



Housing & Repairs Performance Report

Quarter 2 (July 24 - September 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

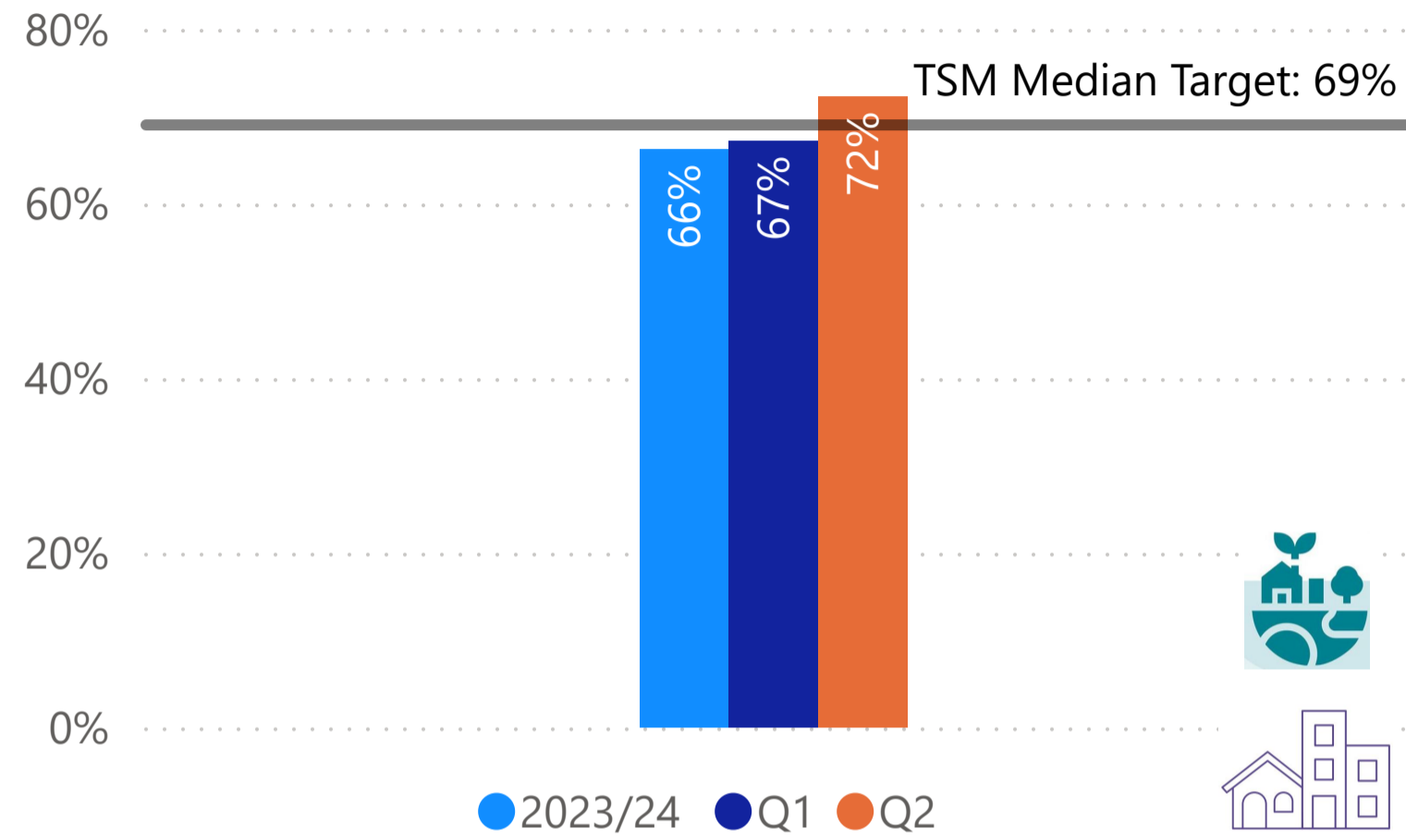


Caring, Engaged Communities

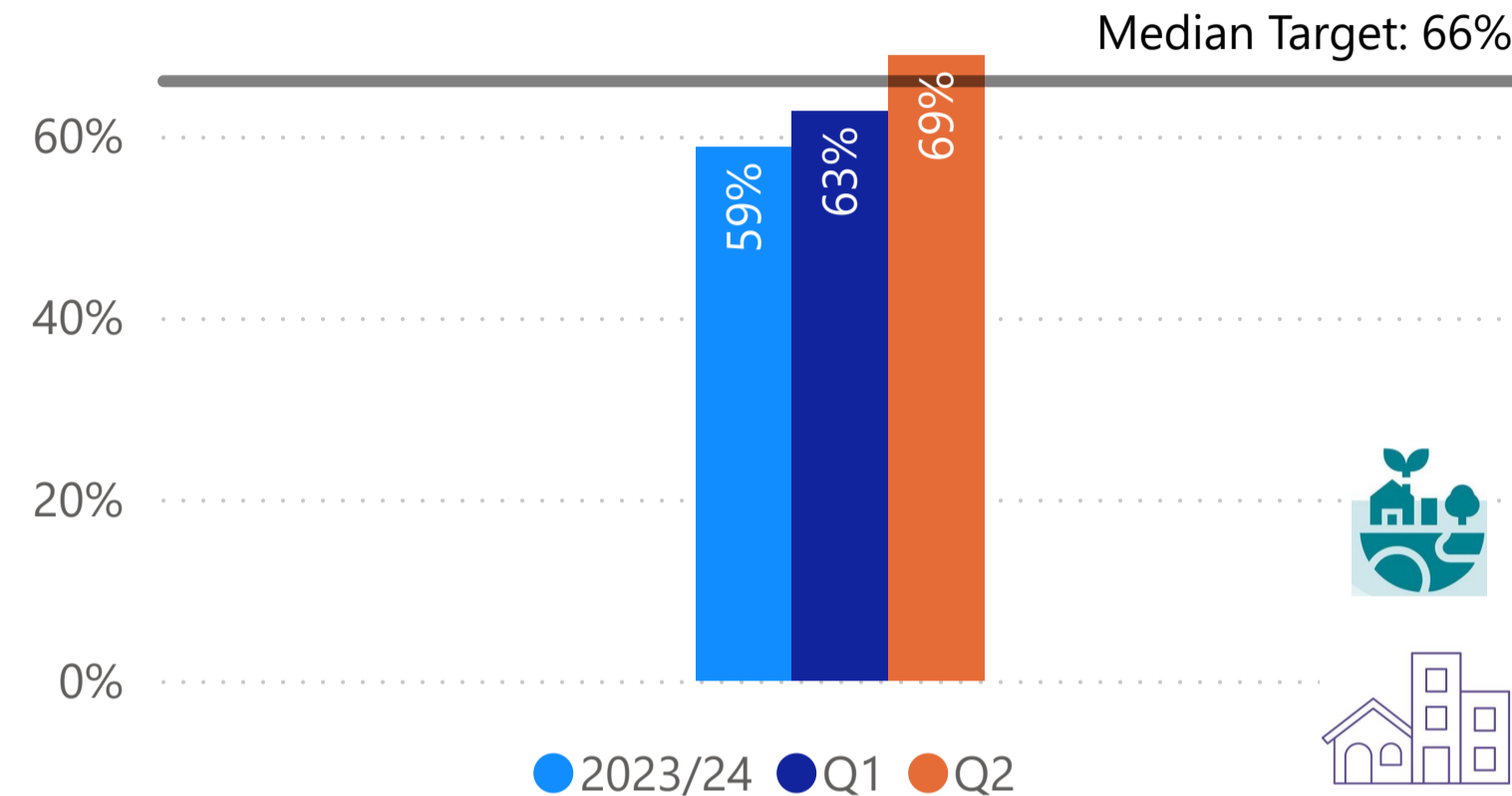


We will offer a range of quality homes

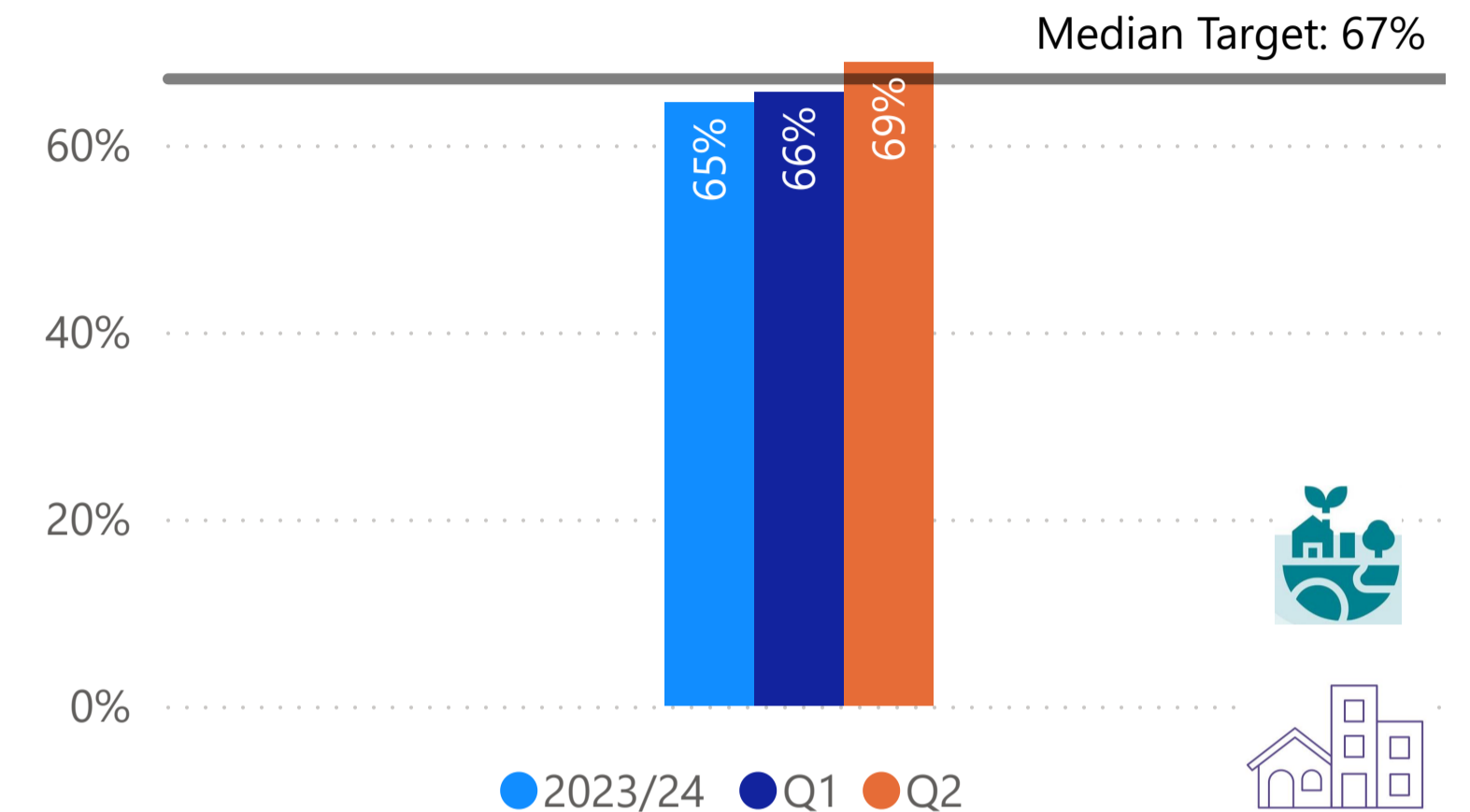
Tenant satisfaction with the Repairs Service



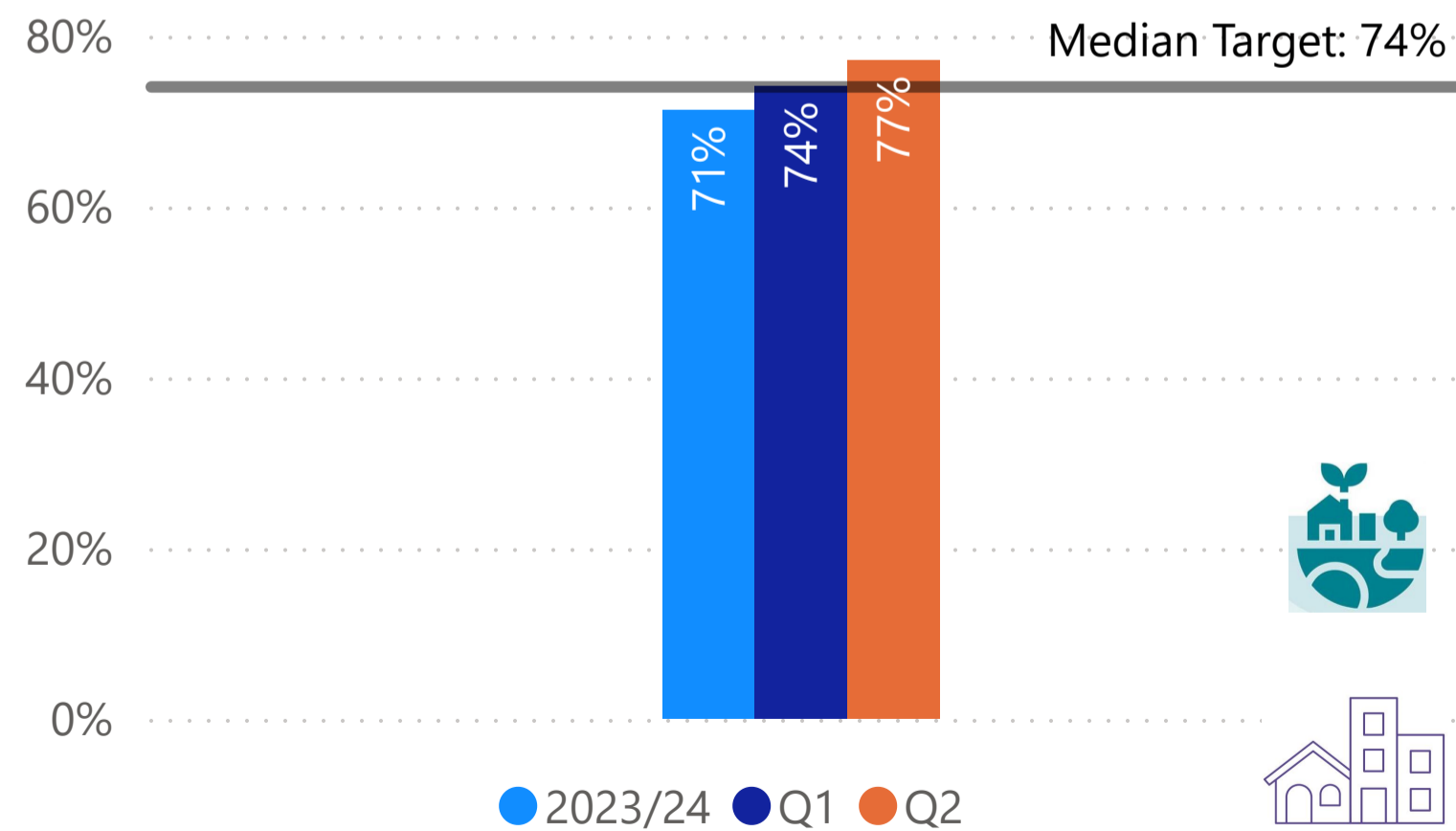
Tenant satisfaction with time taken to complete most recent repair



