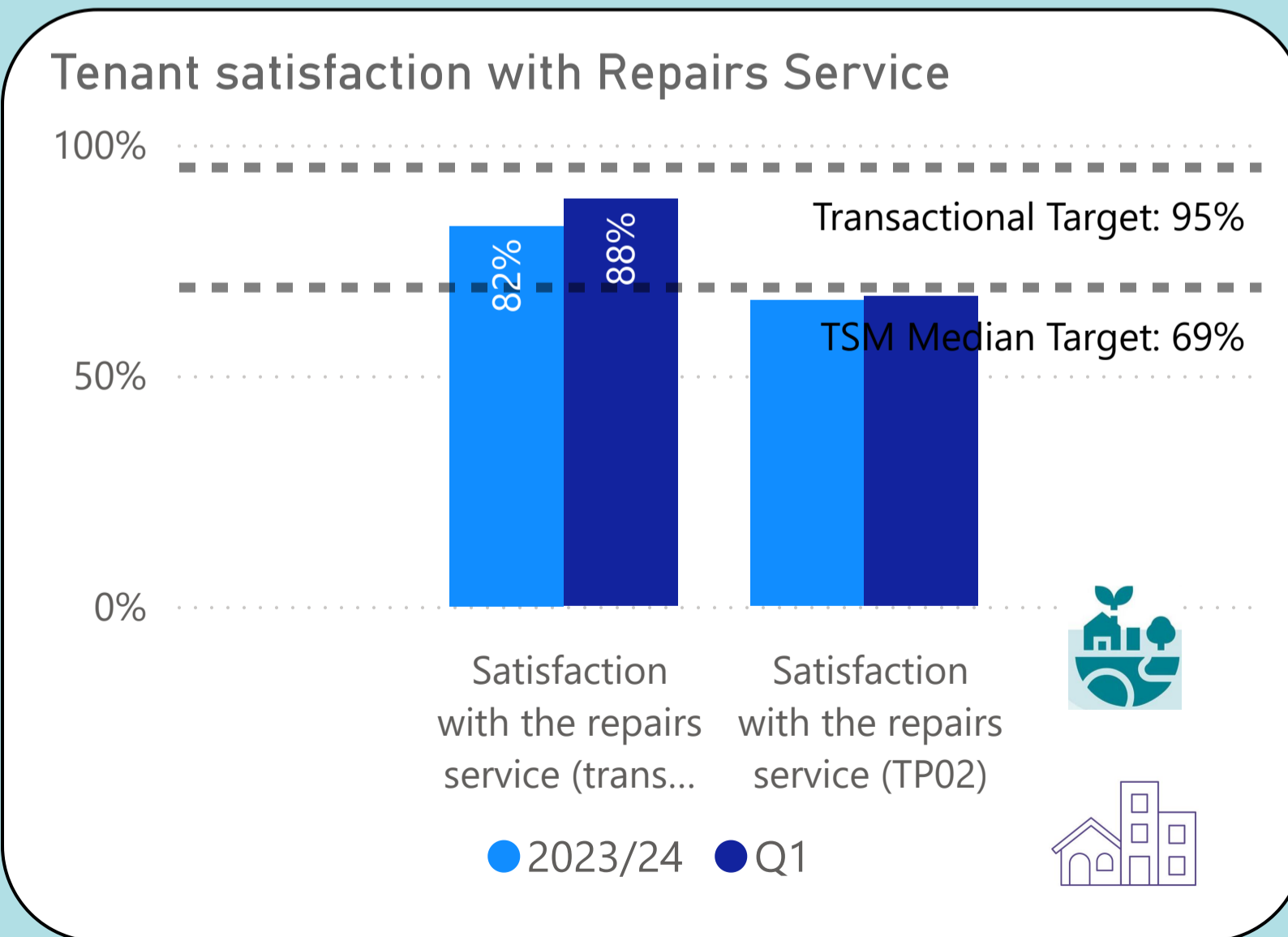
Caring, Engaged Communities



We will offer a range of quality homes

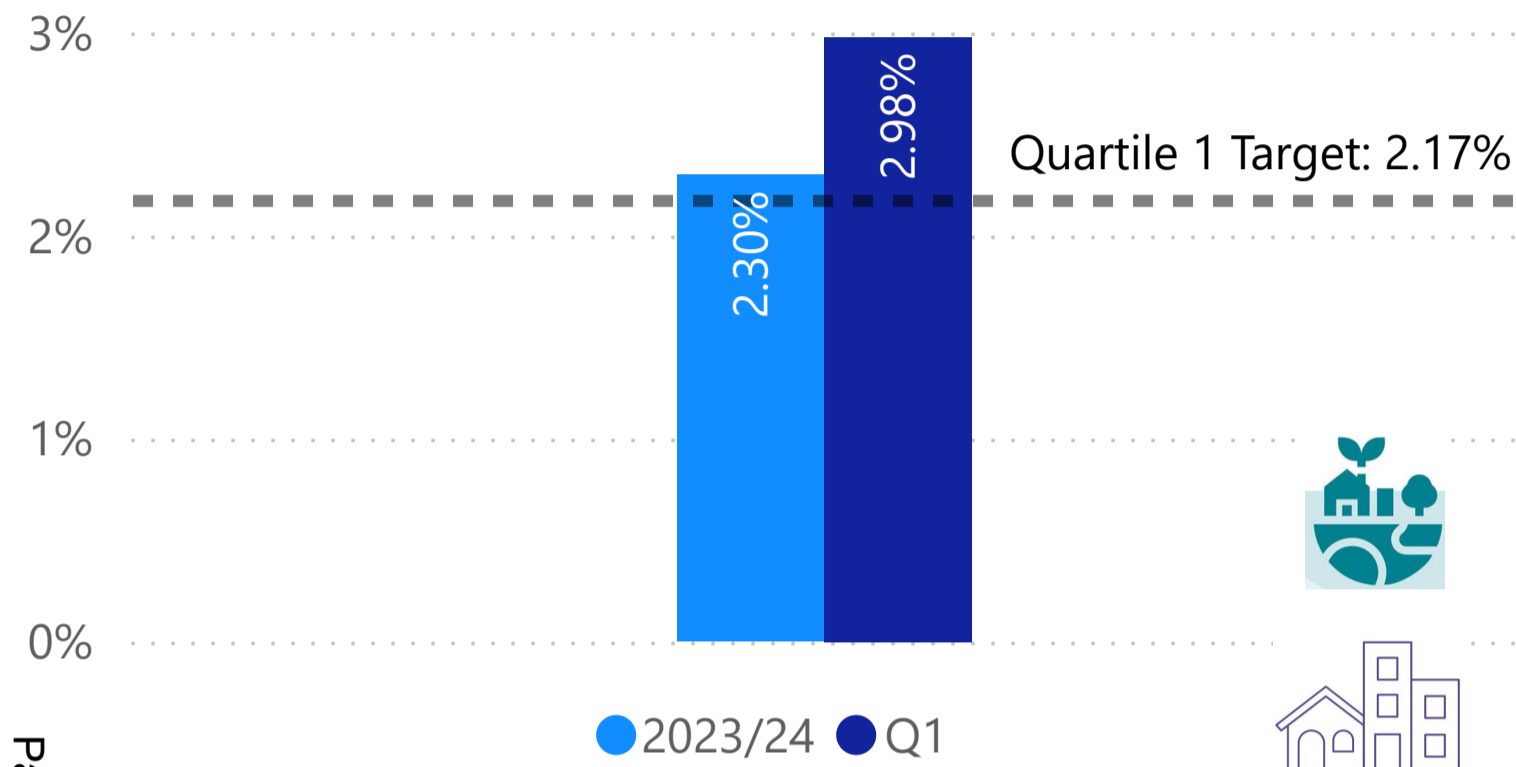


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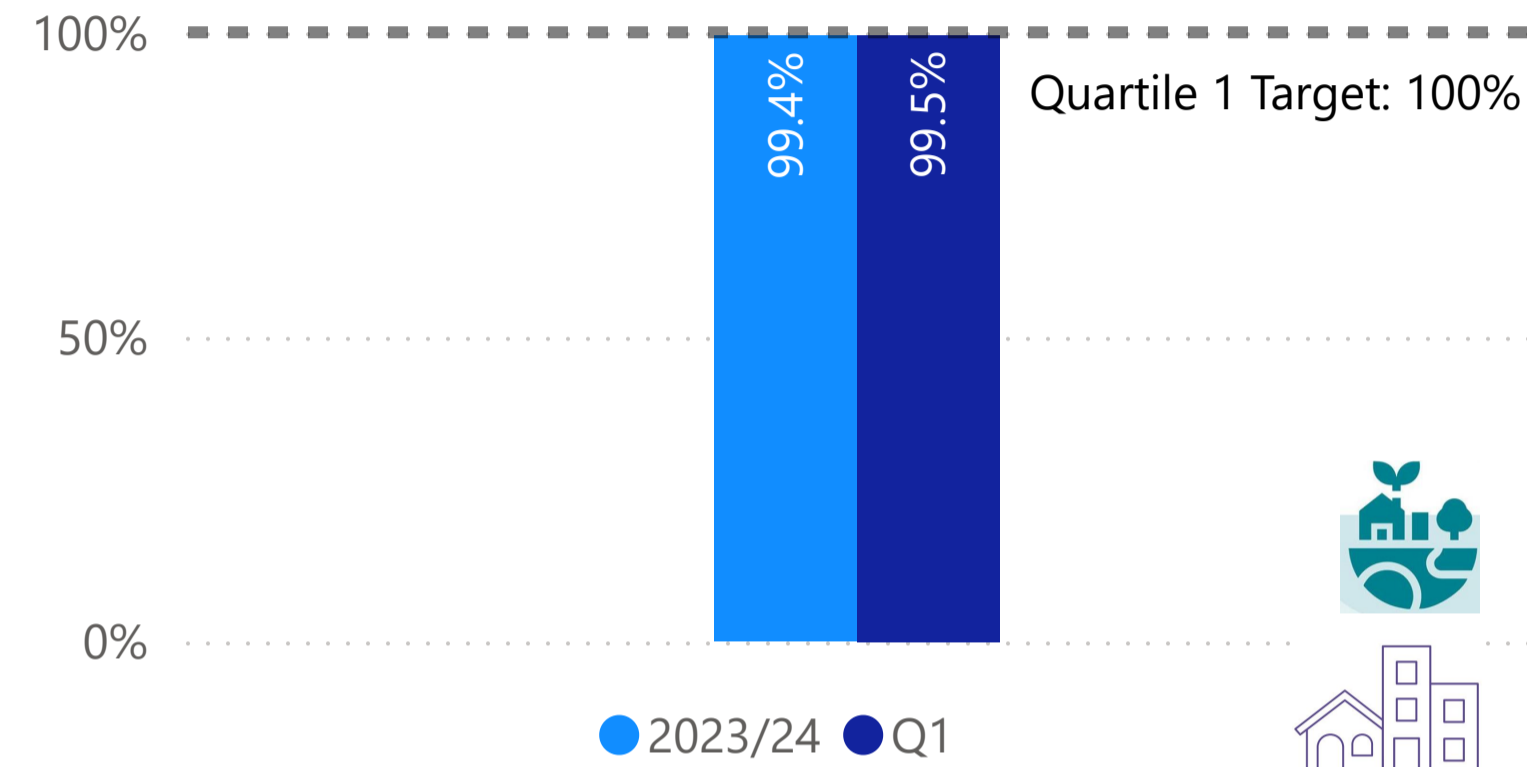