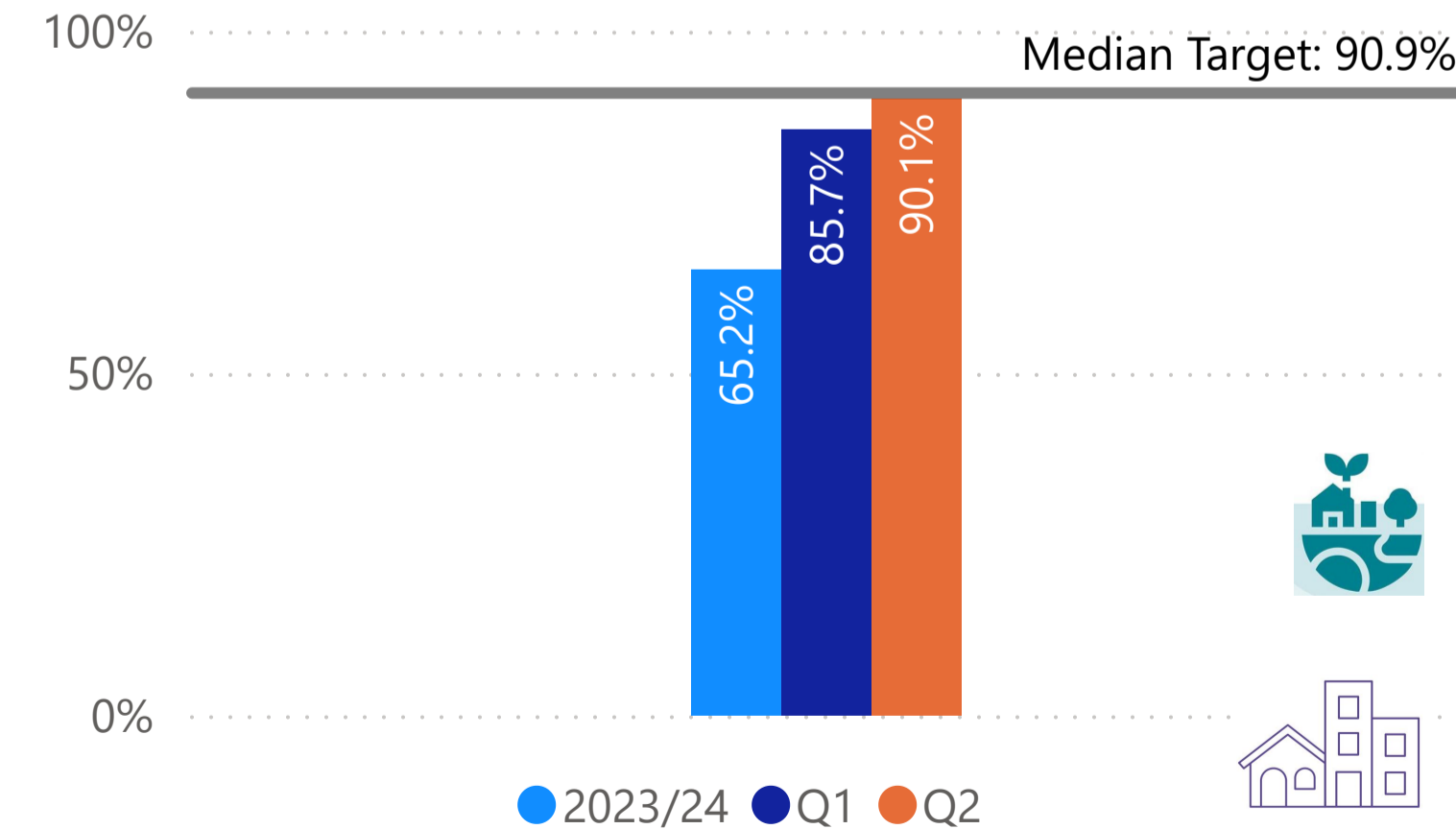
Tenant satisfaction the home is well maintained



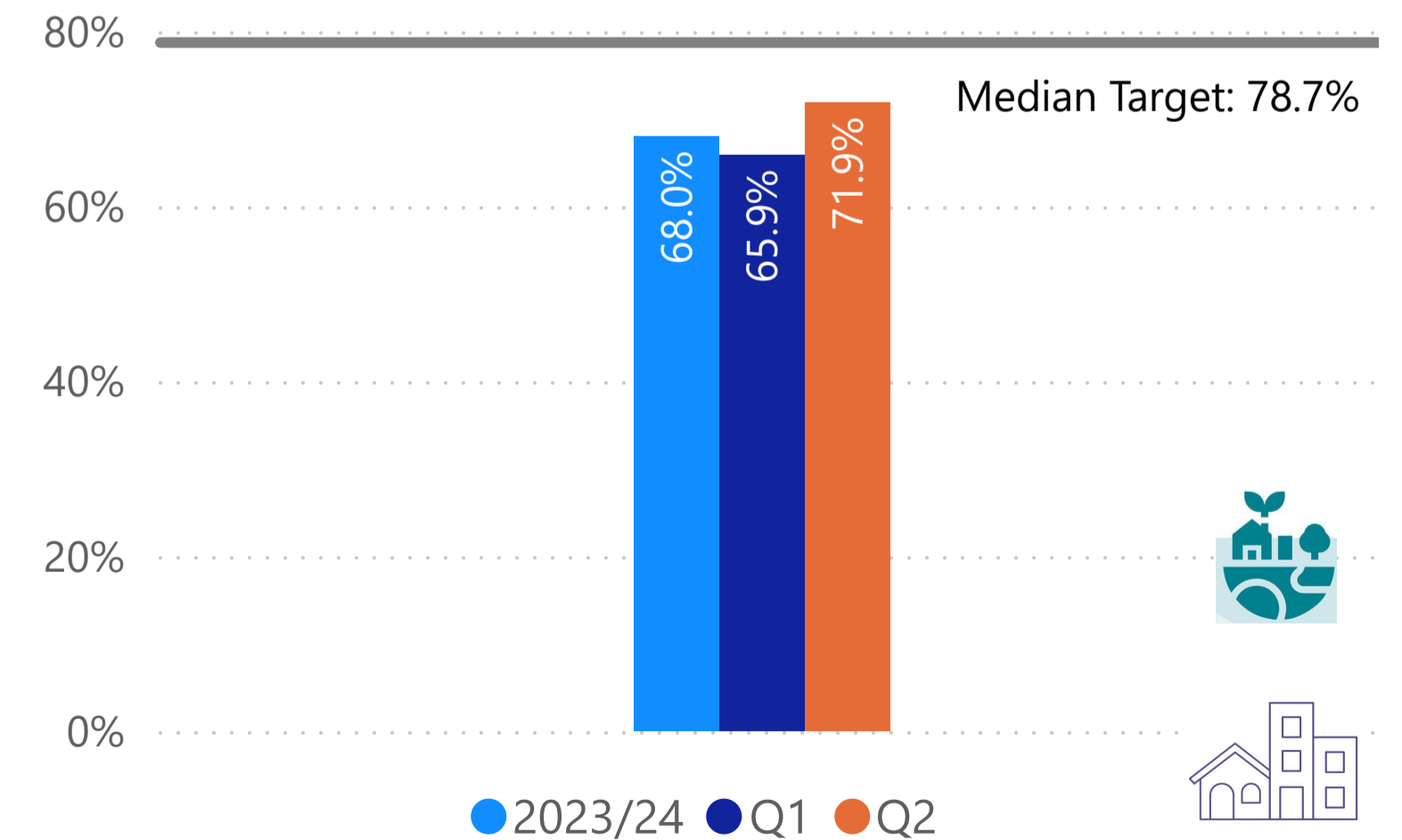
Tenant satisfaction the home is safe



Percentage of emergency responsive repairs completed on time

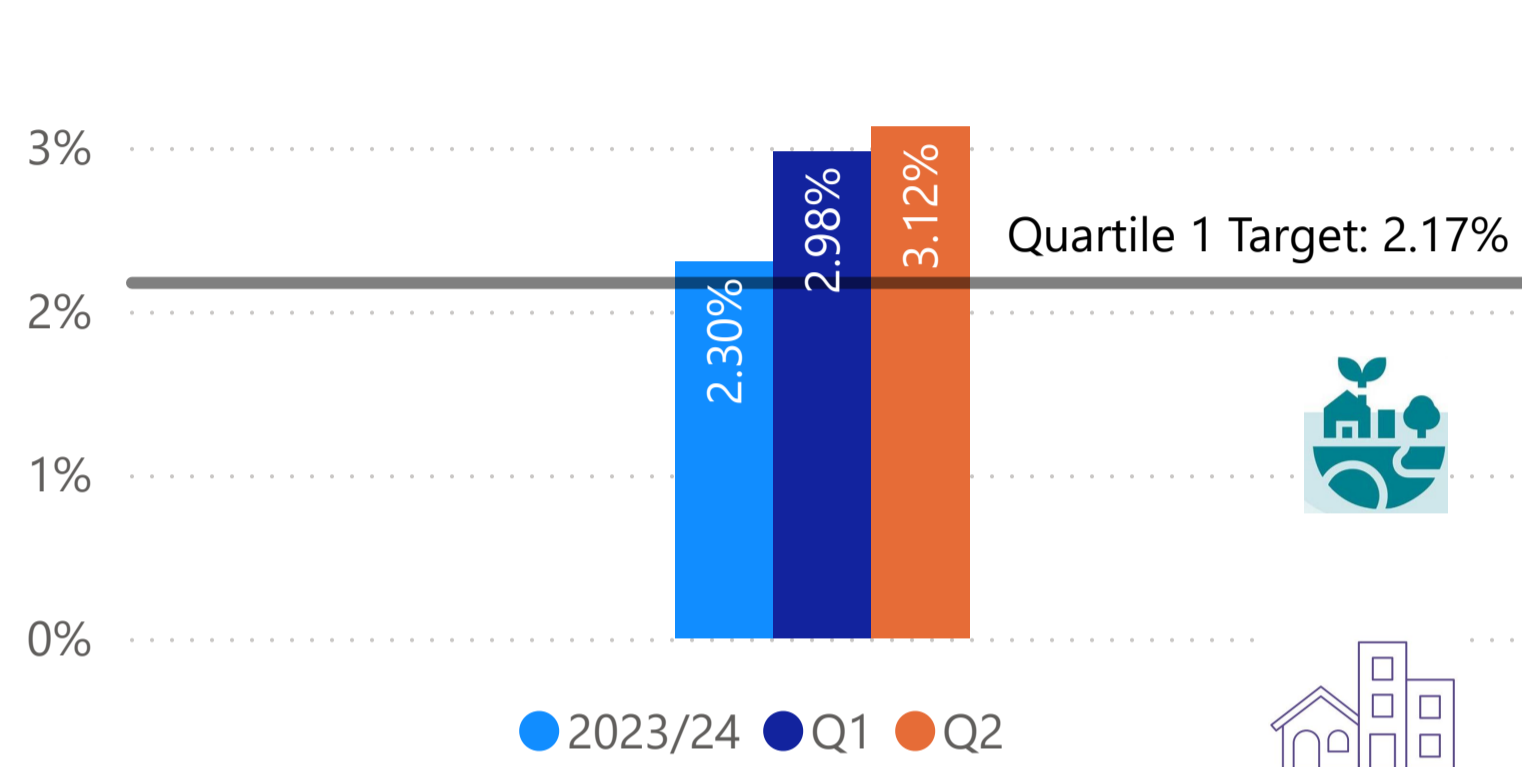


Percentage of responsive repairs completed on time

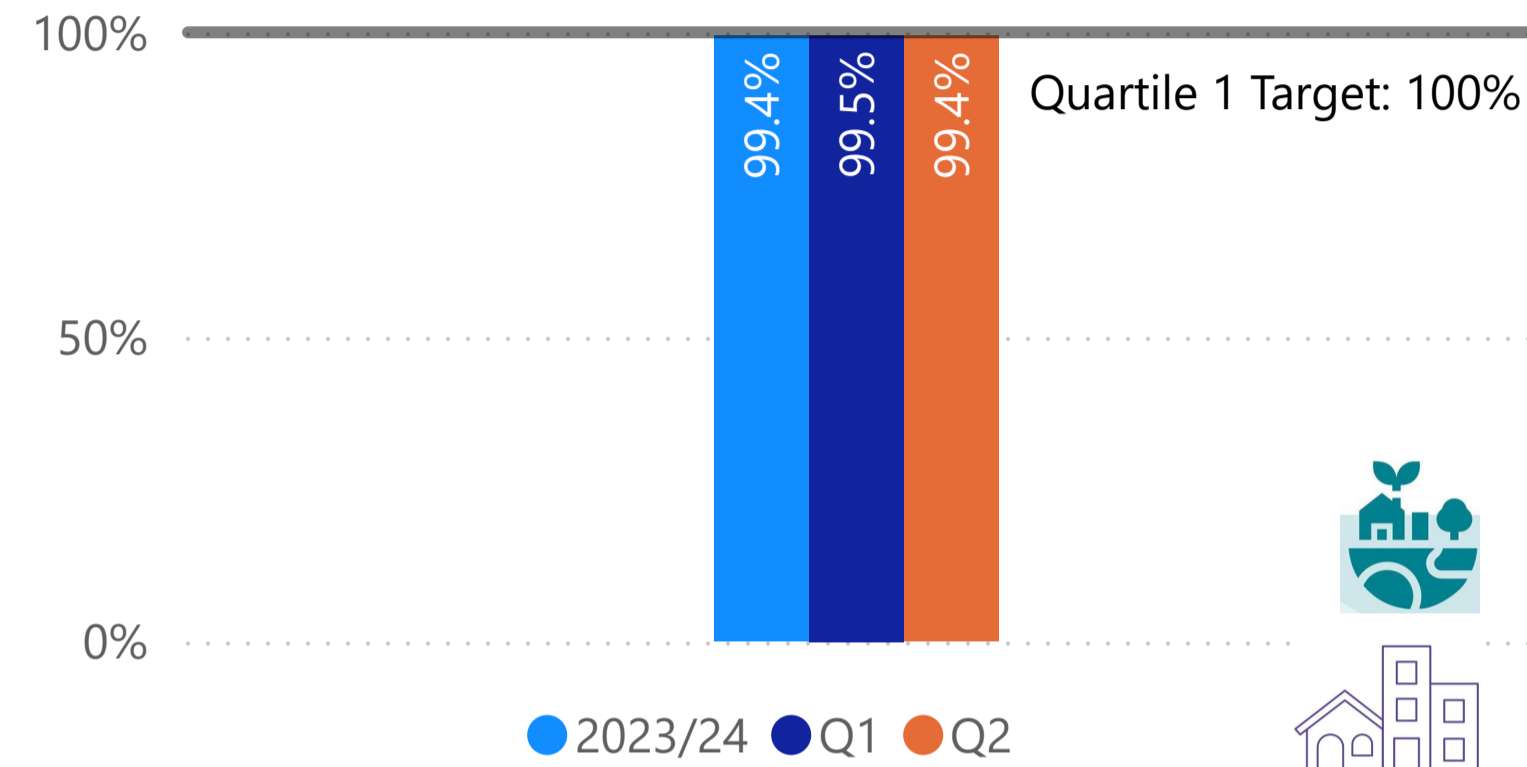


We will offer a range of quality homes

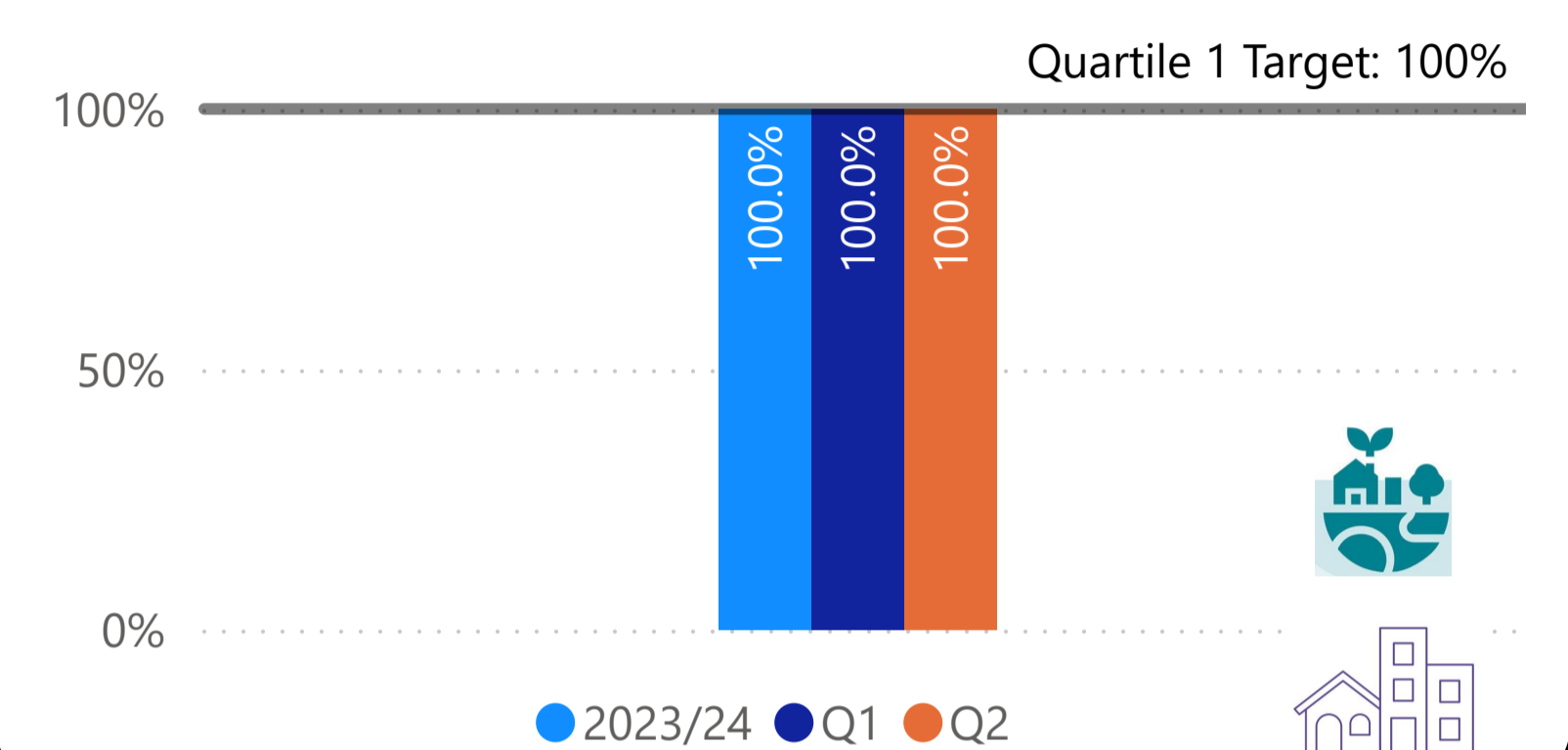
Percentage of homes that do not meet the Decent Homes Standard



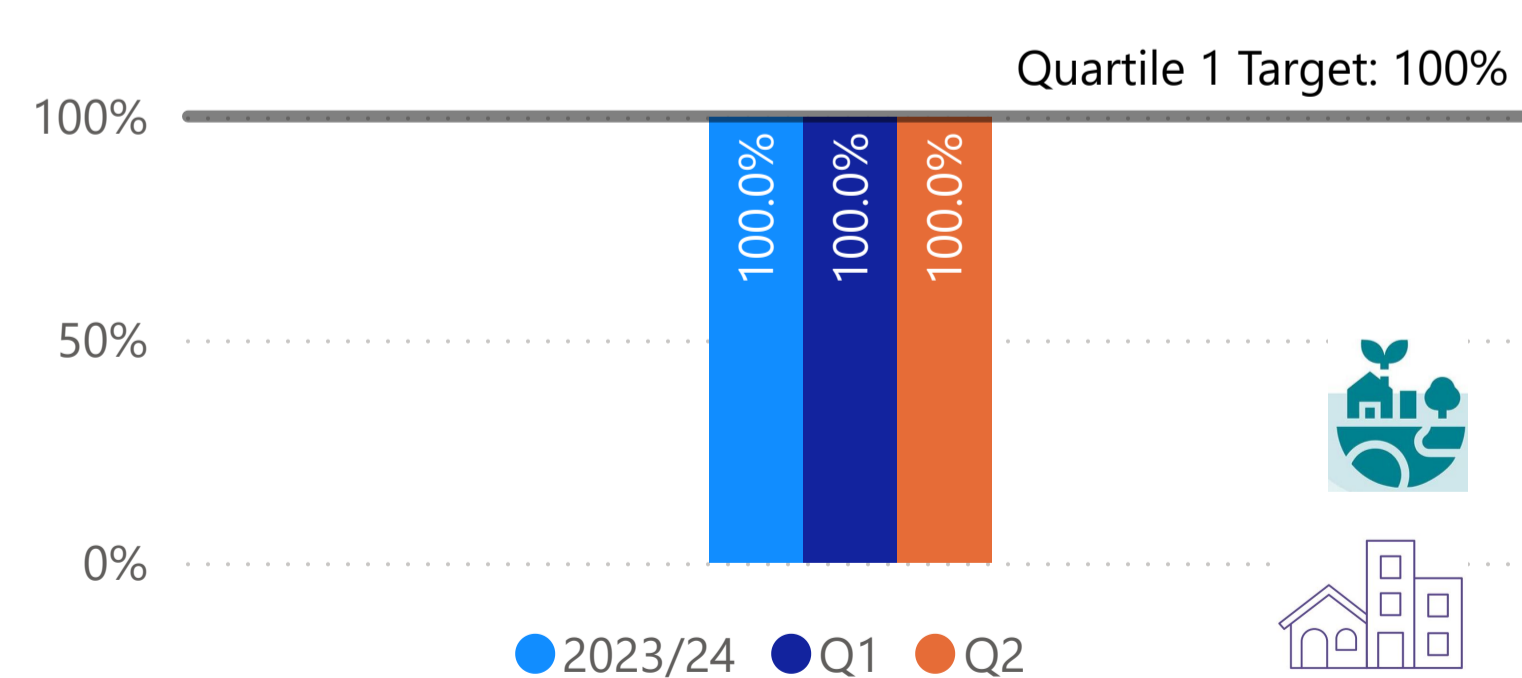
Percentage of homes that have had all the necessary gas safety checks



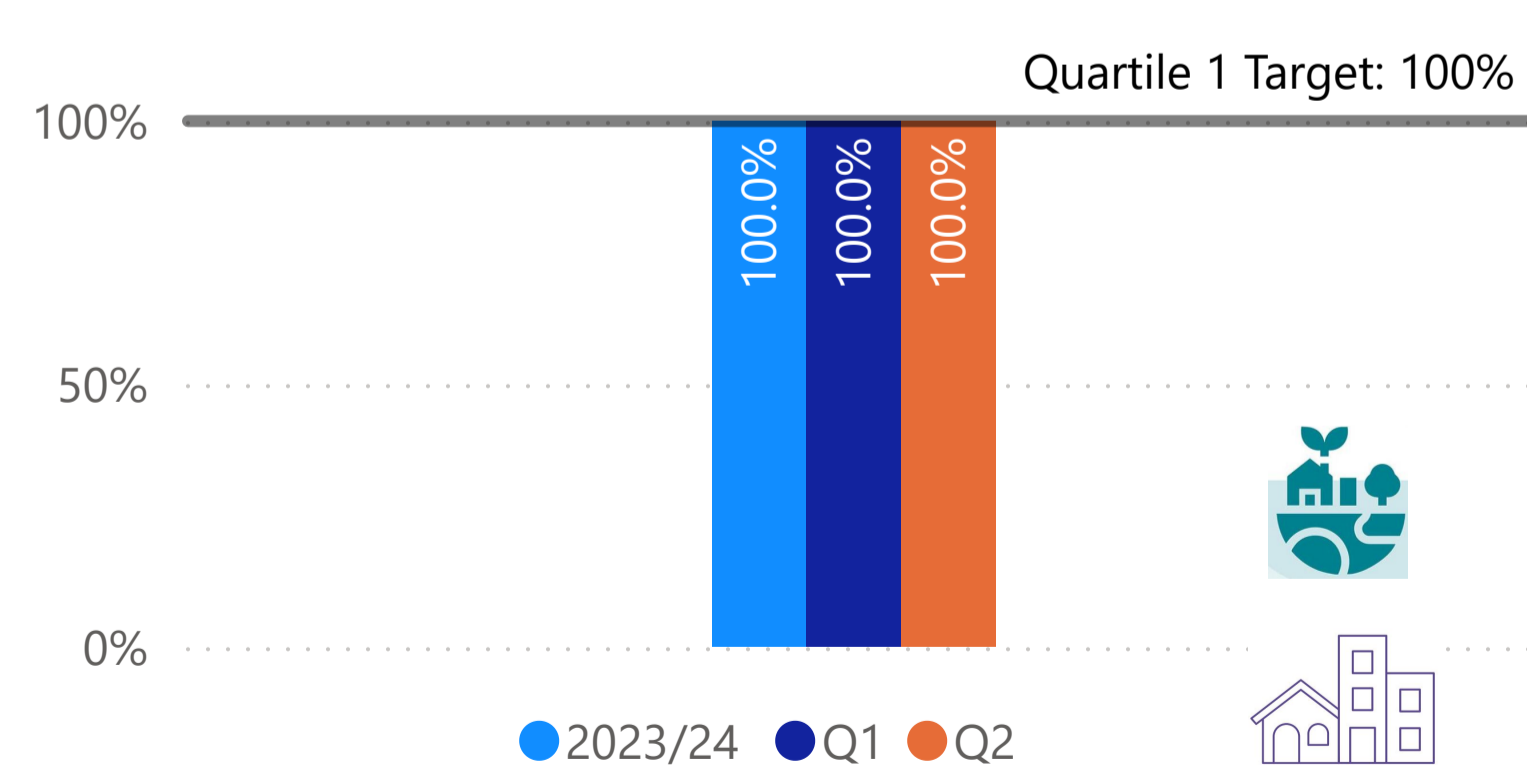
Percentage of homes in buildings that have had all the necessary fire risk assessments