We will offer a range of quality homes

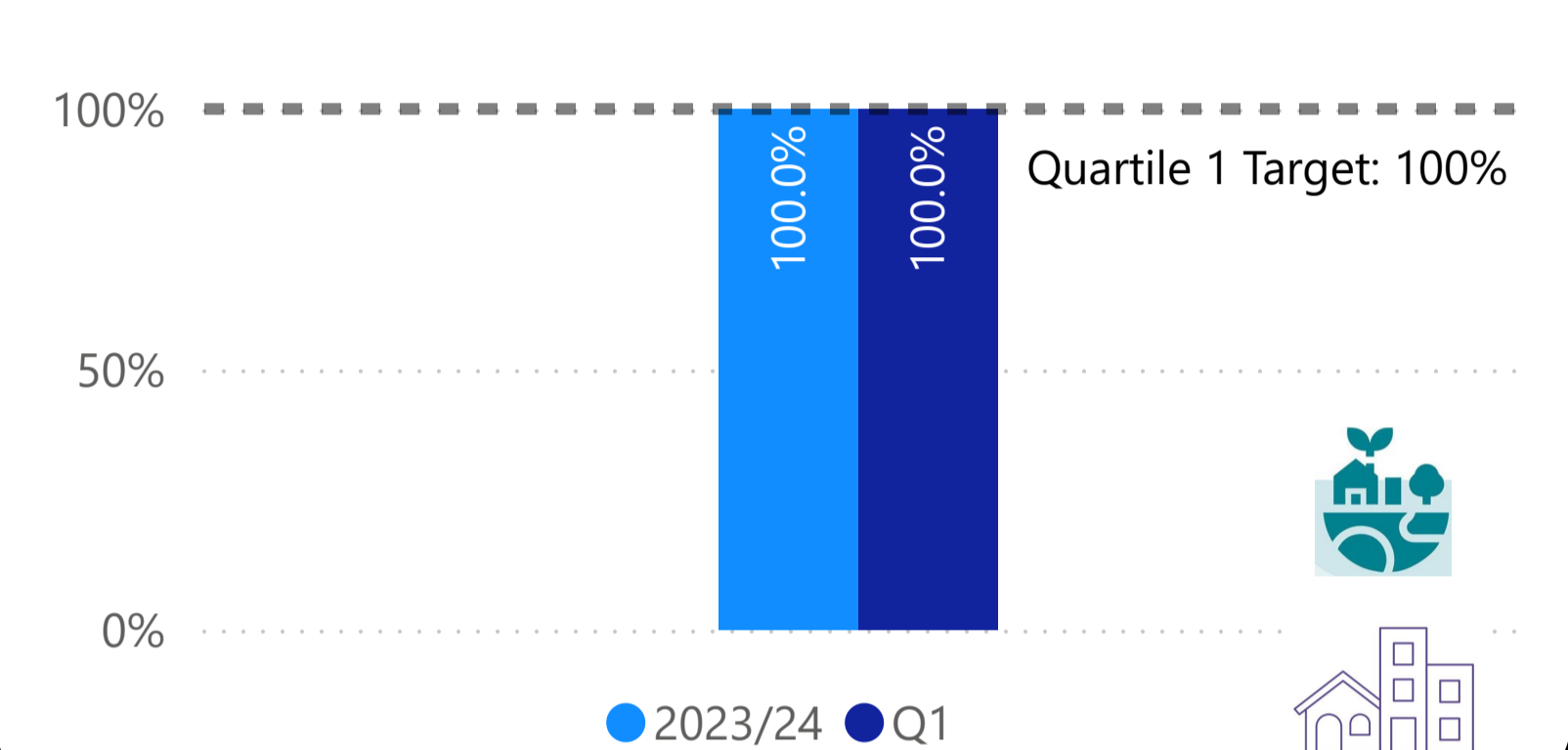
Percentage of homes that do not meet the Decent Homes Standard



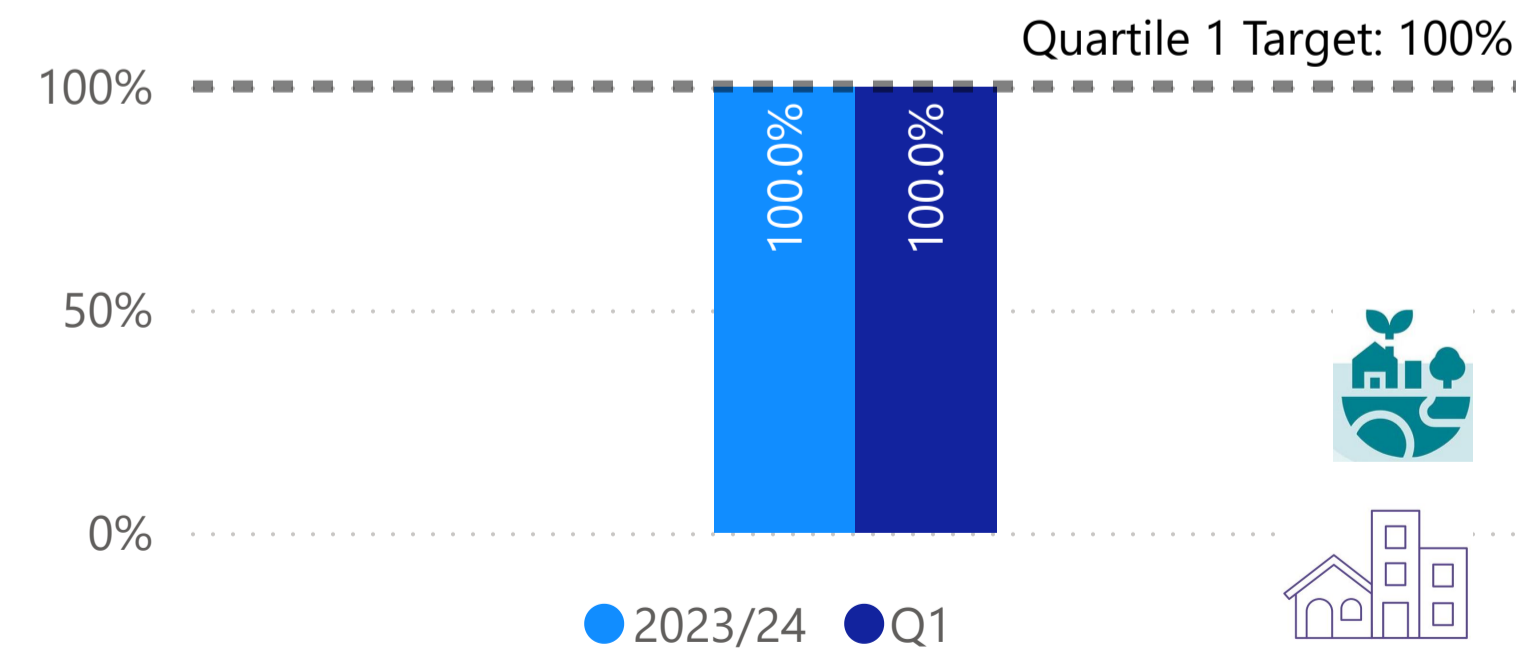
Percentage of homes that have had all the necessary gas safety checks



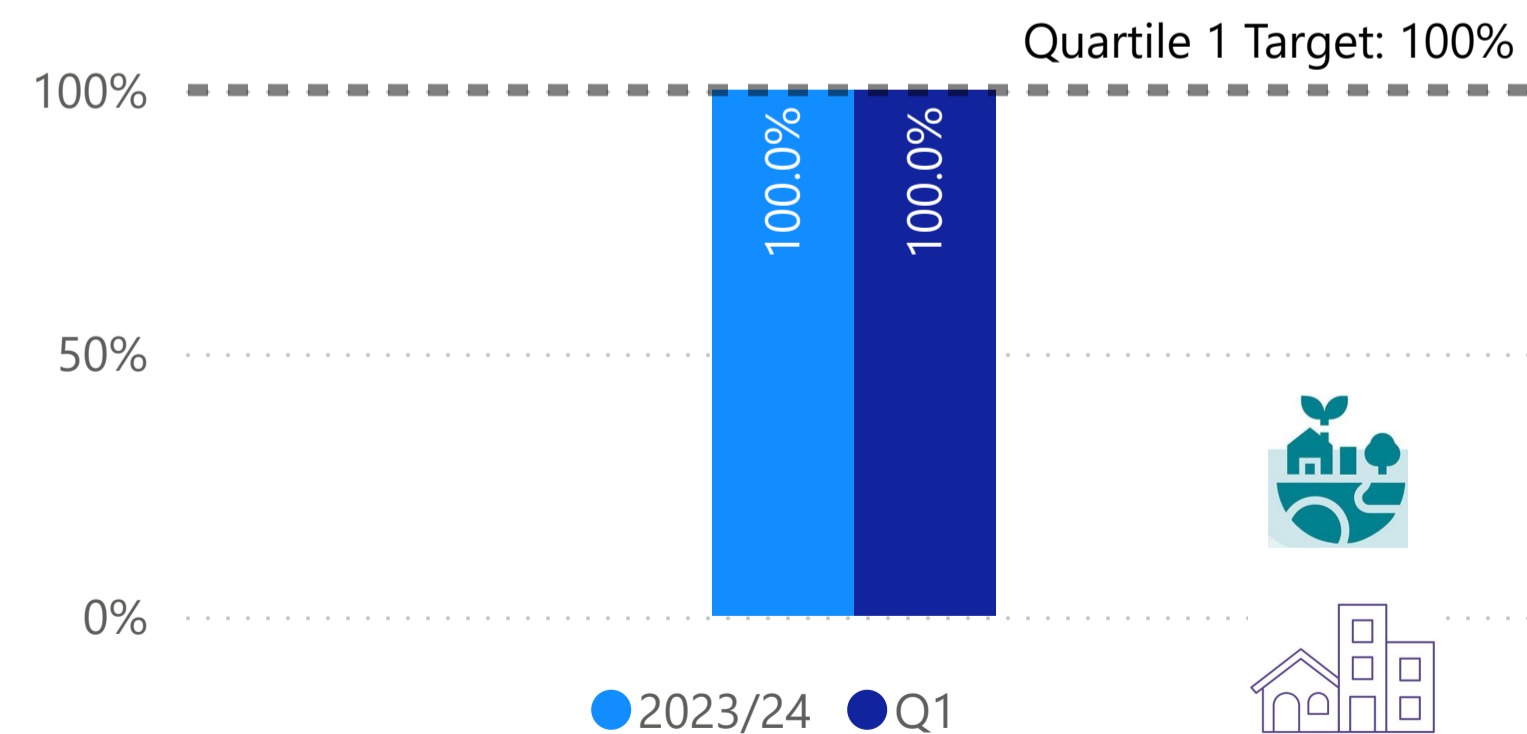
Percentage of homes in buildings that have had all the necessary fire risk assessments



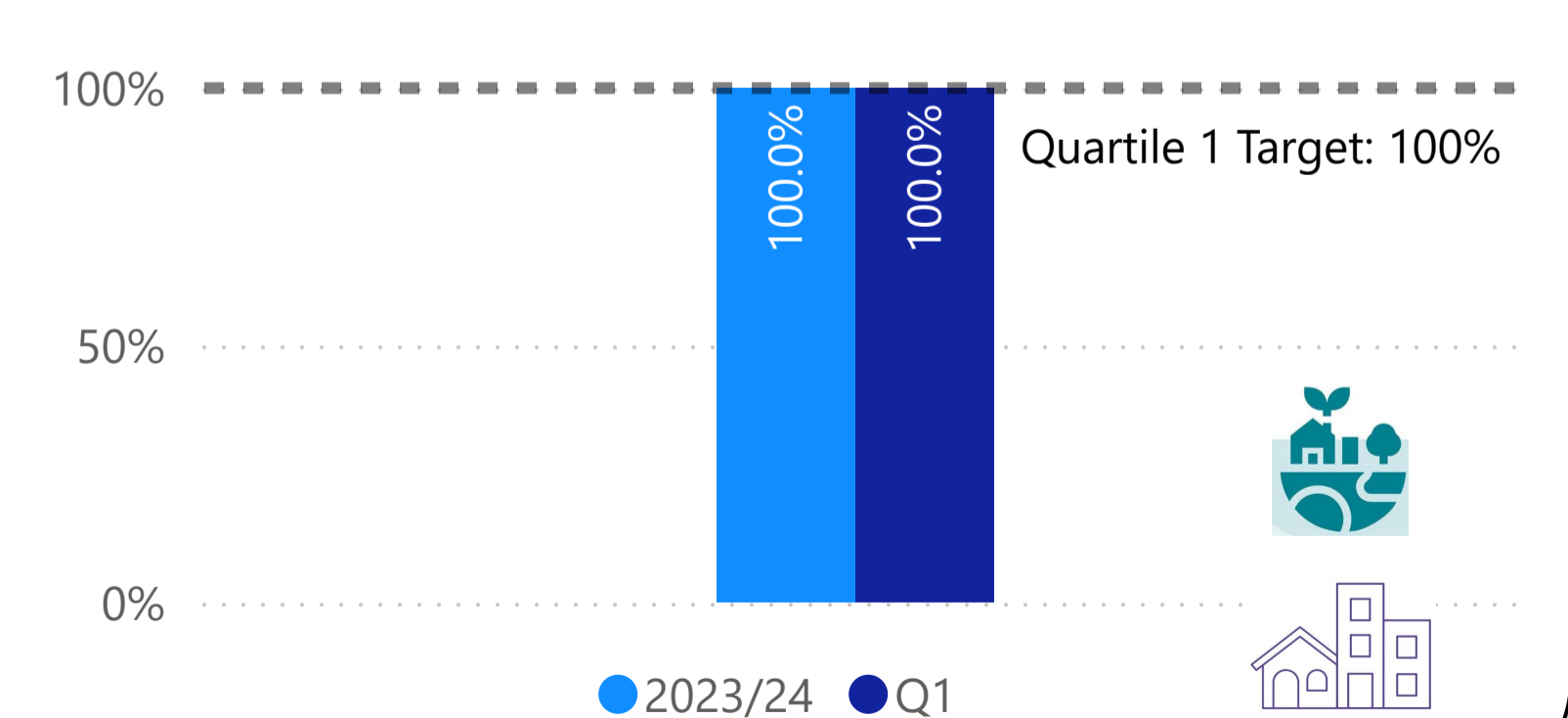
Percentage of homes in buildings where the communal lifts have had all the necessary safety checks



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

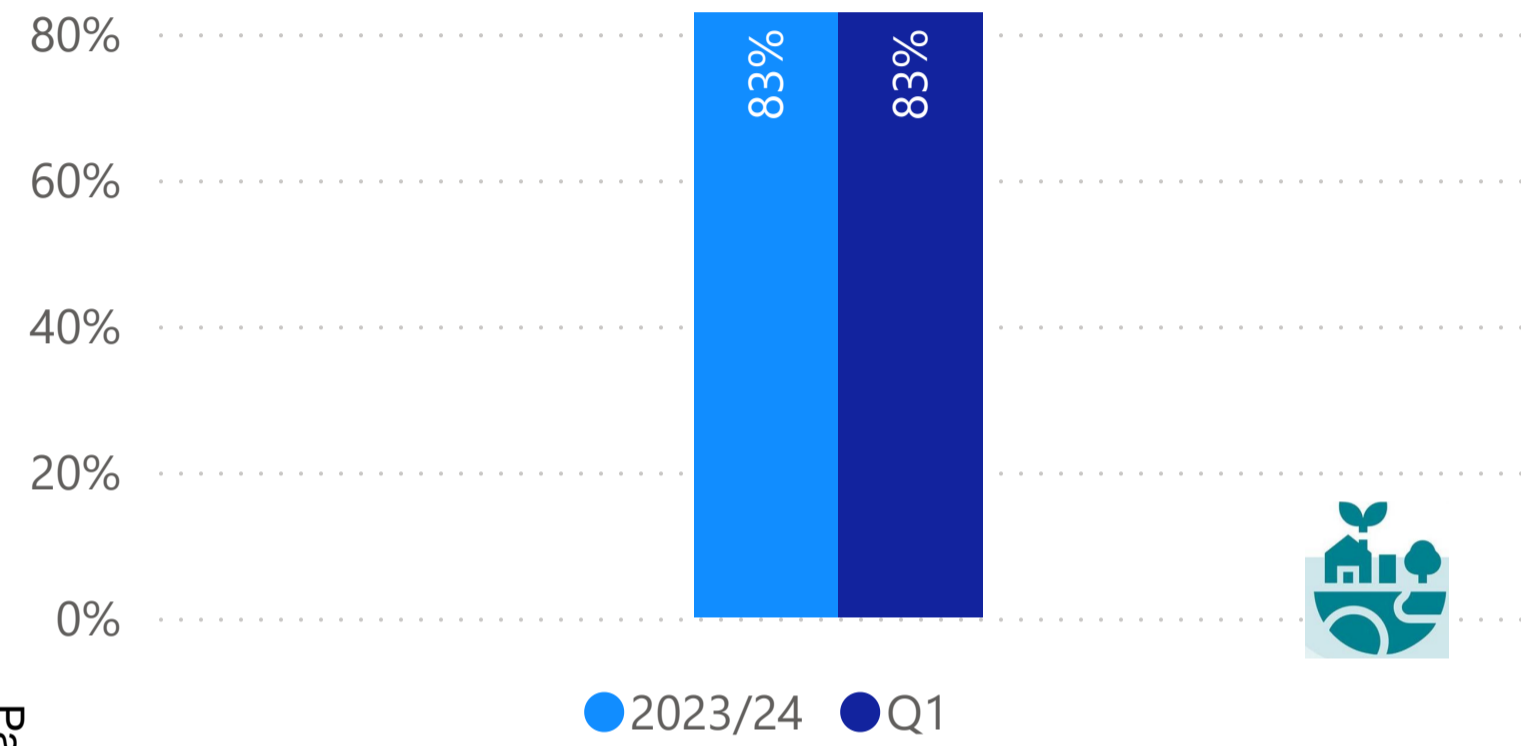


Percentage of homes in buildings that have had all the necessary asbestos safety checks

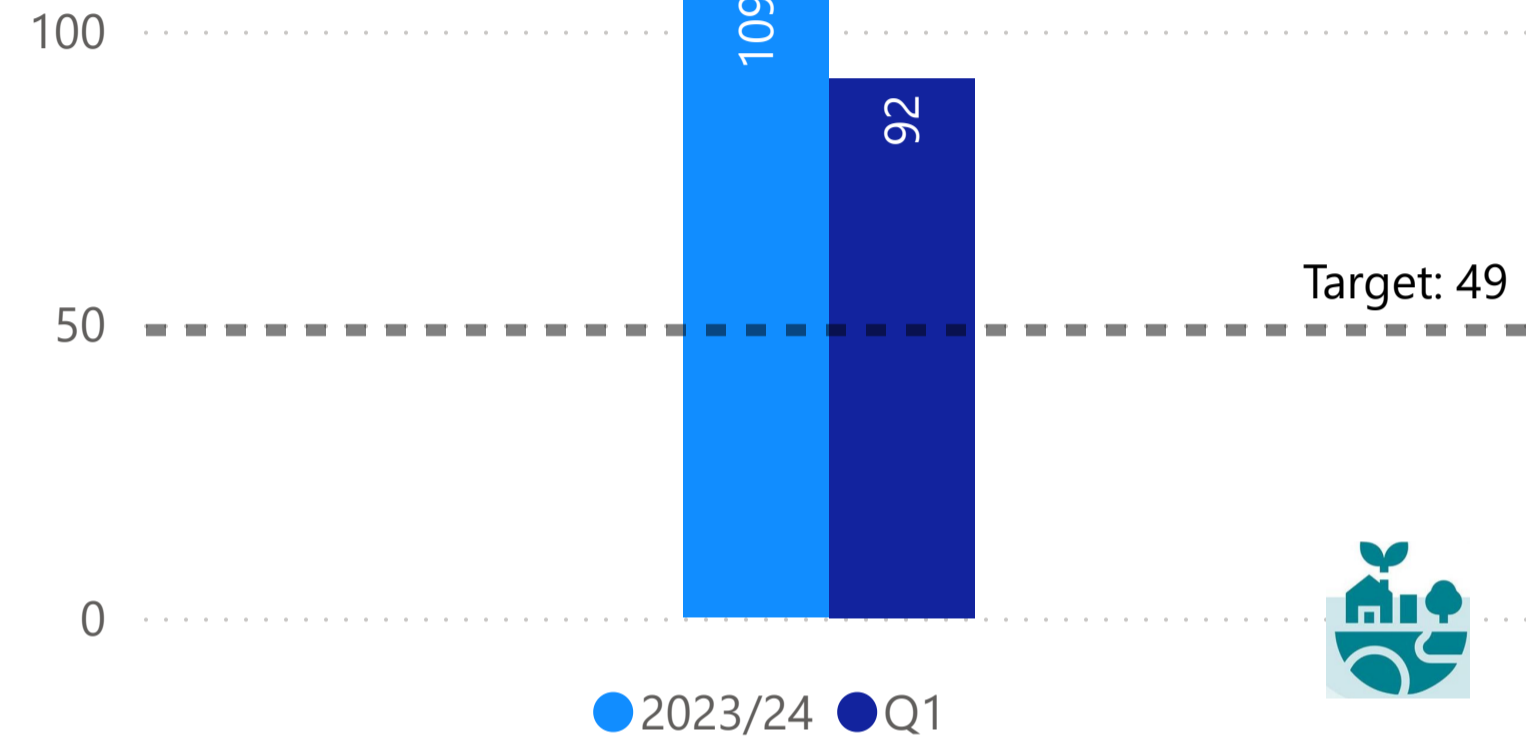


We will offer a range of quality homes

Percentage of council homes with Energy Performance Certificate (EPC) rating C or better

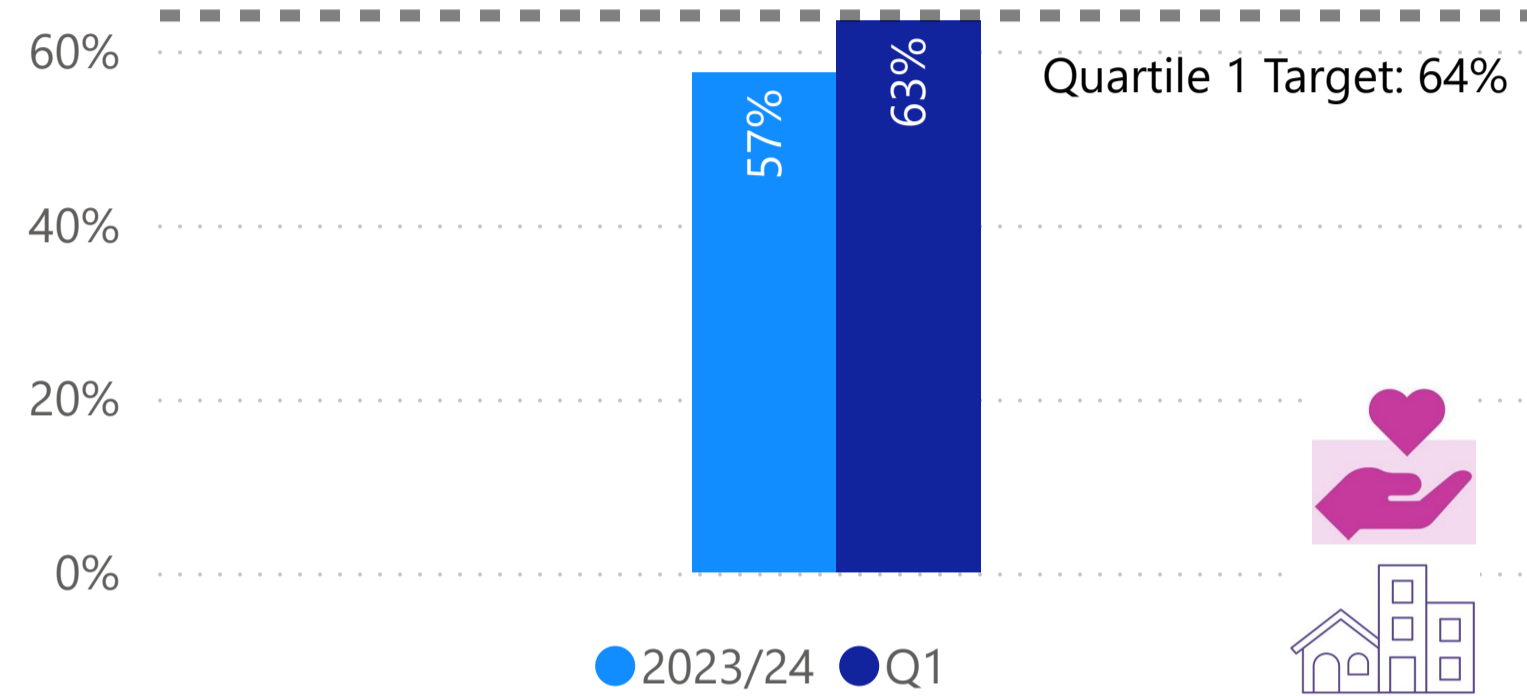


Time to re-let empty council homes (average number of days)