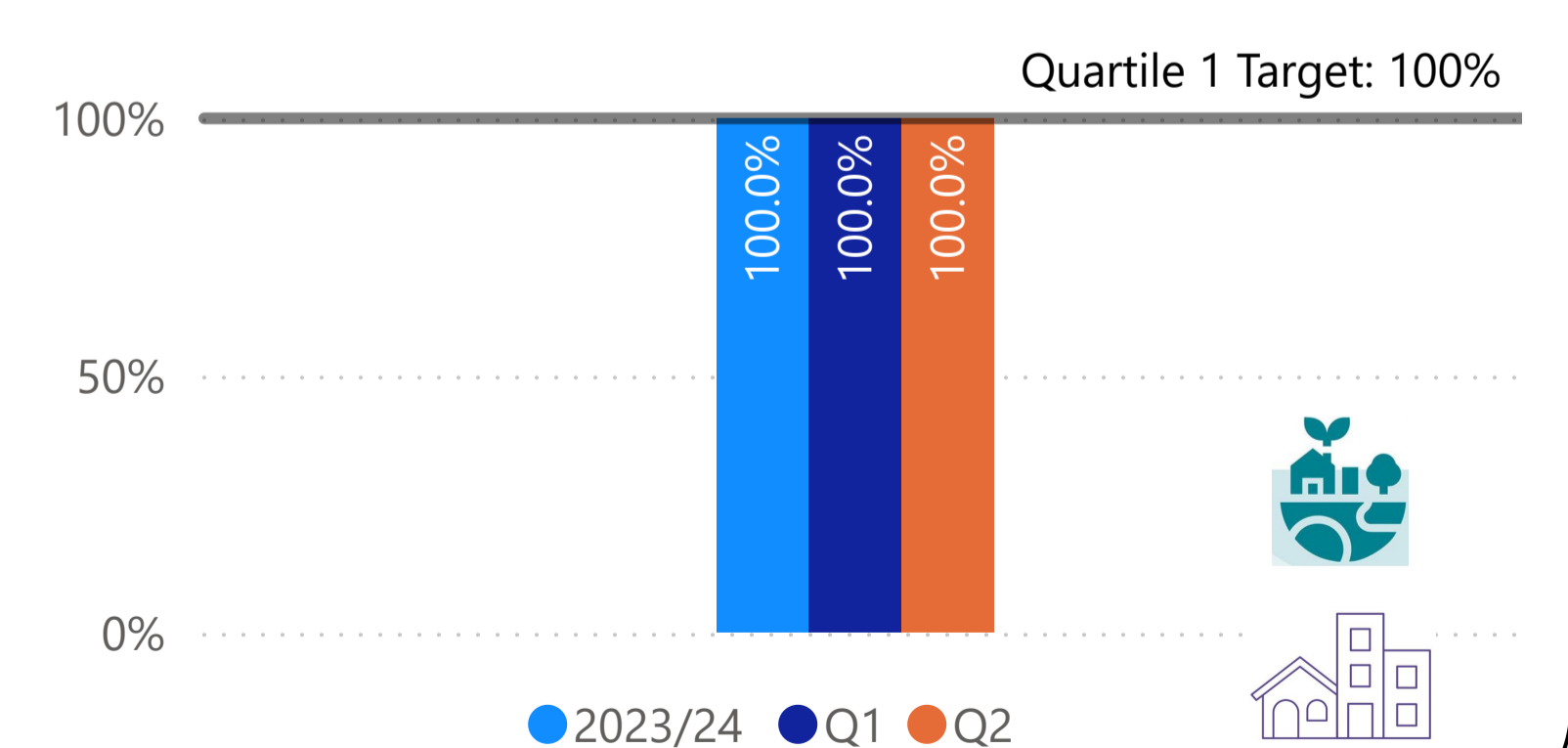
Percentage of homes in buildings where the communal lifts have had all the necessary safety checks



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

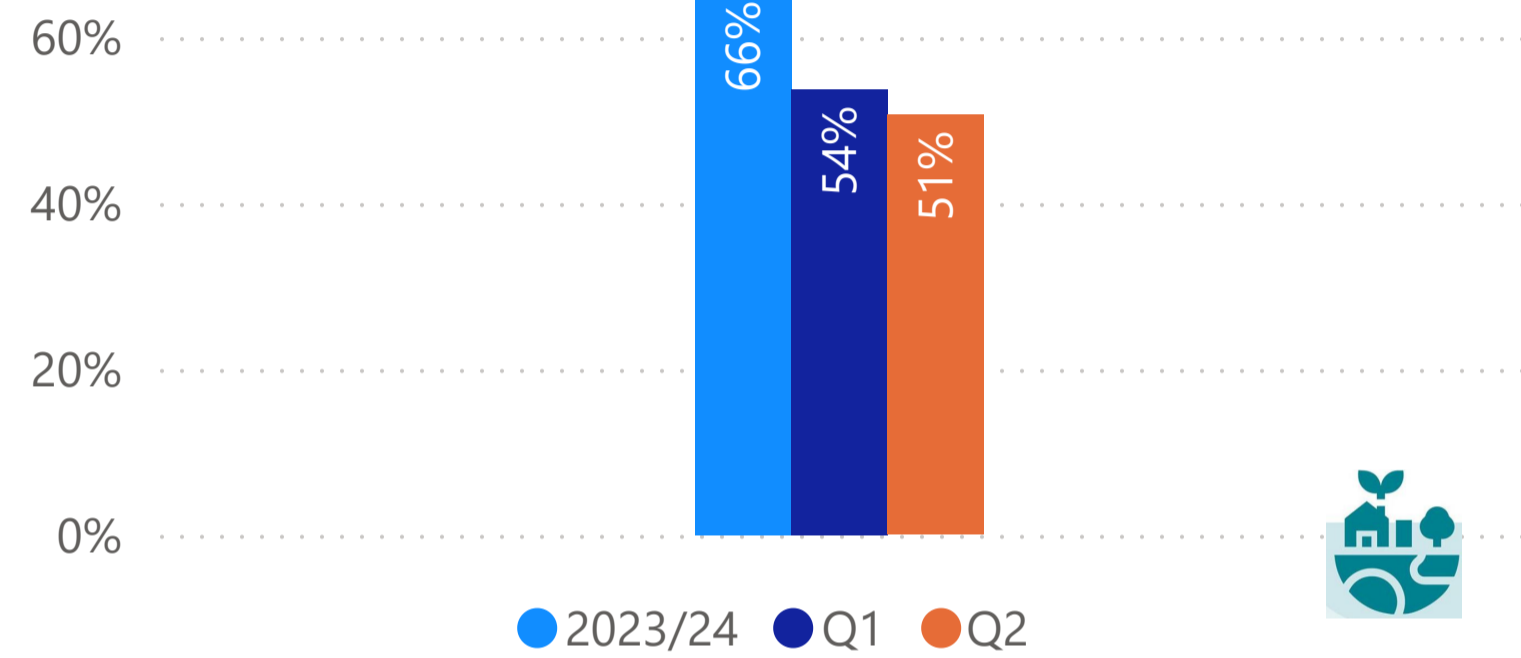


Percentage of homes in buildings that have had all the necessary asbestos safety checks

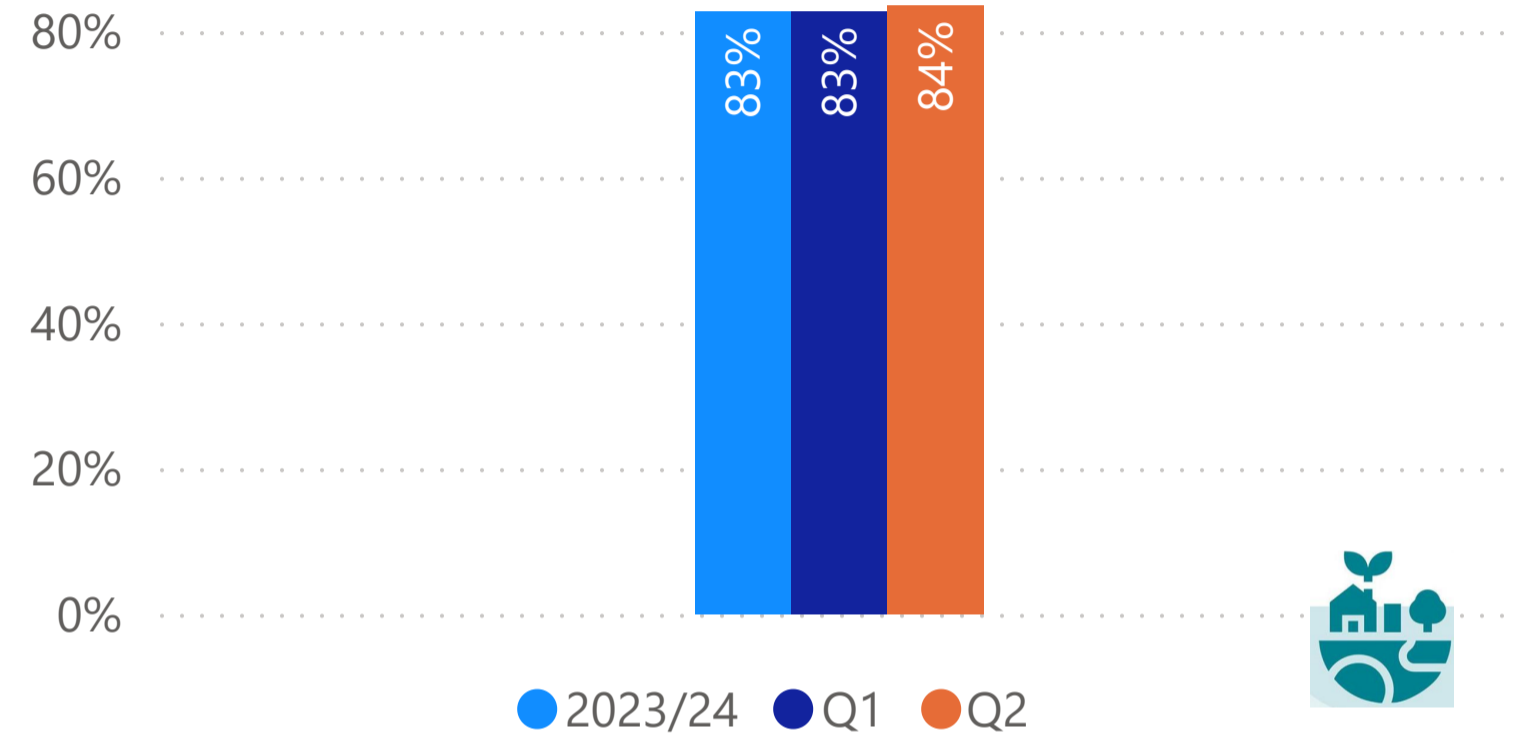


We will offer a range of quality homes

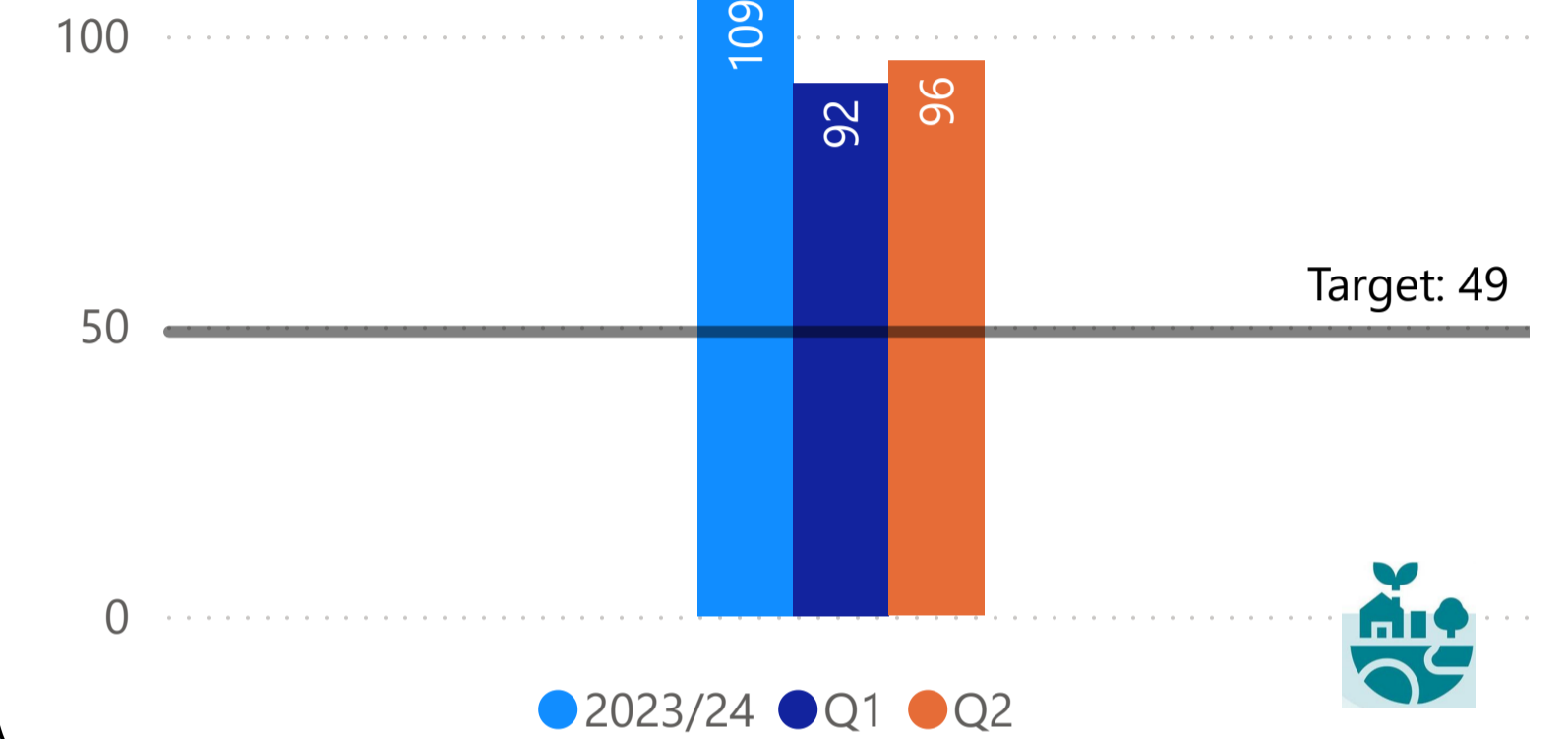
Percentage of domestic properties with Electrical Installation Condition Report (EICR) certificates up to 5 years old



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

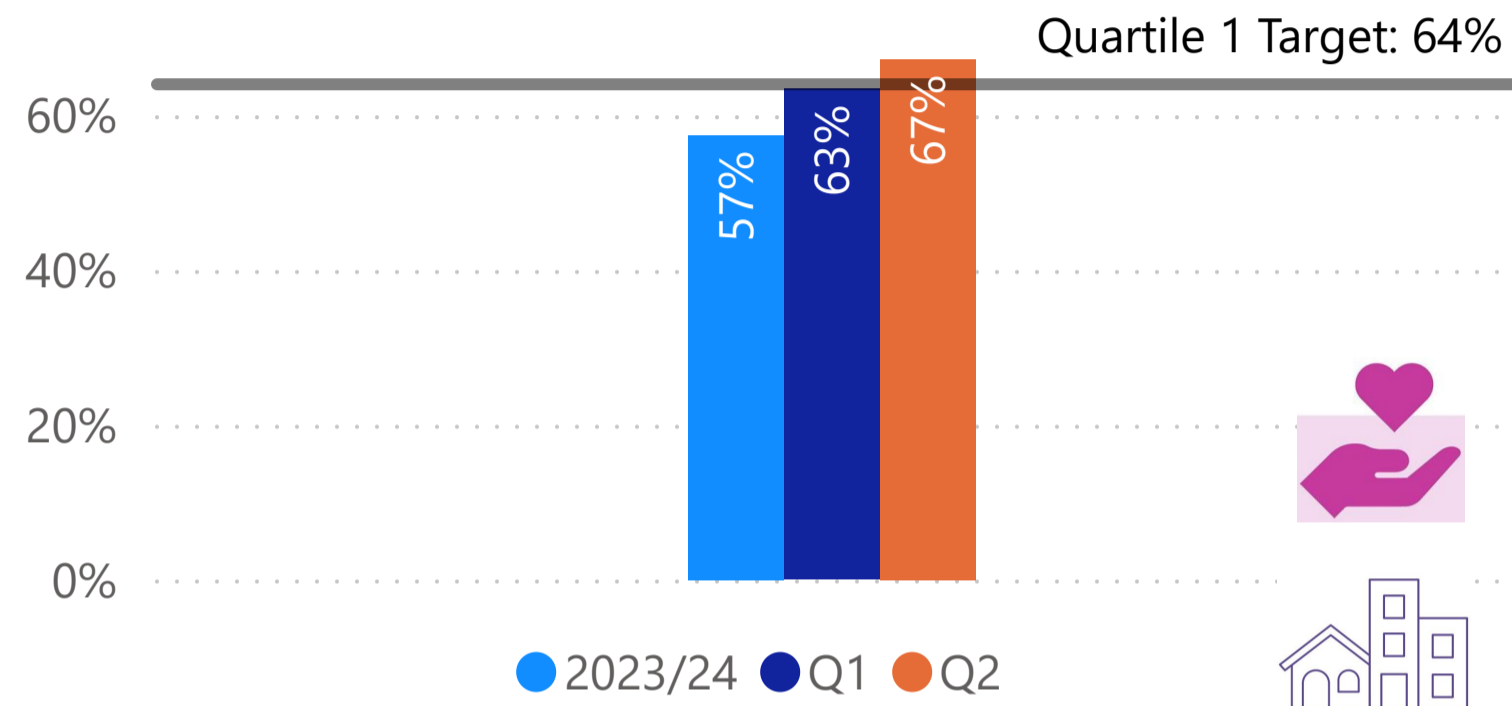


Time to re-let empty council homes (average number of days)

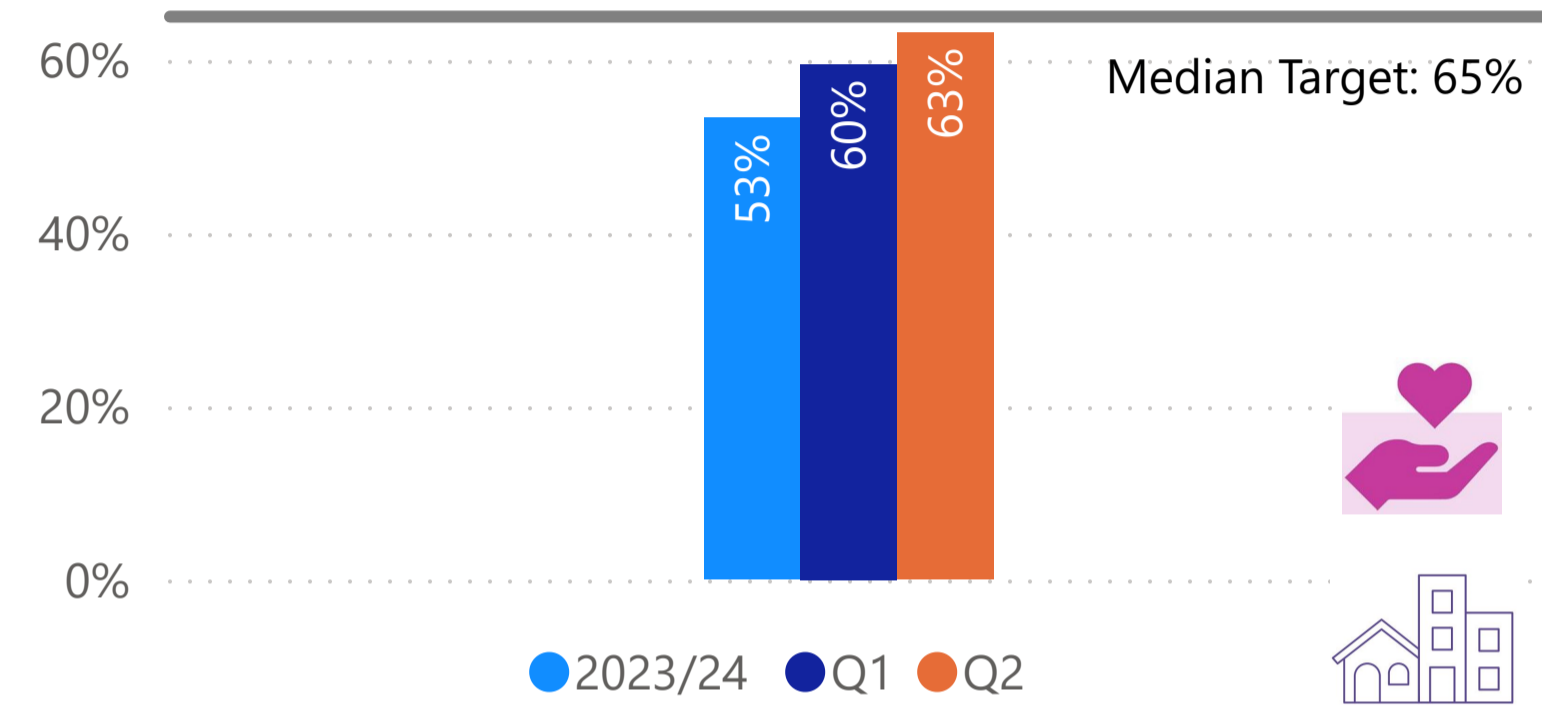


We will take care of your neighbourhood

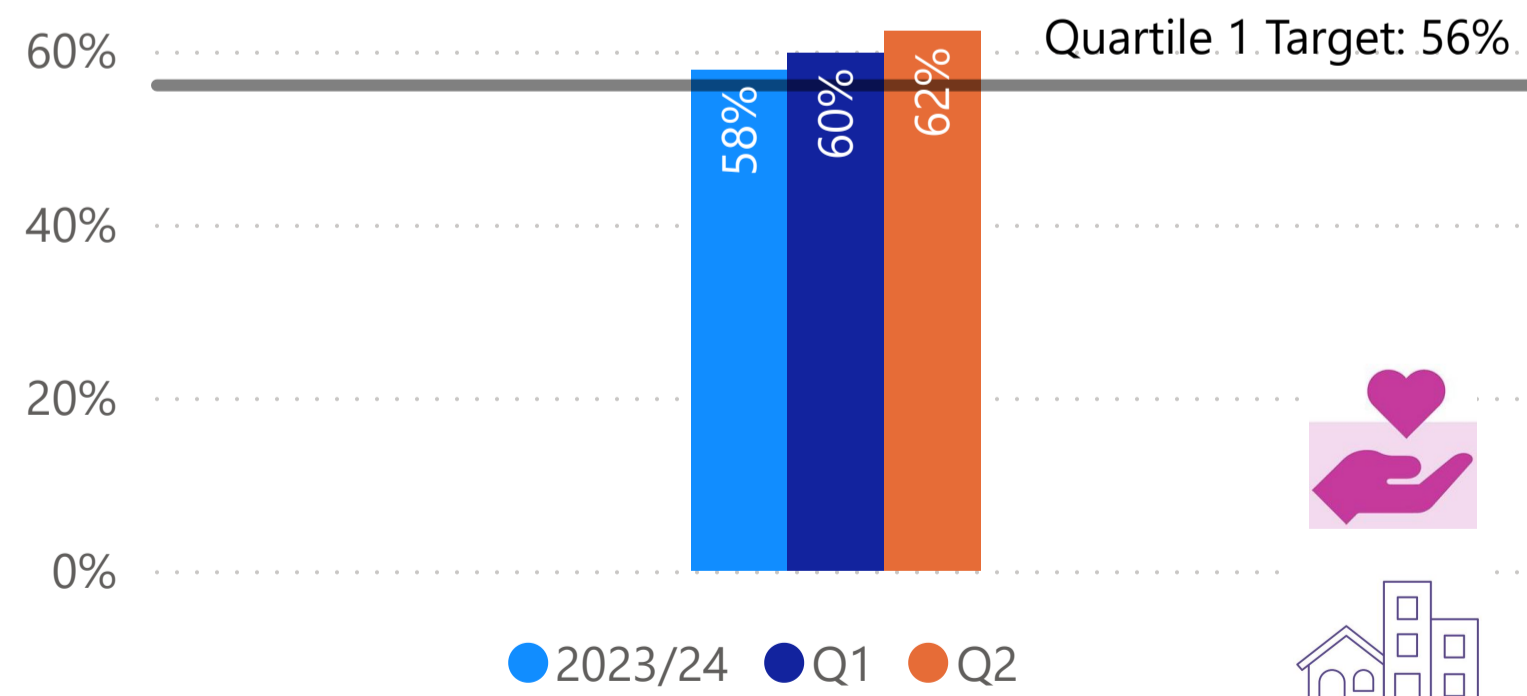
Tenant satisfaction that the landlord makes a positive contribution to neighbourhoods



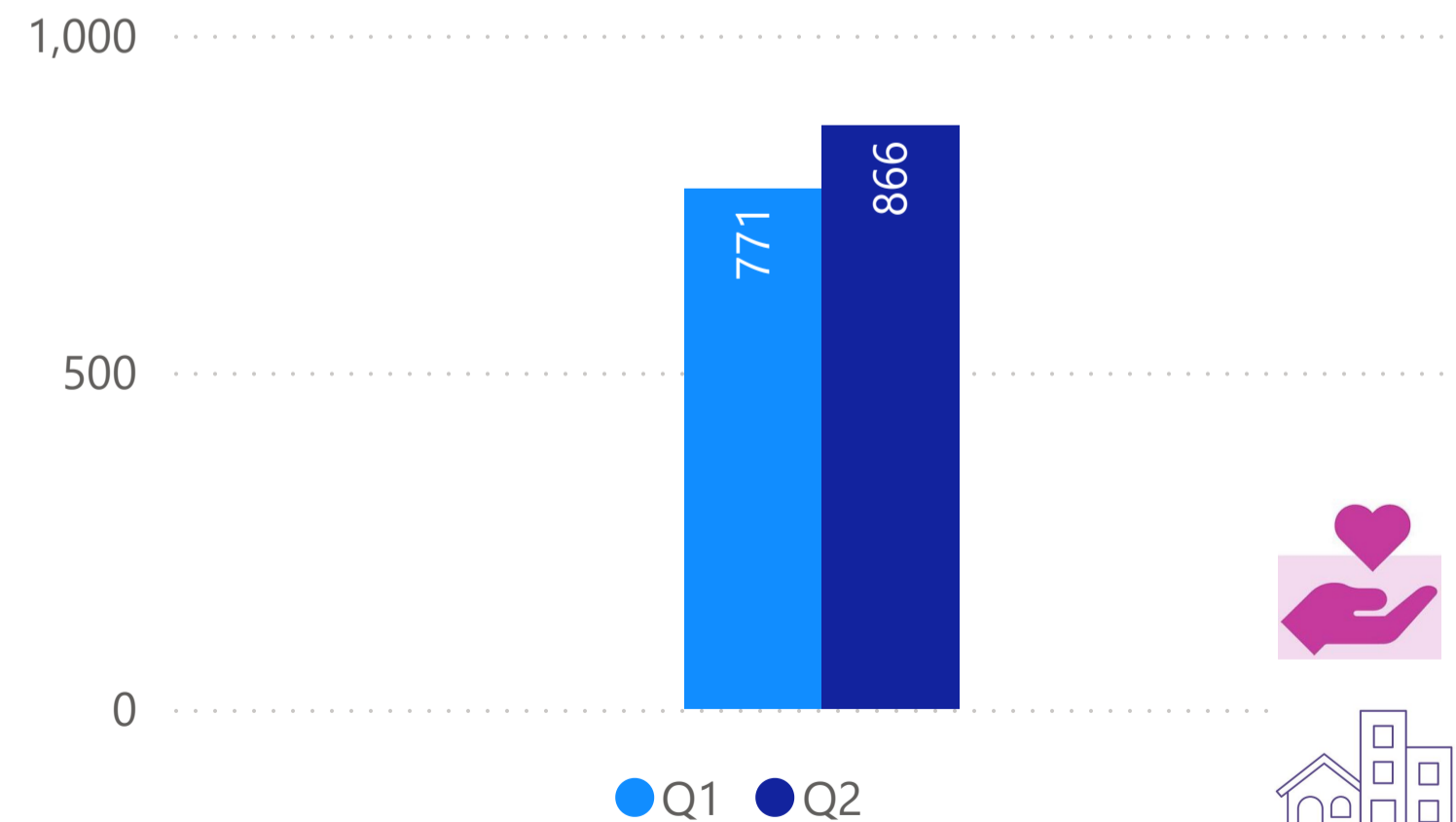
Tenant satisfaction that the landlord keeps communal areas clean and well-maintained