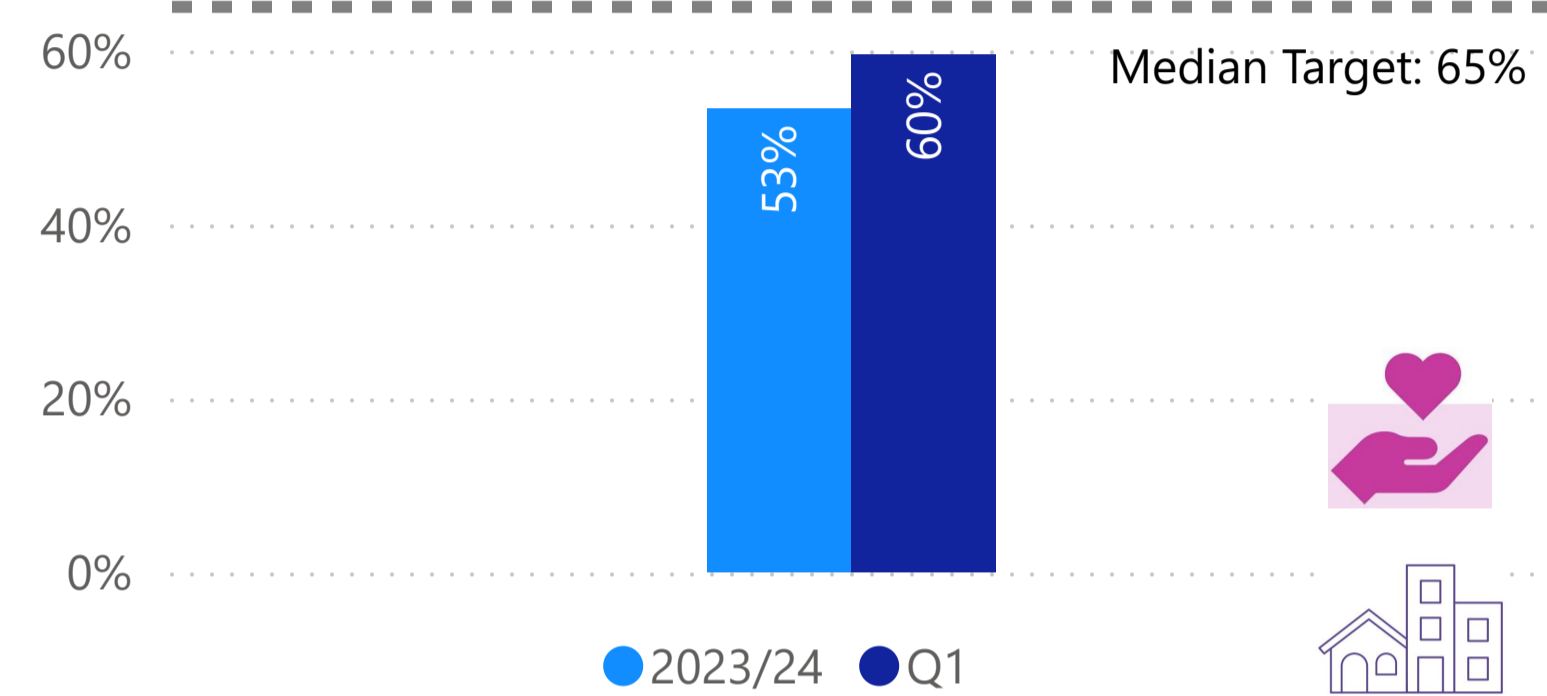


We will take care of your neighbourhood

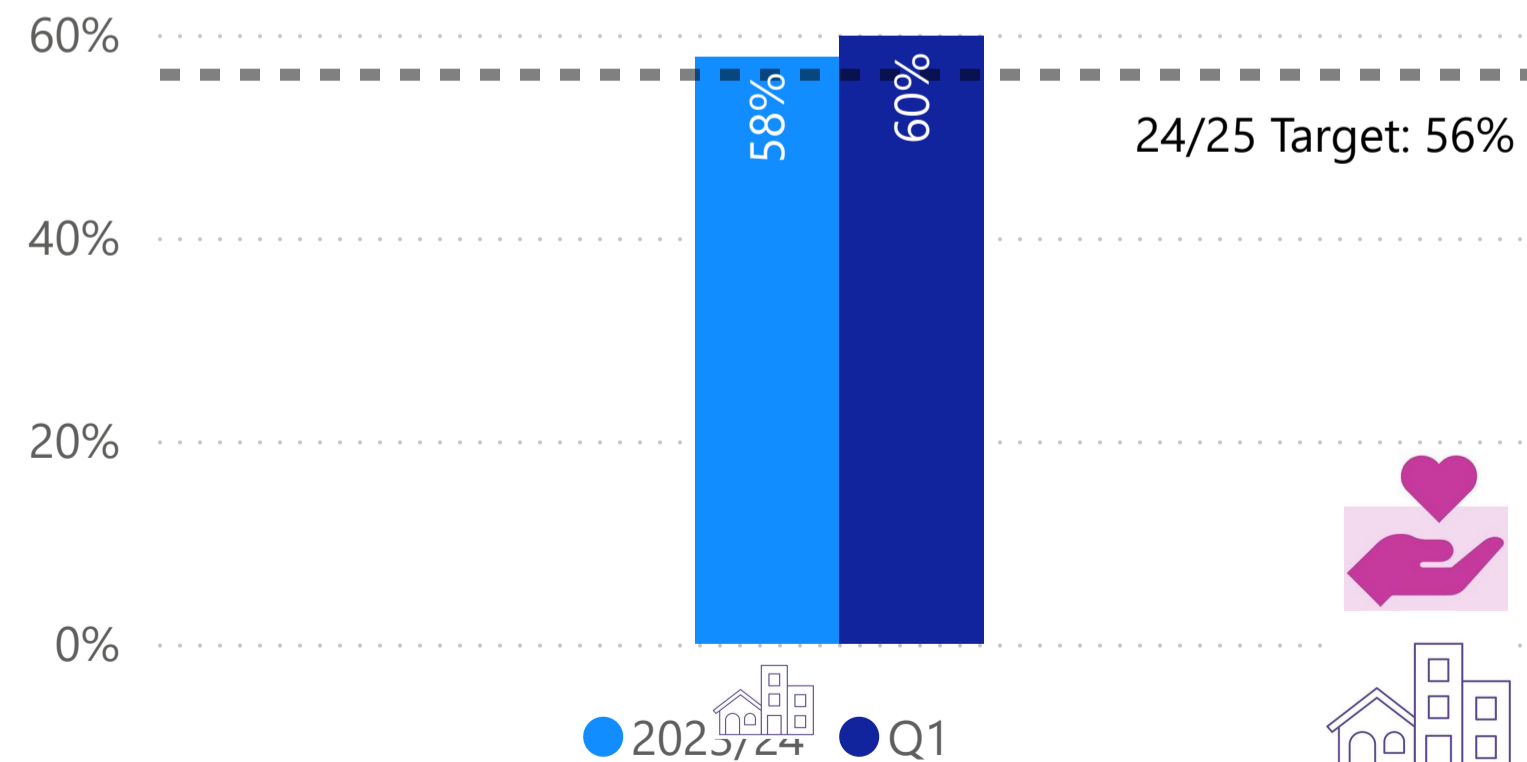
Tenant satisfaction that the landlord makes a positive contribution to neighbourhoods



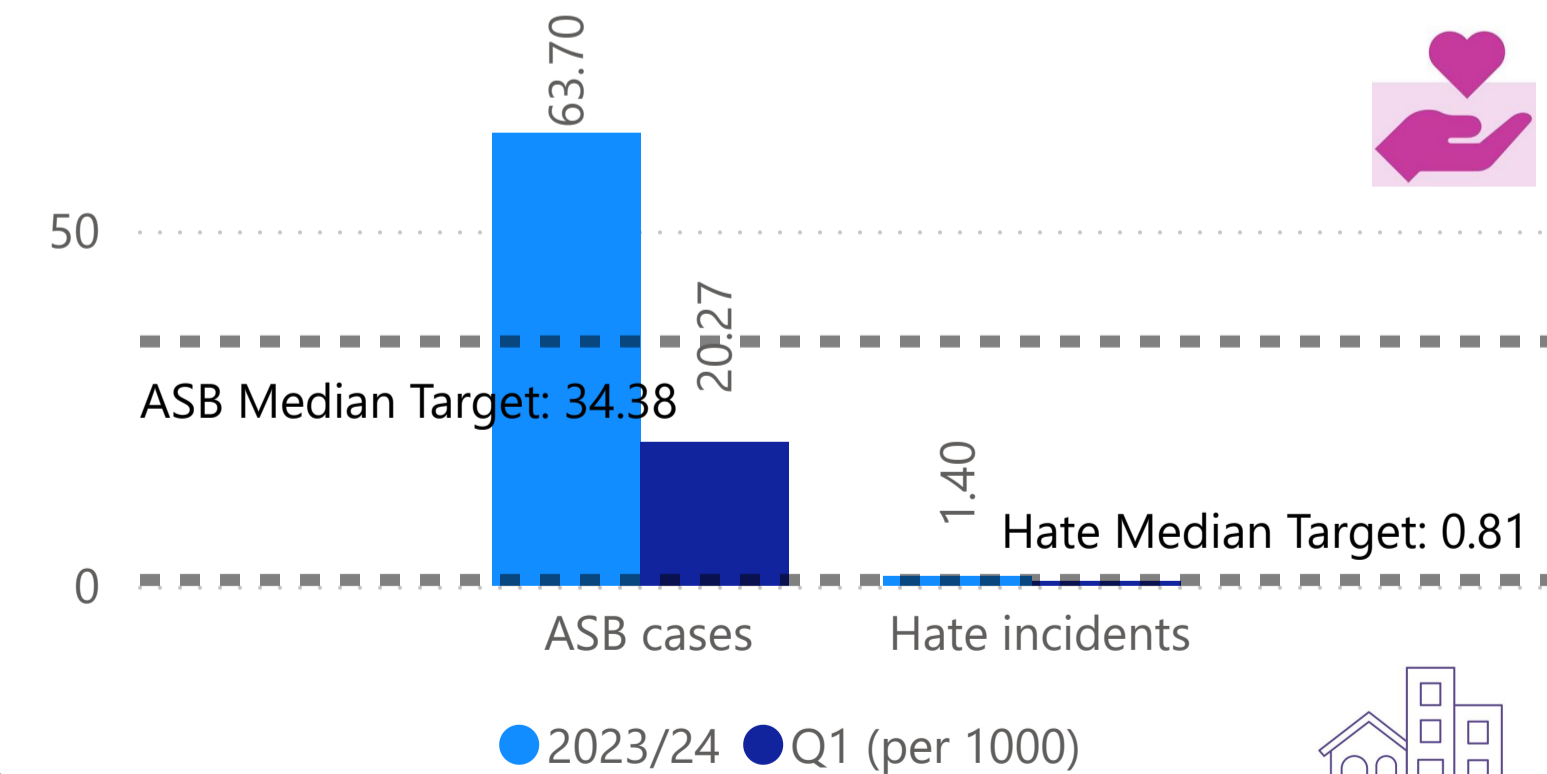
Tenant satisfaction that the landlord keeps communal areas clean and well-maintained