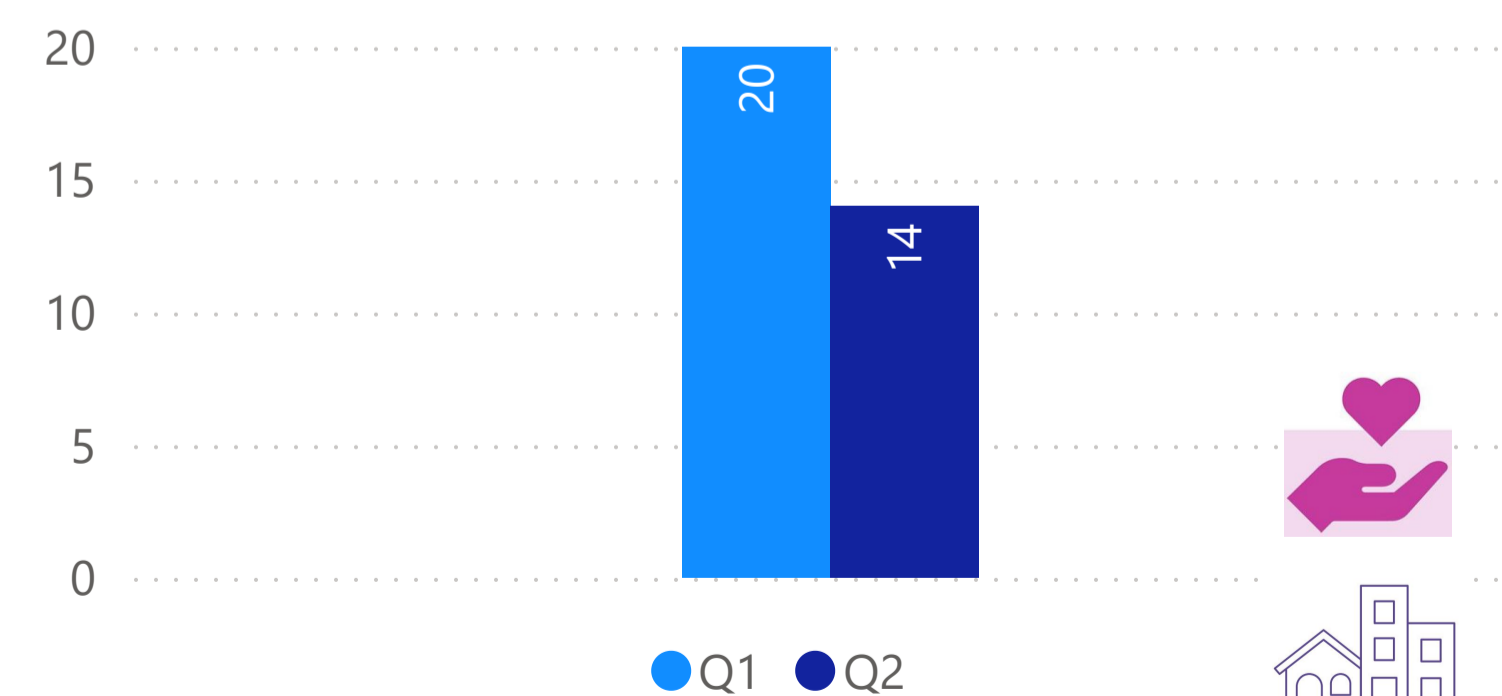
Tenant satisfaction with the landlord's approach to handling of anti-social behaviour



Number of anti-social behaviour cases opened

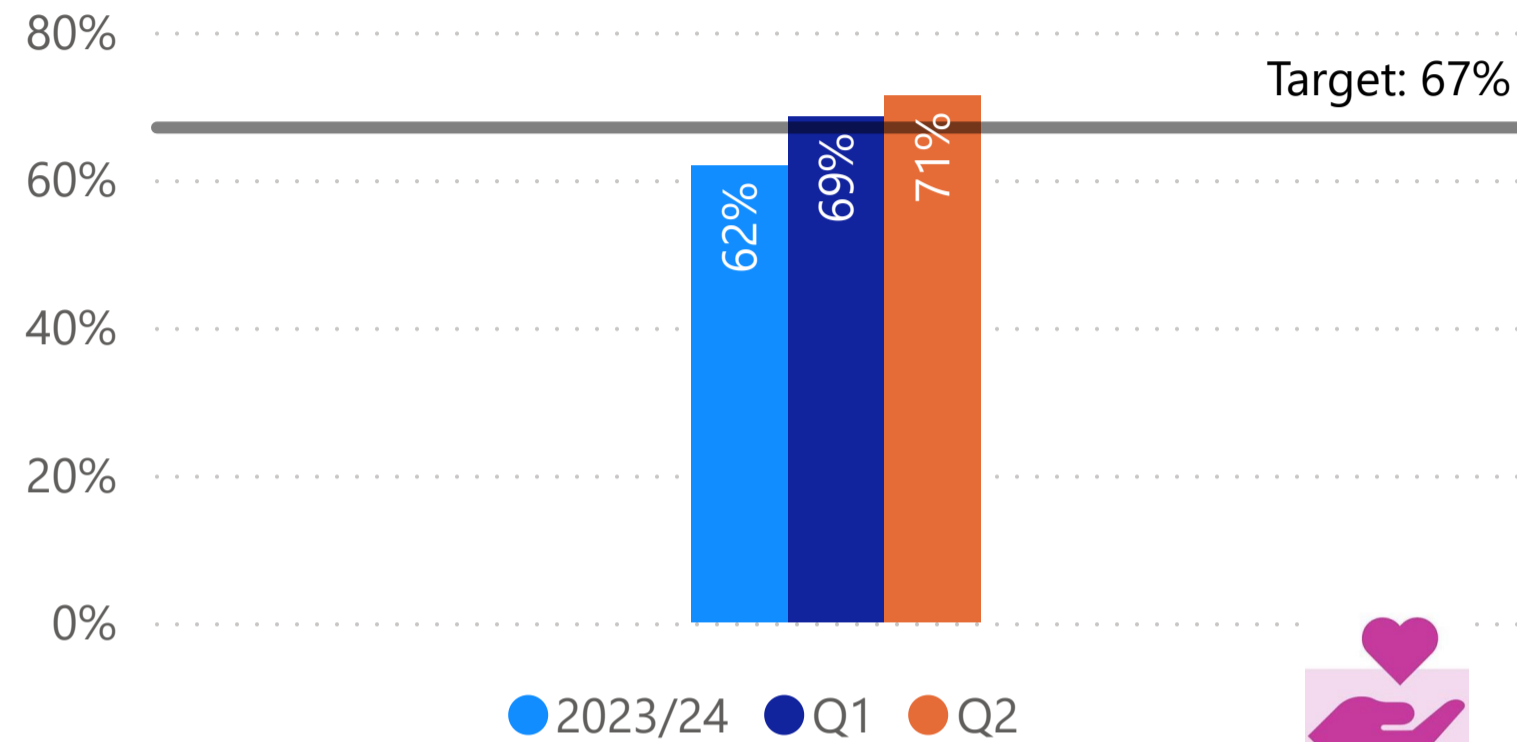


Number of anti-social behaviour hate incident cases opened

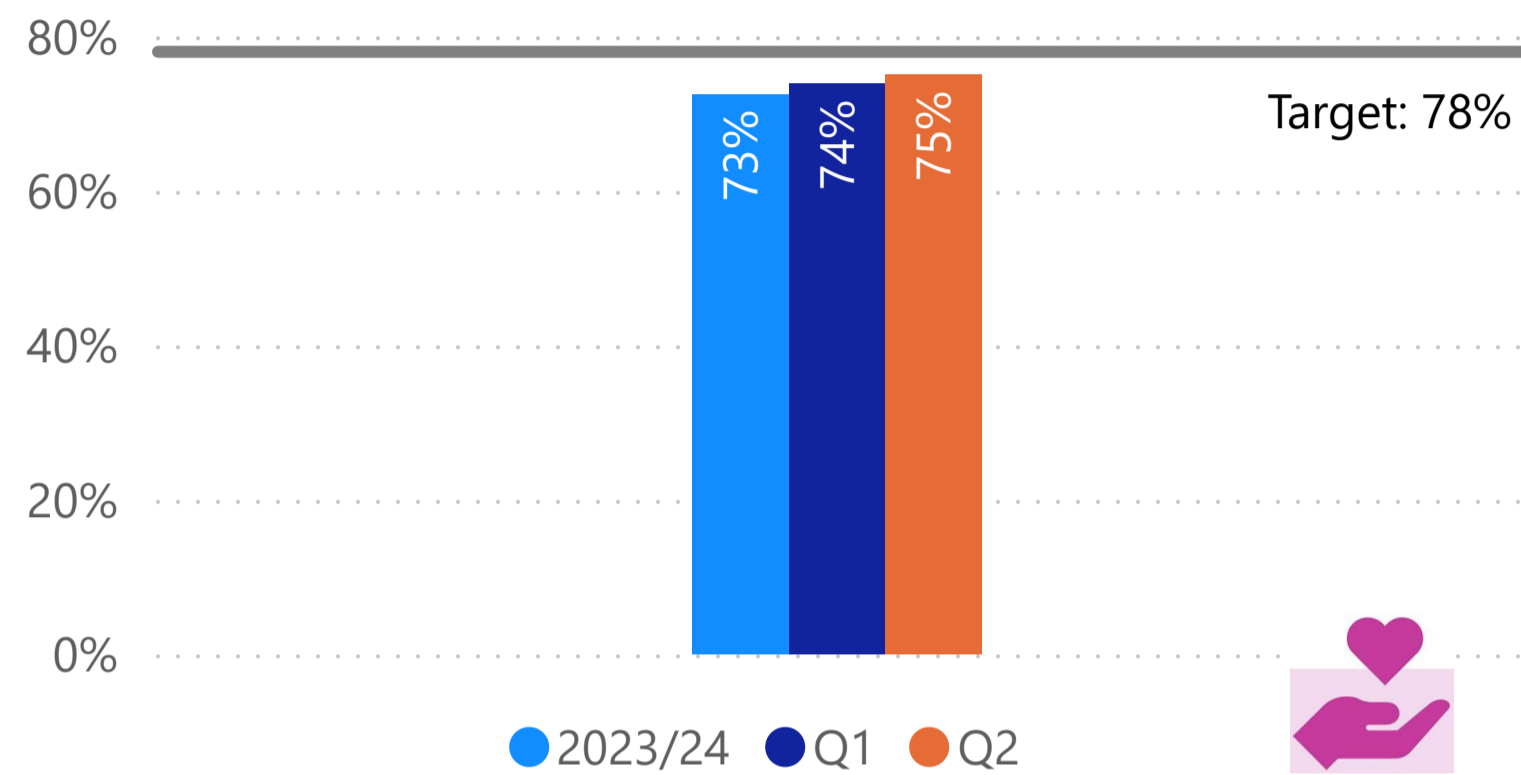


We will take care of your neighbourhood

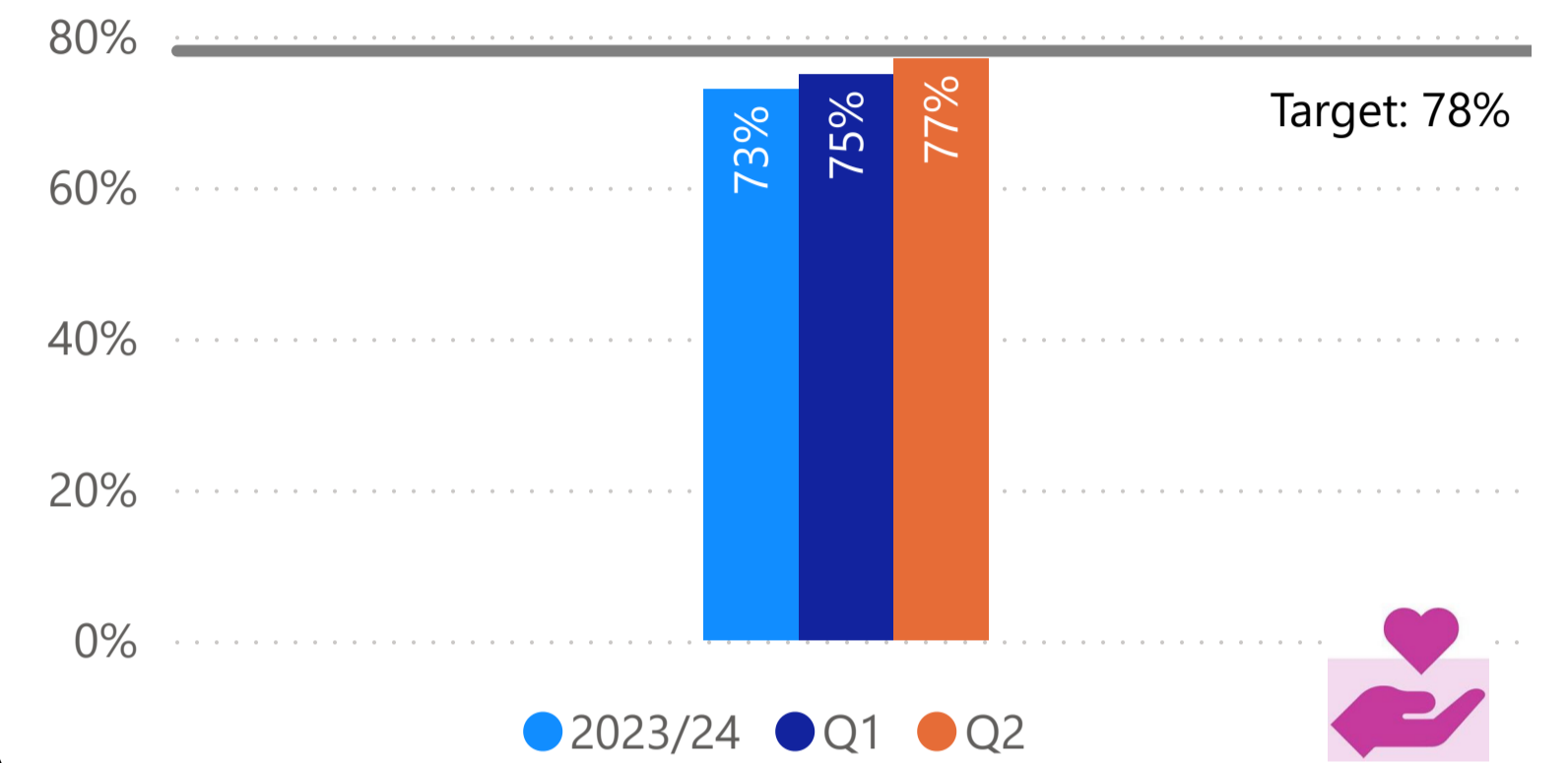
Tenant satisfaction with the shared green areas around my home are well maintained