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

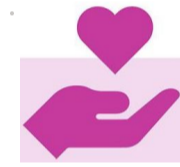
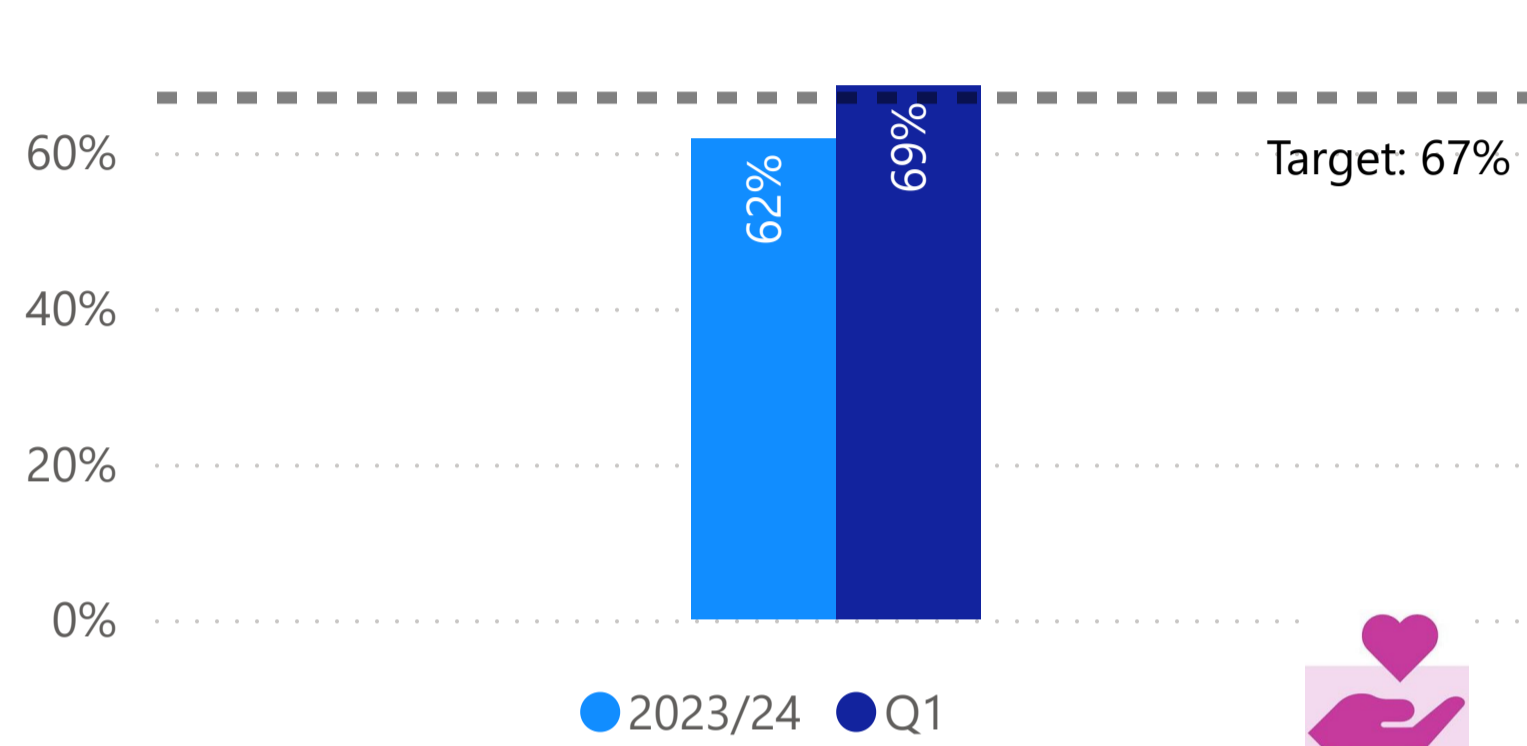


Number of anti-social behaviour cases opened per 1,000 homes

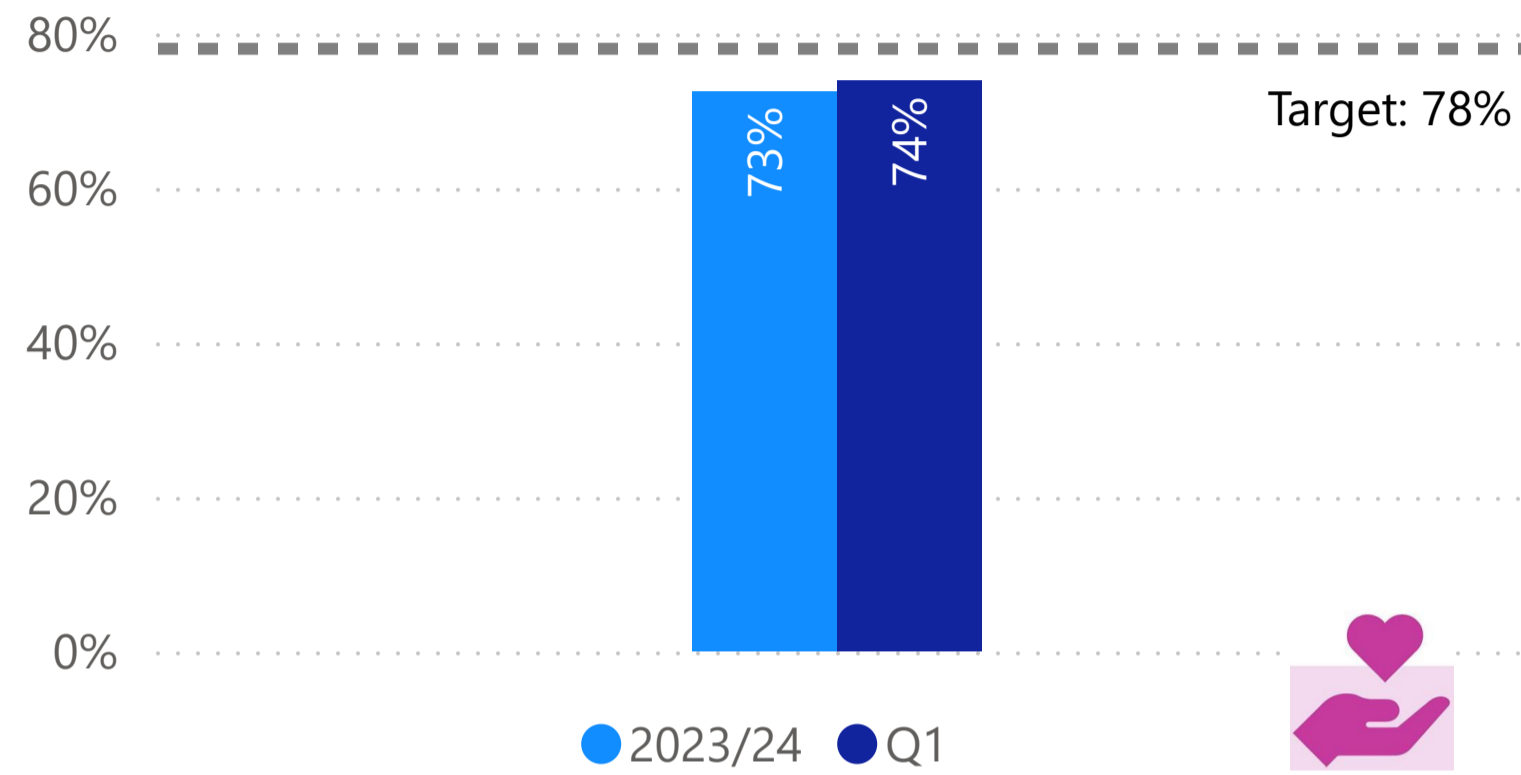


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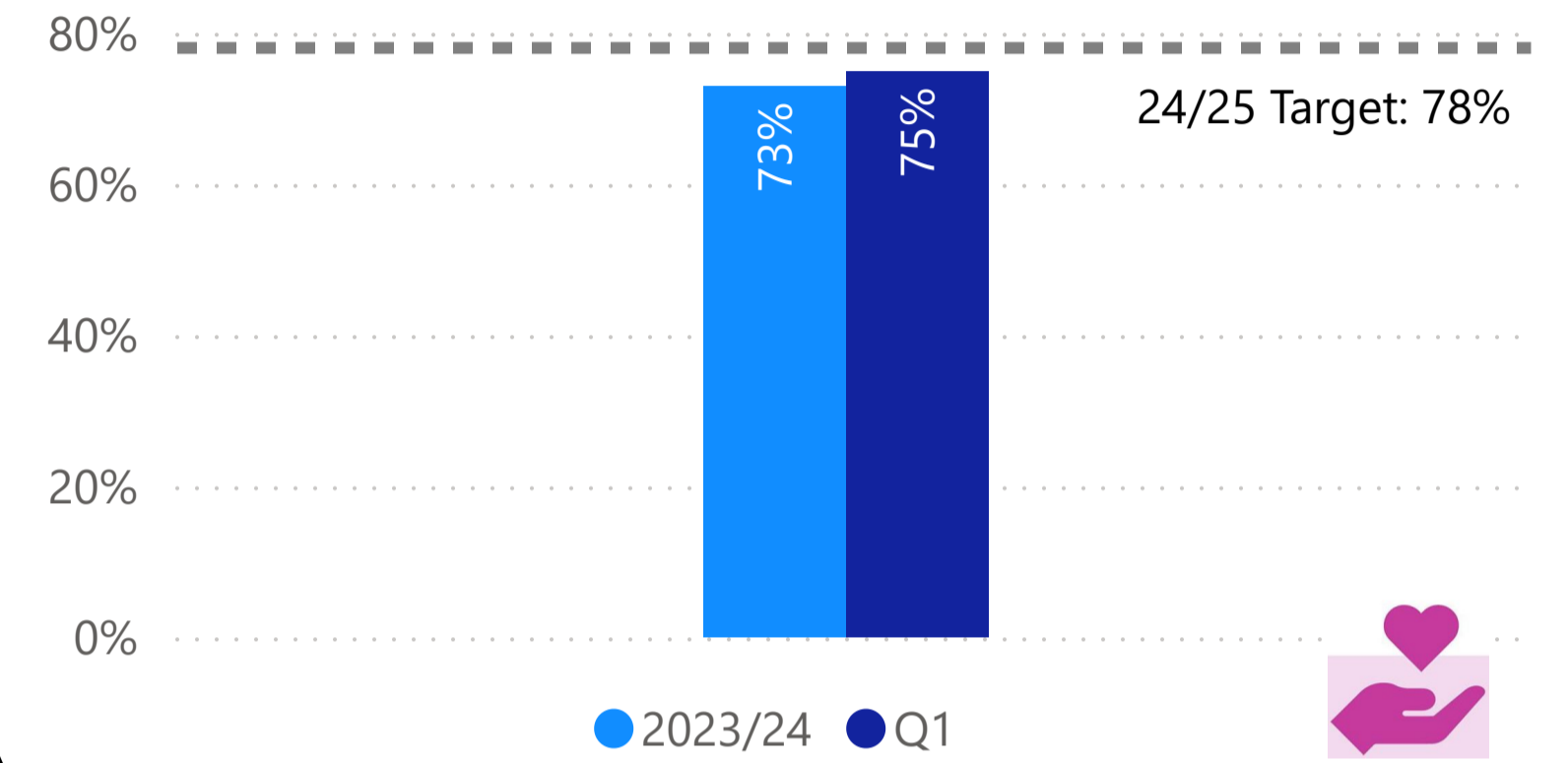
Tenant satisfaction with the shared green areas around my home are well maintained



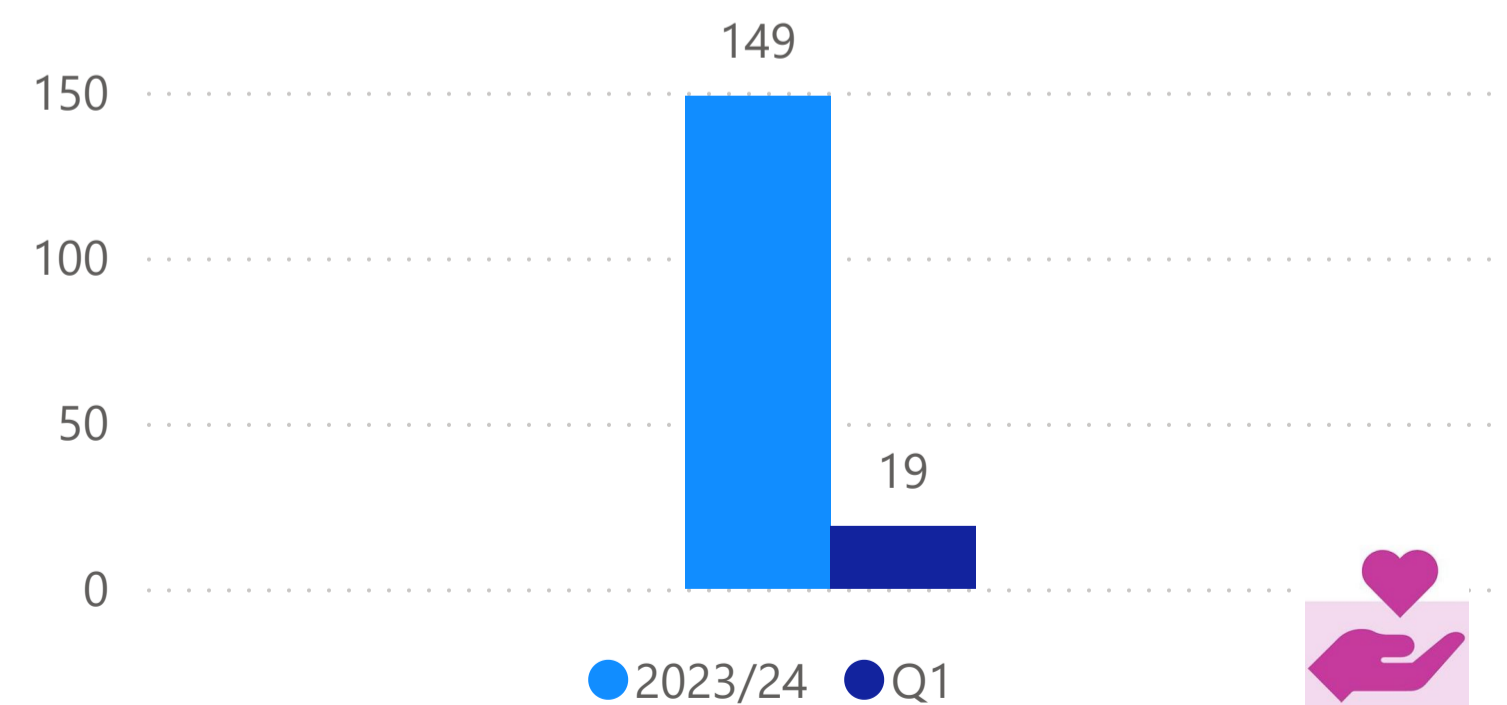
Tenant satisfaction with communal waste management



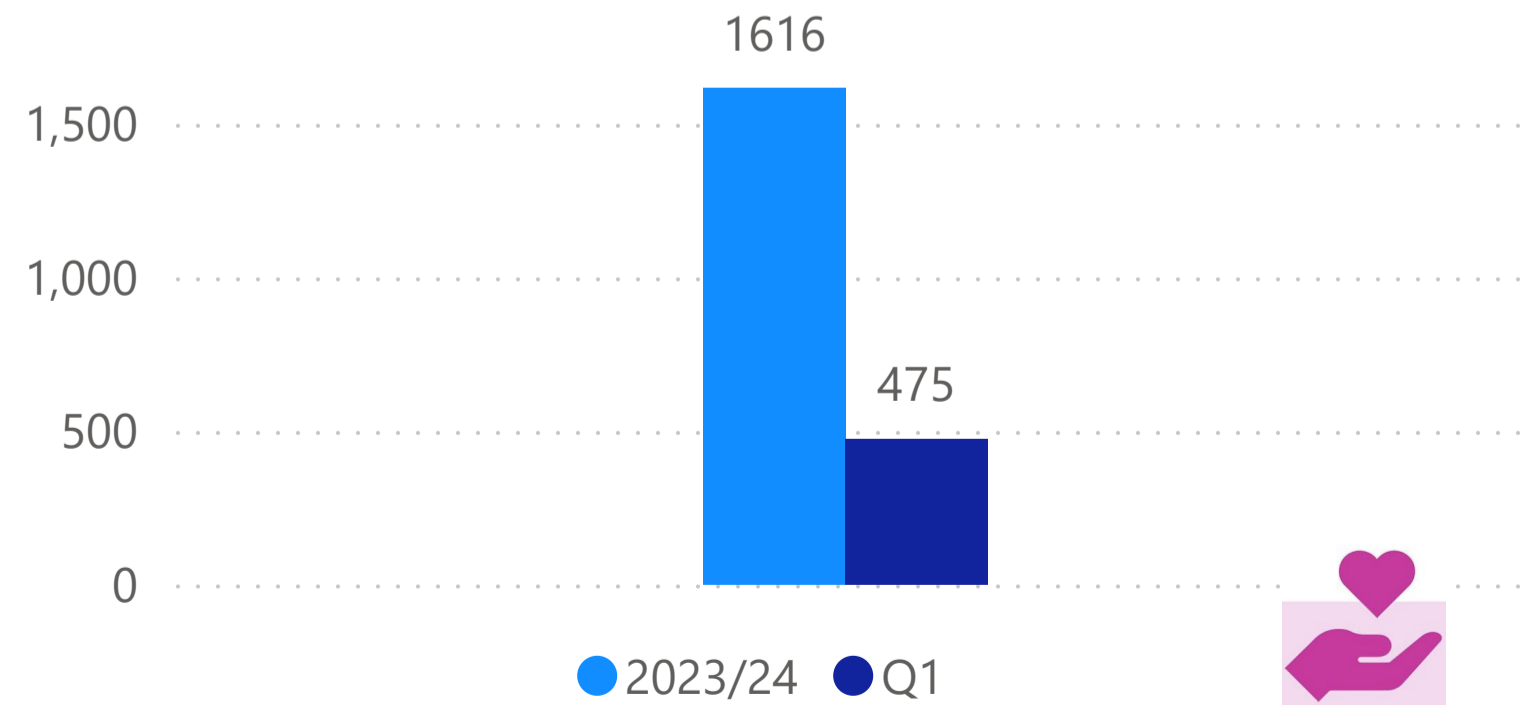
Tenant satisfaction with our communal recycling facilities in our blocks



Number of resolved category 1 / high category 2 issues in private rented properties relating to fire safety

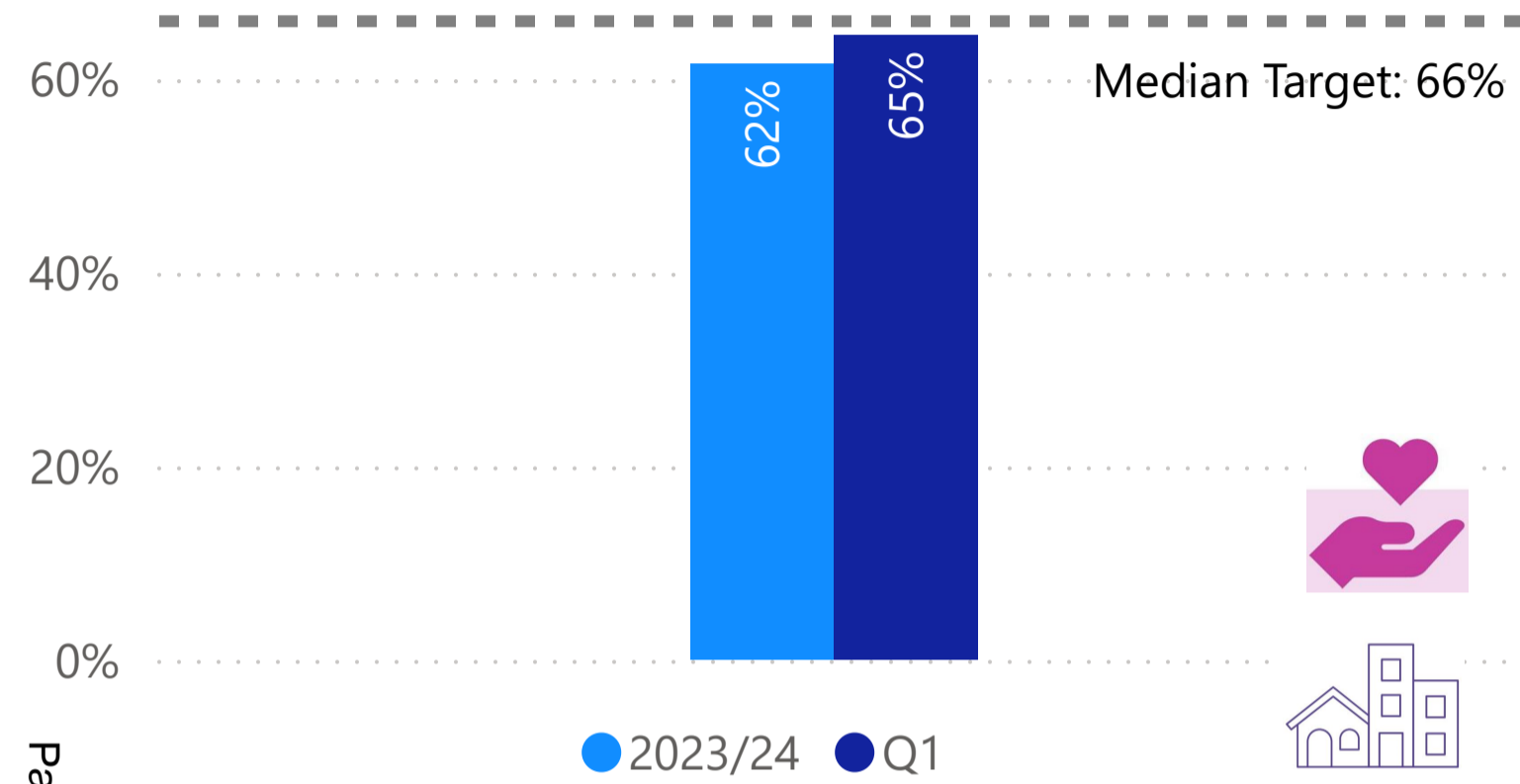


Number of private renters made safer by the removal of category 1 hazards, high scoring category 2 and statutory nuisances