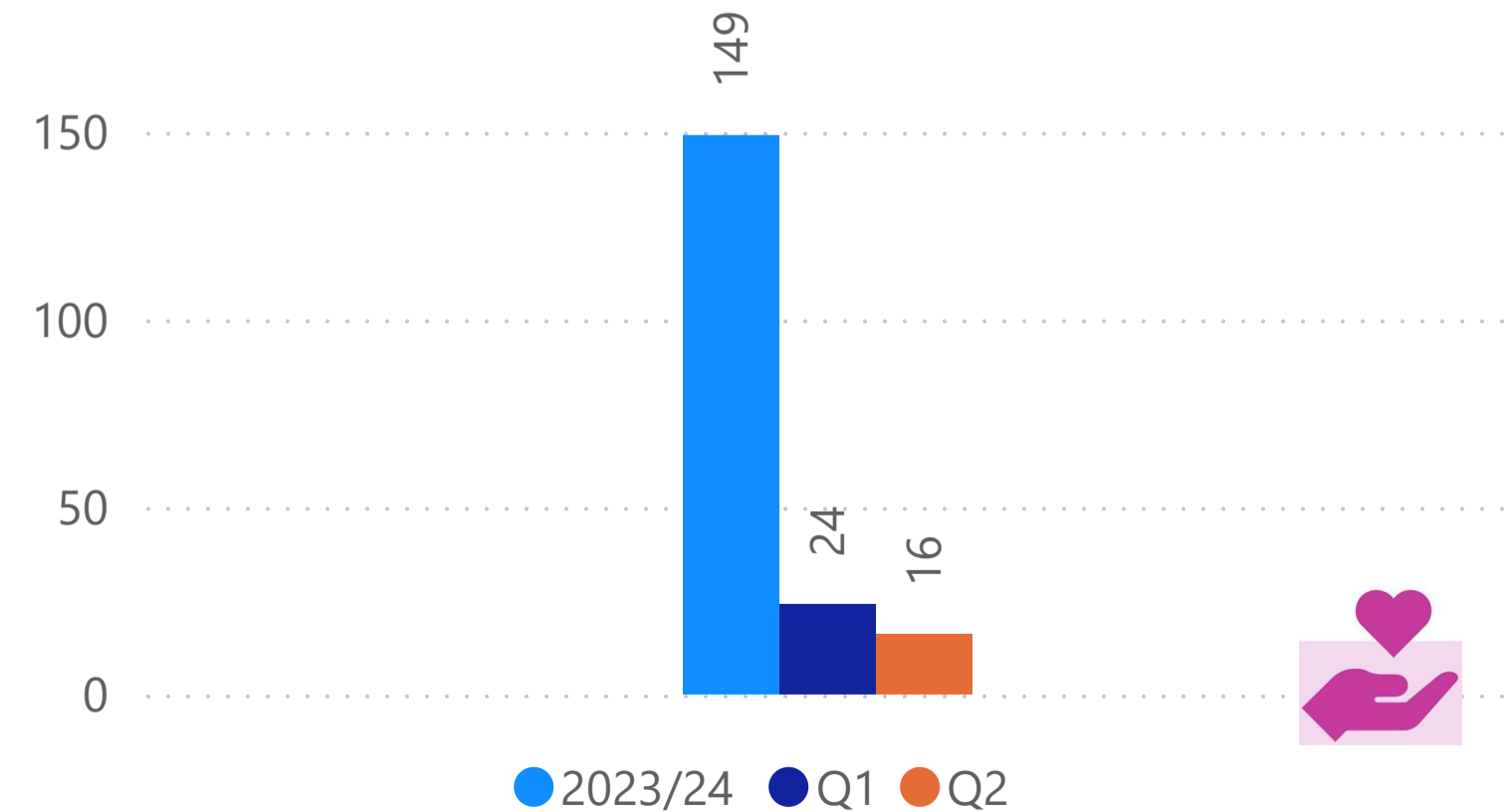
Tenant satisfaction with communal waste management



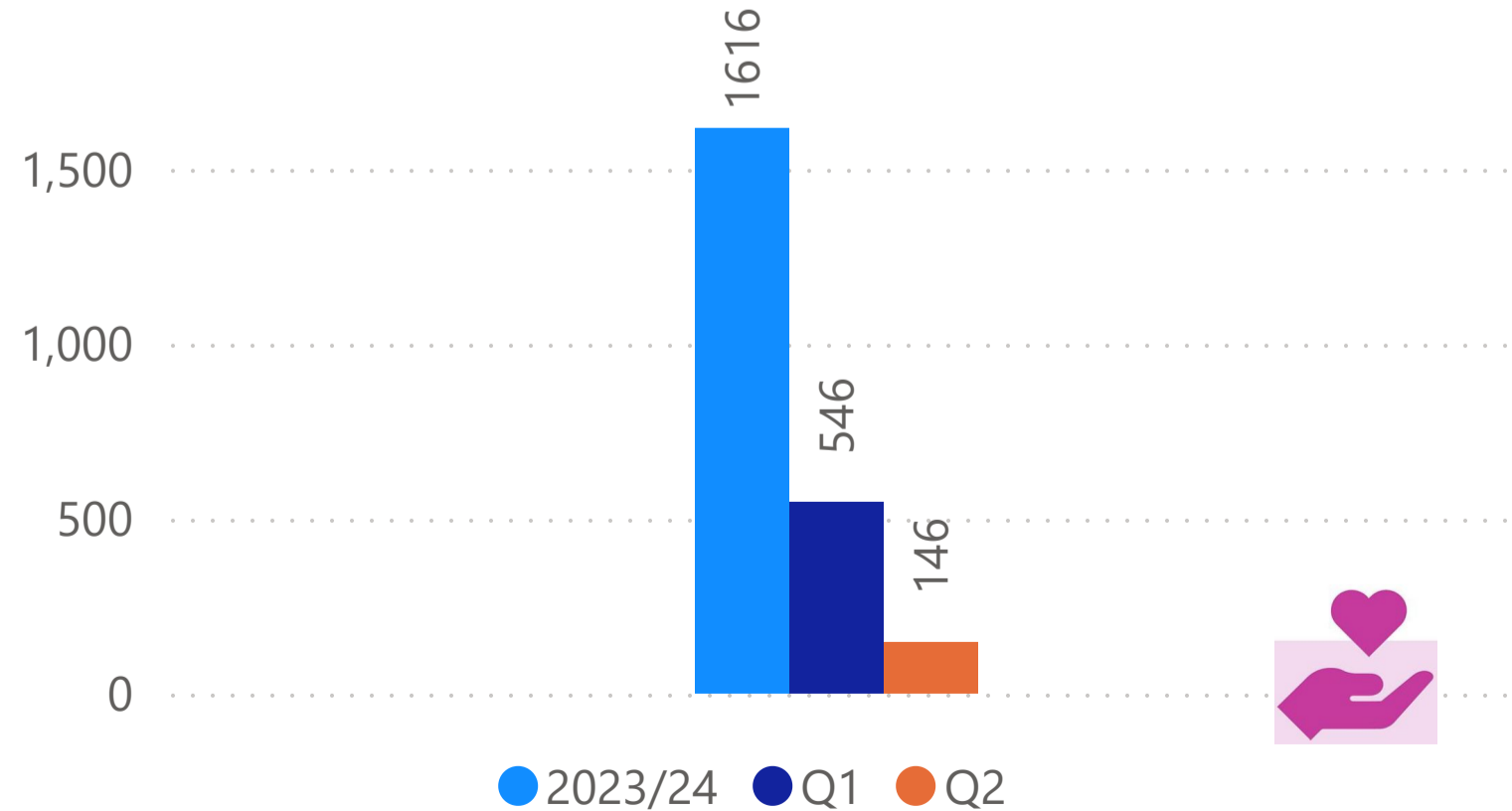
Tenant satisfaction with our communal recycling facilities in our blocks



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

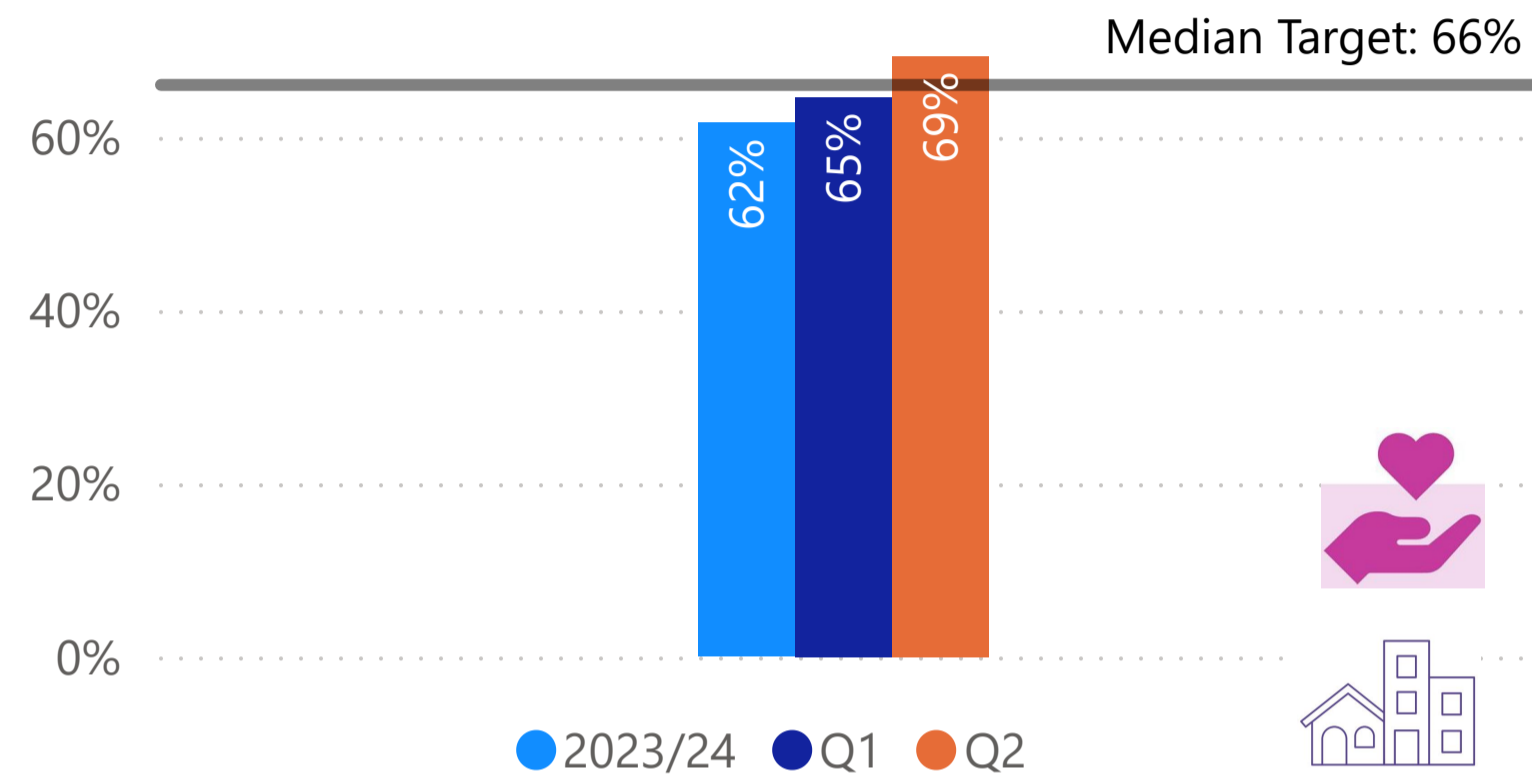


A **category 1 hazard** is a serious and immediate risk to a person's health and safety. It is the highest category of hazard in the Housing Health and Safety Rating System (HHSRS)

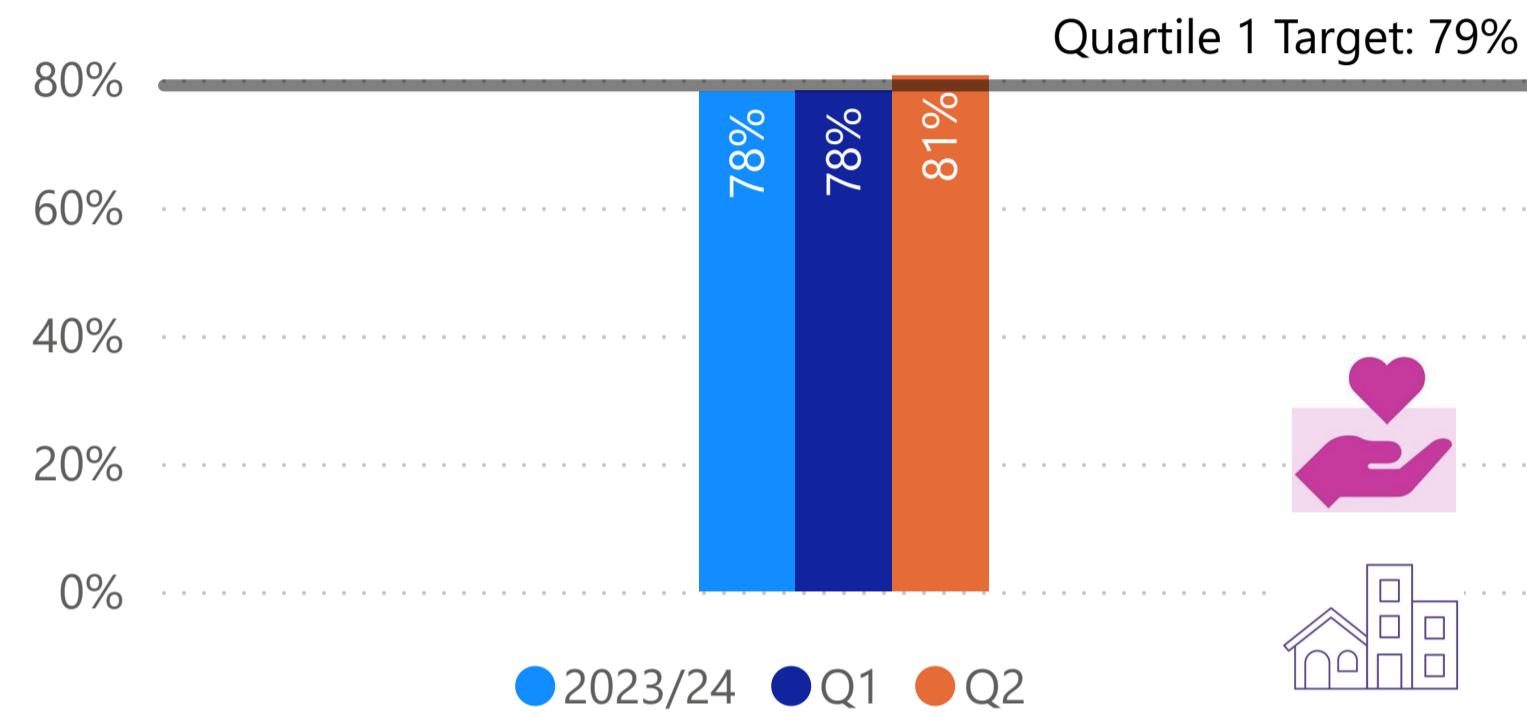
A **category 2 hazard** is less serious or urgent than a category 1 hazard but still present significant concerns and can adversely affect the health and safety of residents.