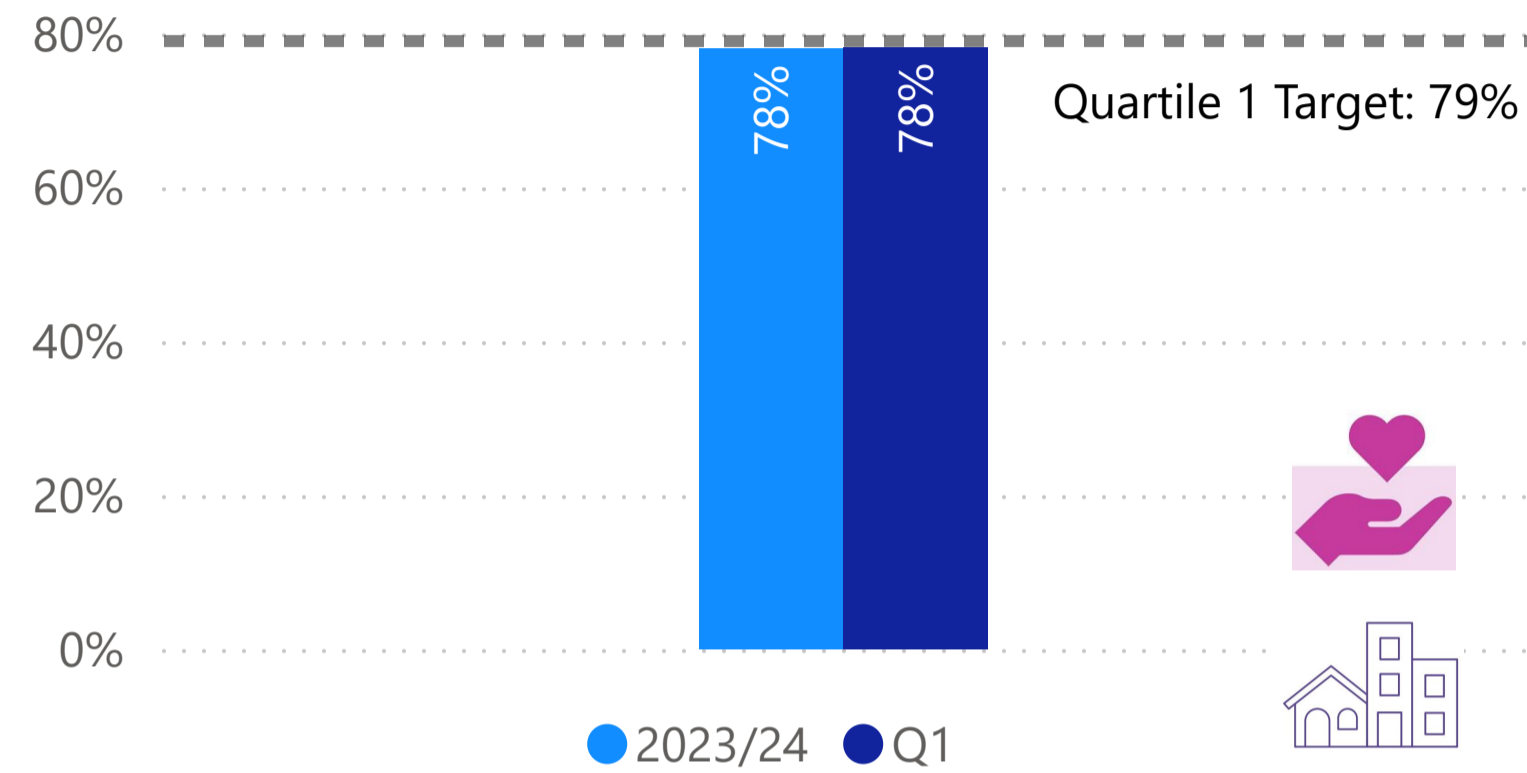


We will provide a good service to you

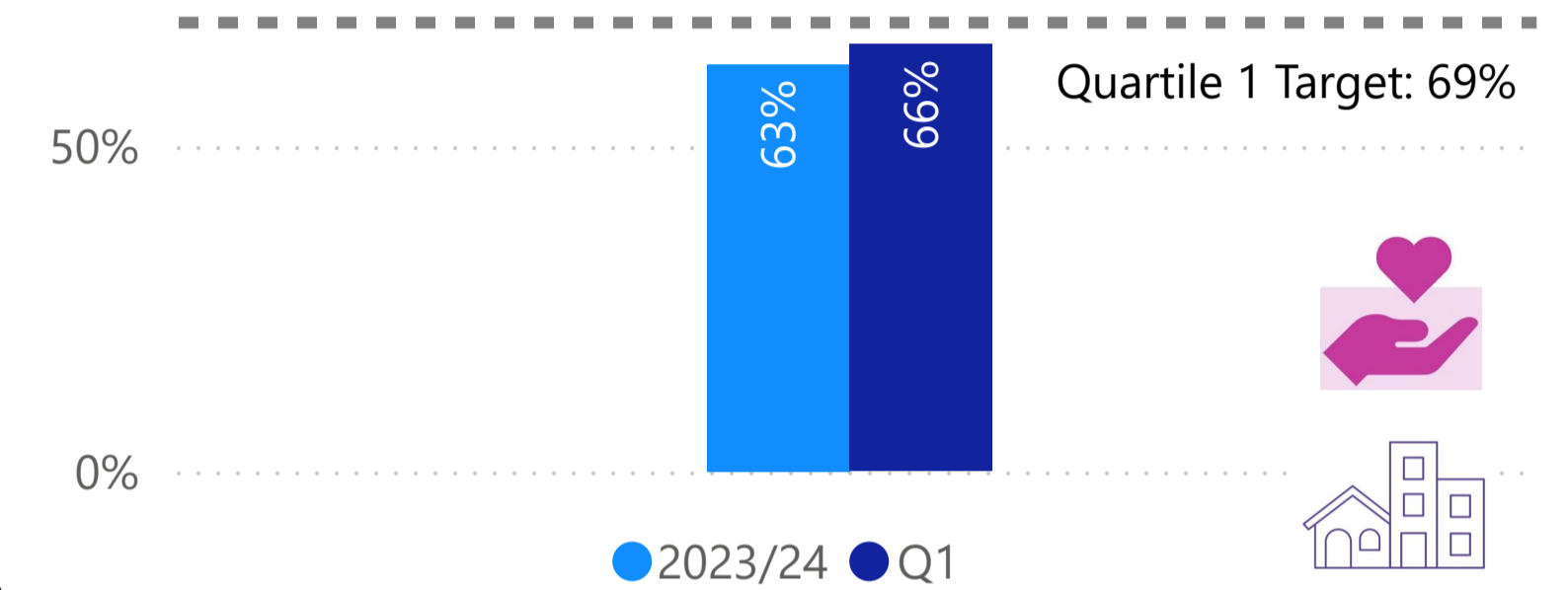
Tenant satisfaction with the overall service



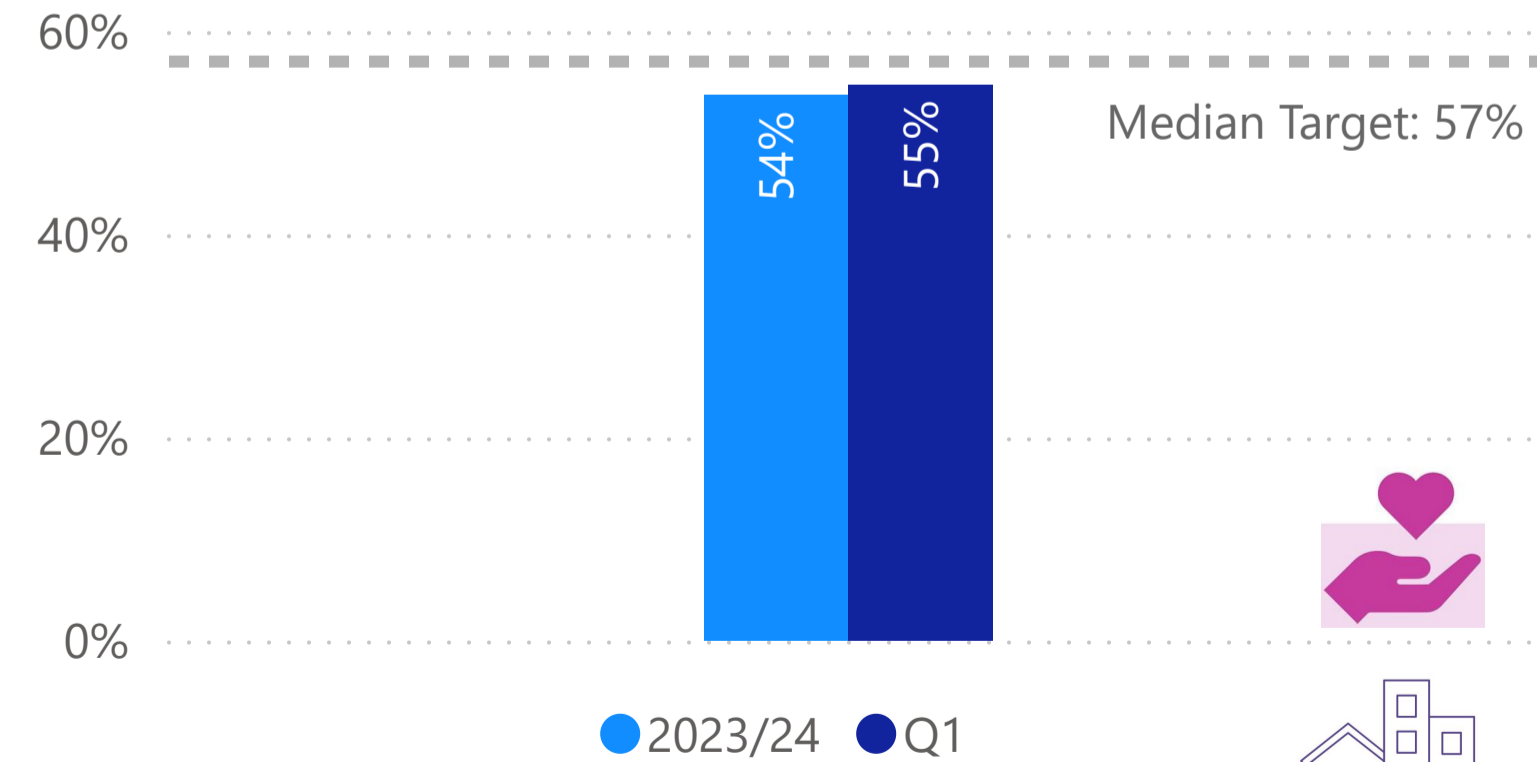
Agreement that the landlord treats tenants fairly and with respect



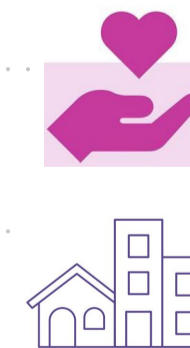
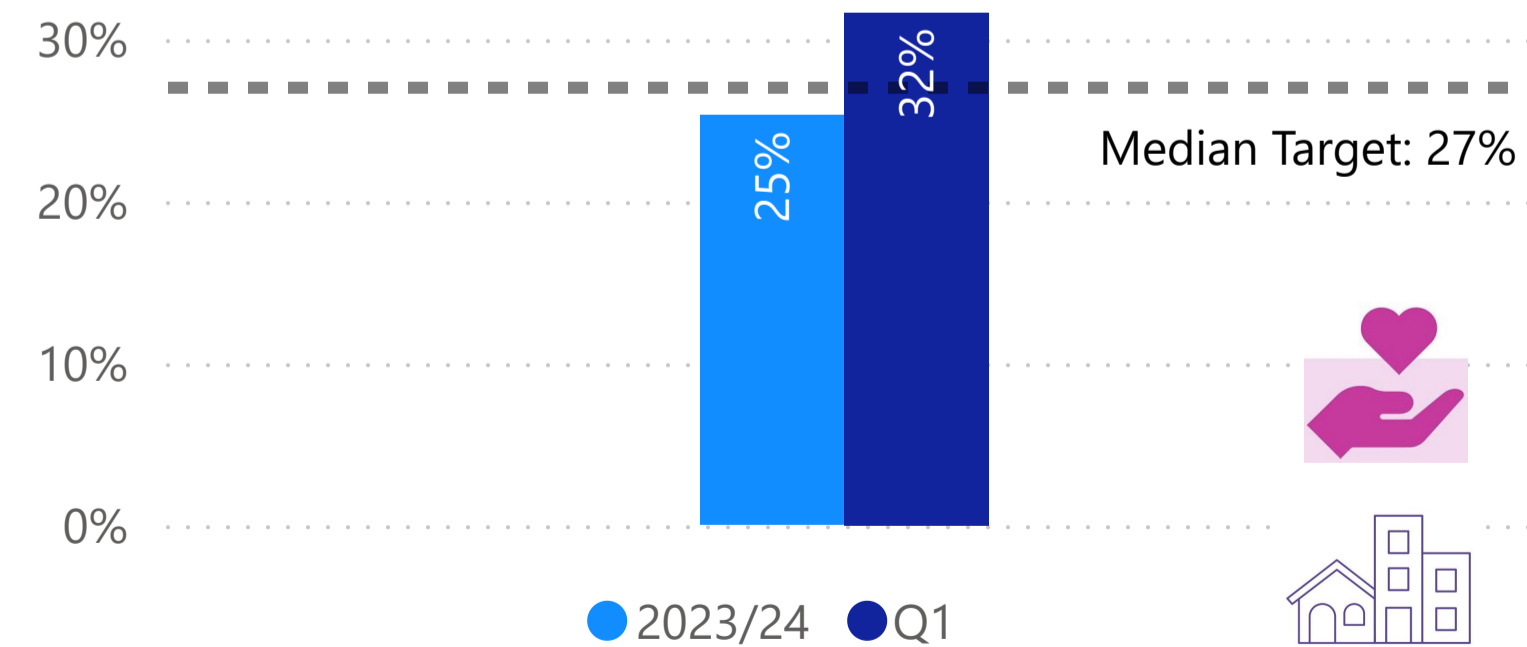
Tenant satisfaction that the landlord keeps tenants informed about things that matter to them



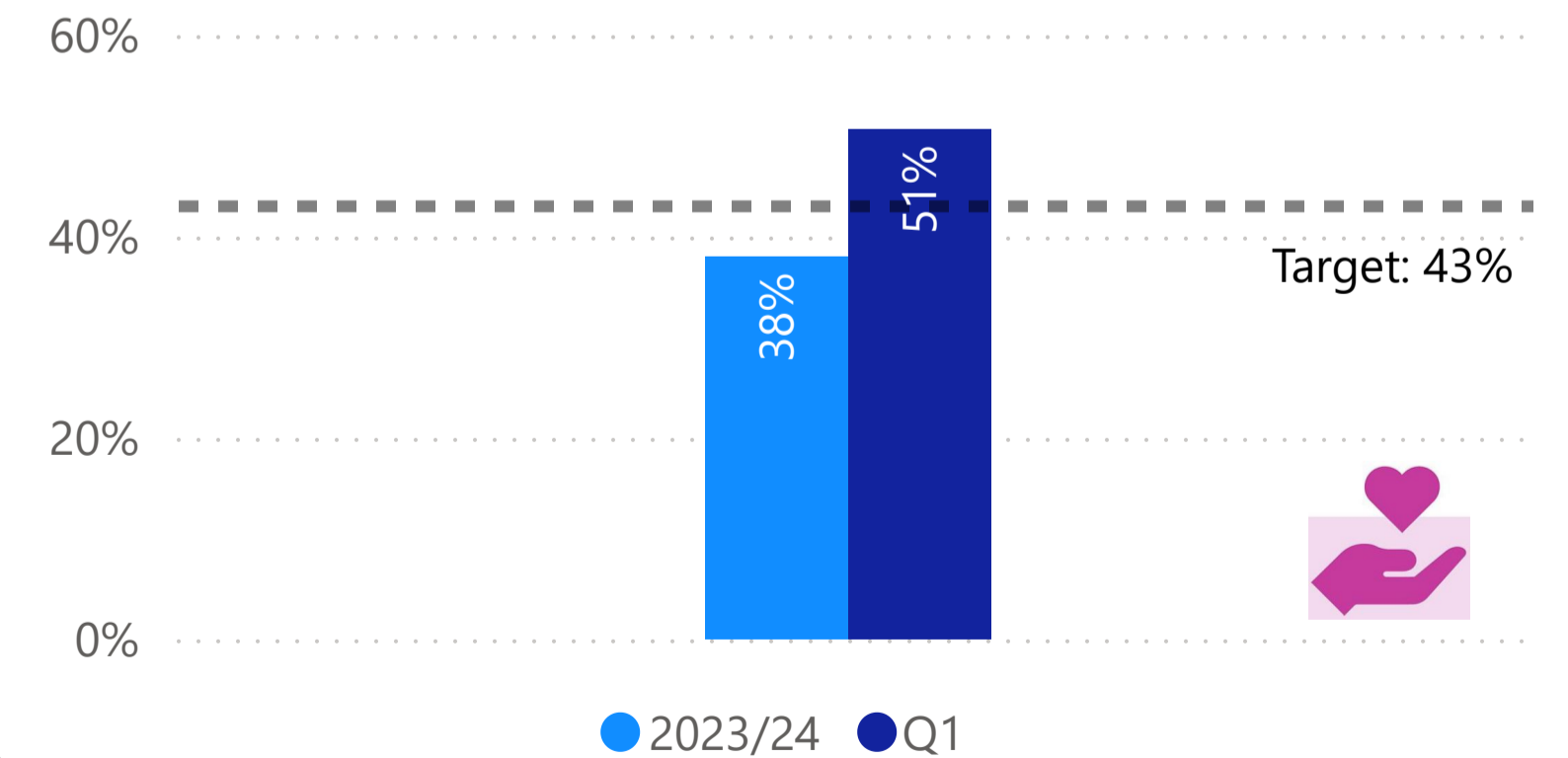
Tenant satisfaction that the landlord listens to your views and acts upon them



Tenant satisfaction with the landlord's approach to handling of complaints

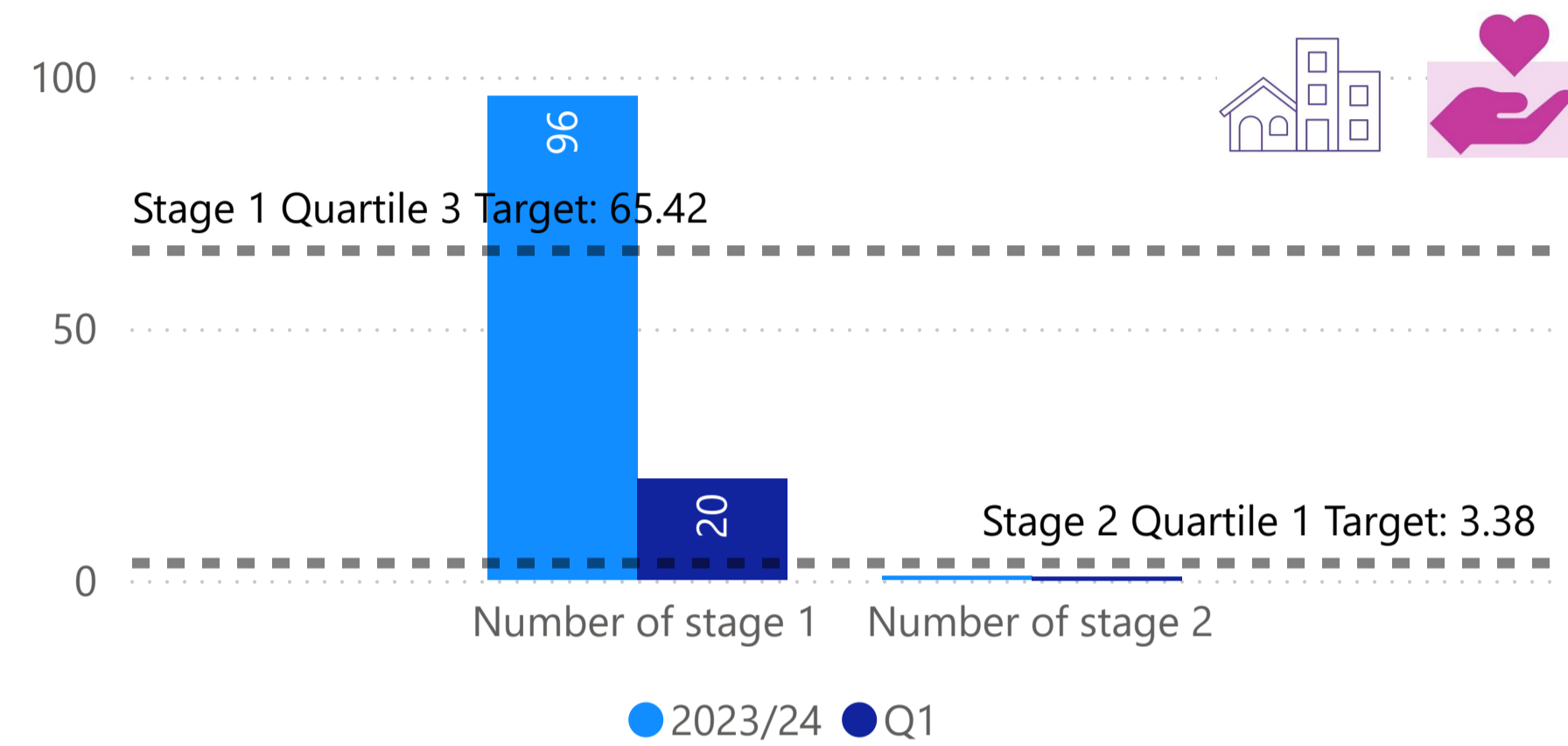


Tenant satisfaction with how easy it is to contact us

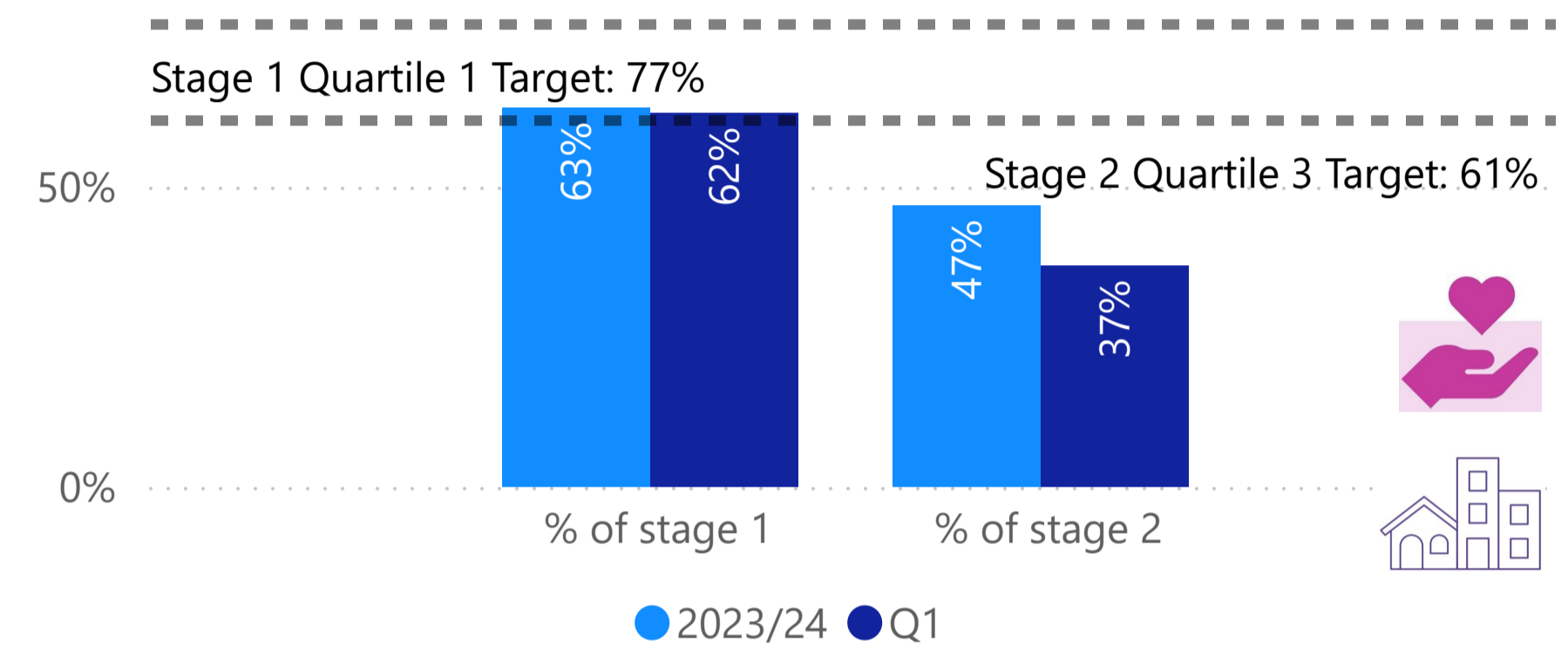


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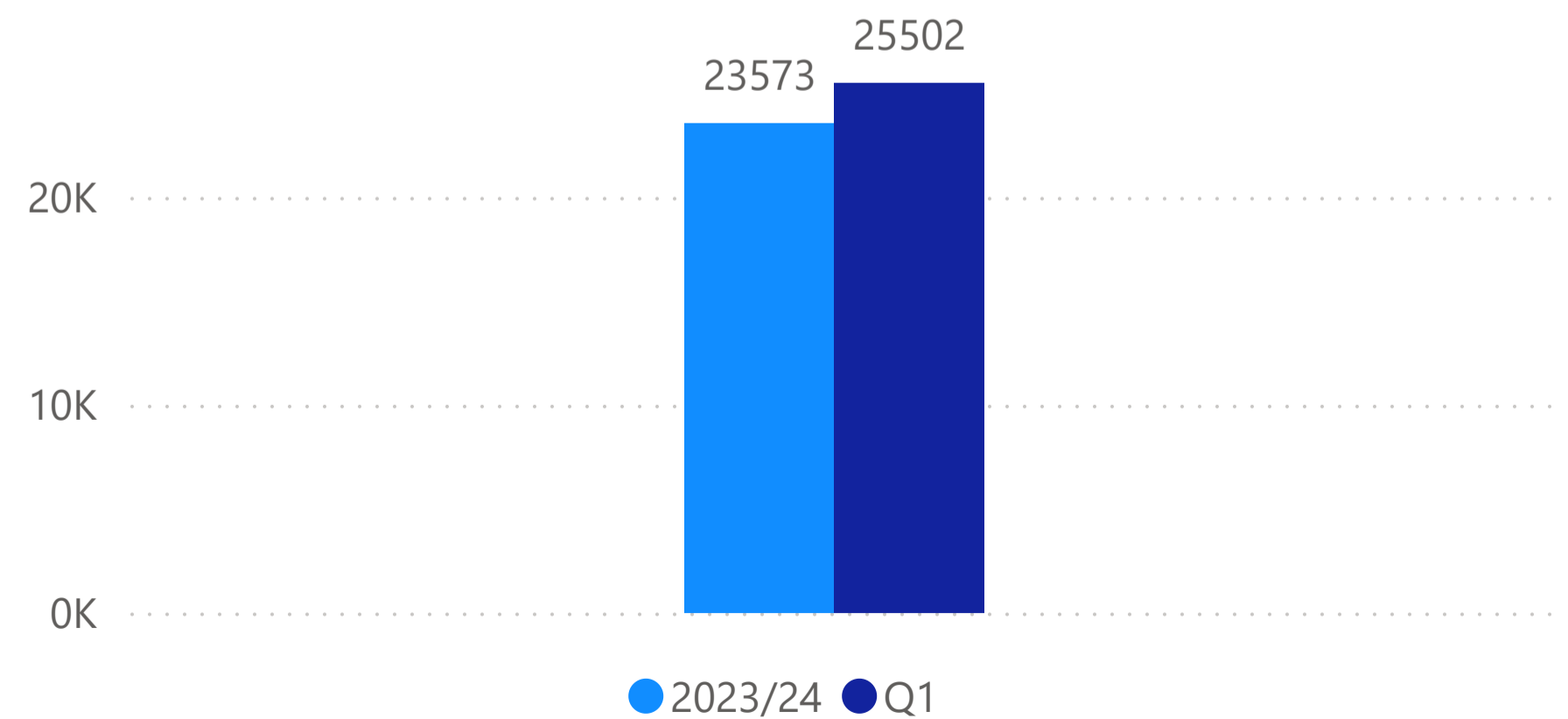
Number of stage 1 and stage 2 complaints received per 1000 homes



Percentage of stage 1 and stage 2 complaints responded to within Complaint Handling Code timescales



Number of households on the Council Housing Register



Number of households in temporary accommodation