We will provide a good service to you

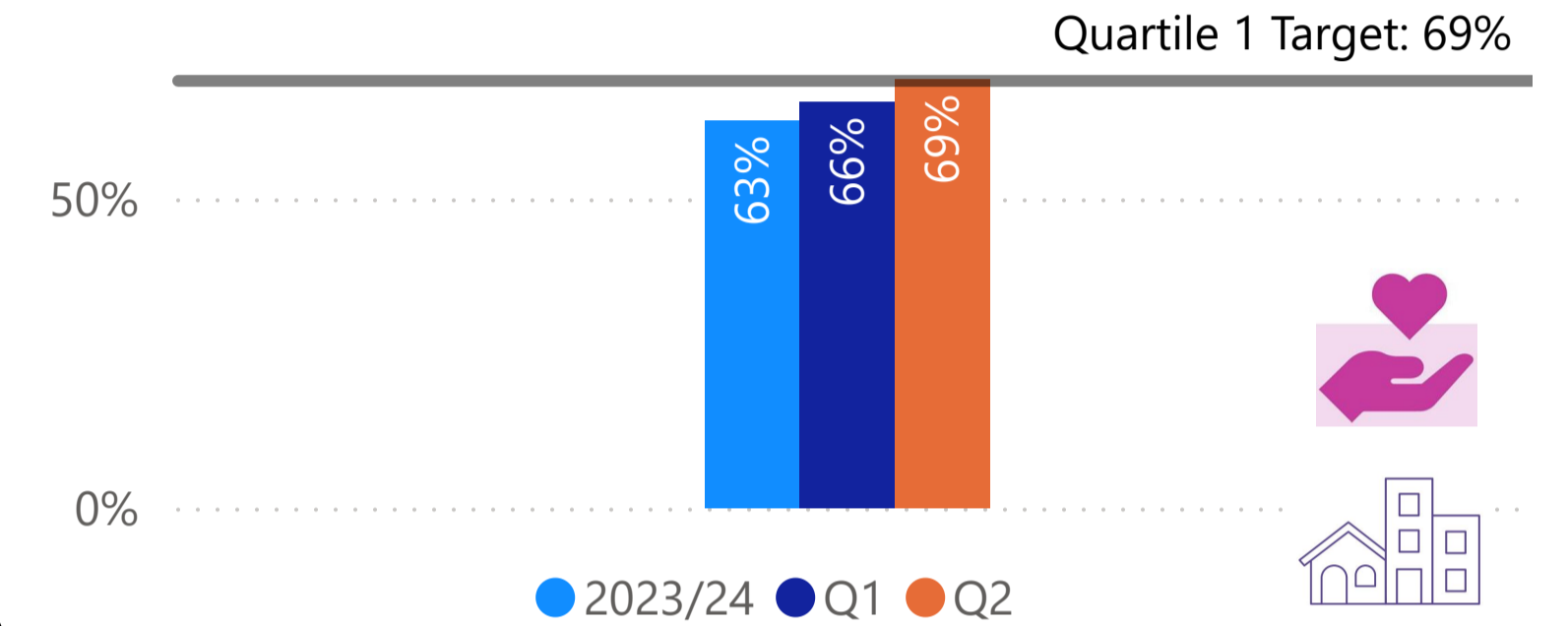
Tenant satisfaction with the overall service



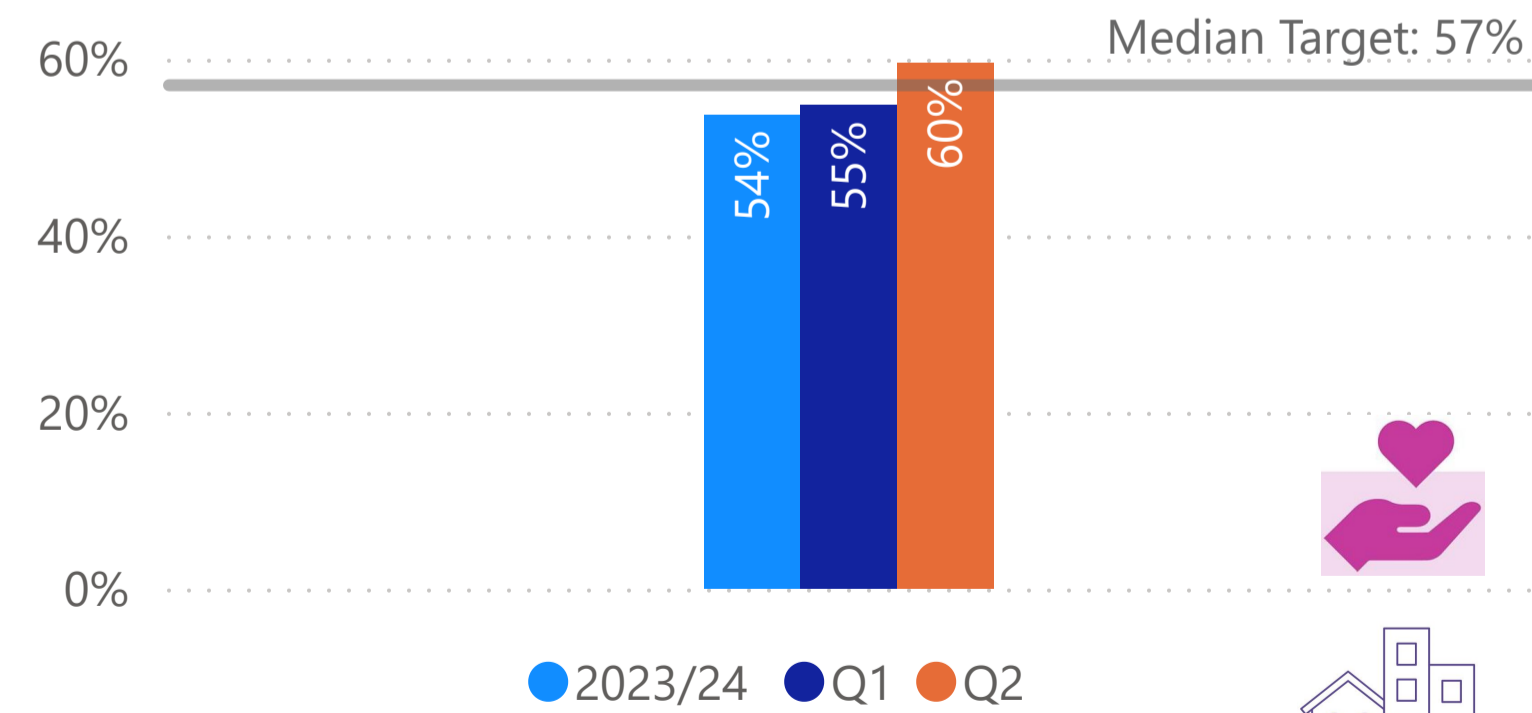
Agreement that the landlord treats tenants fairly and with respect



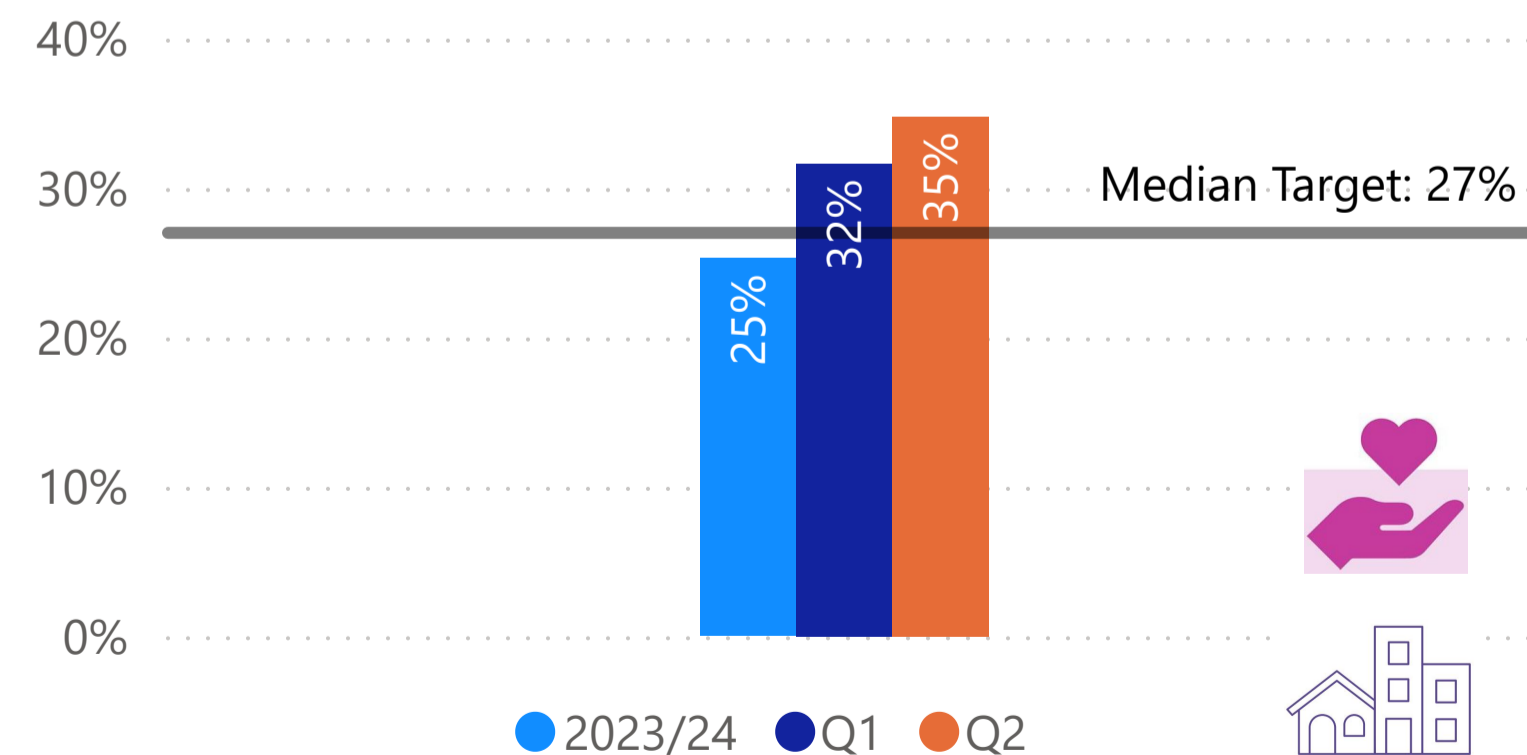
Tenant satisfaction that the landlord keeps tenants informed about things that matter to them



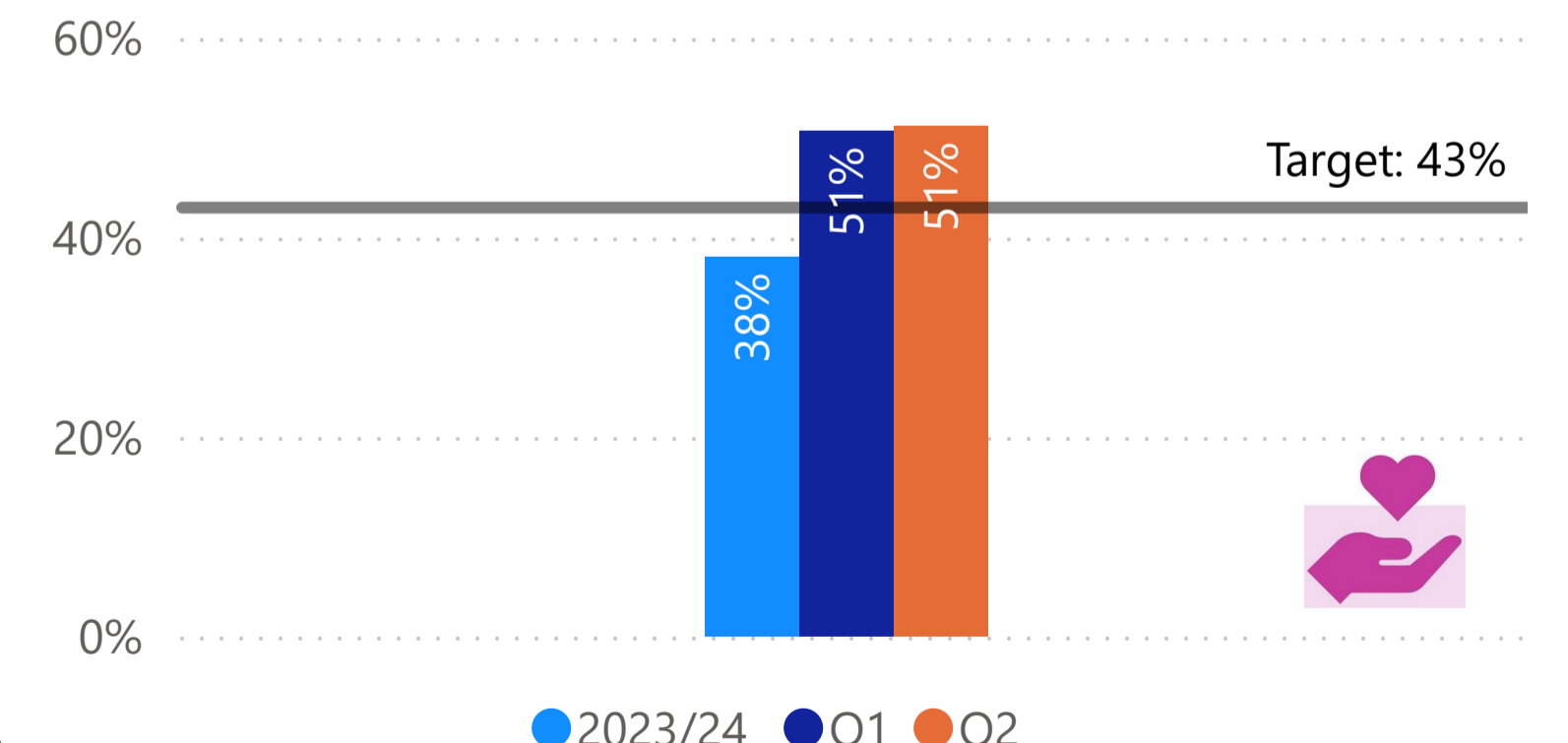
Tenant satisfaction that the landlord listens to your views and acts upon them



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

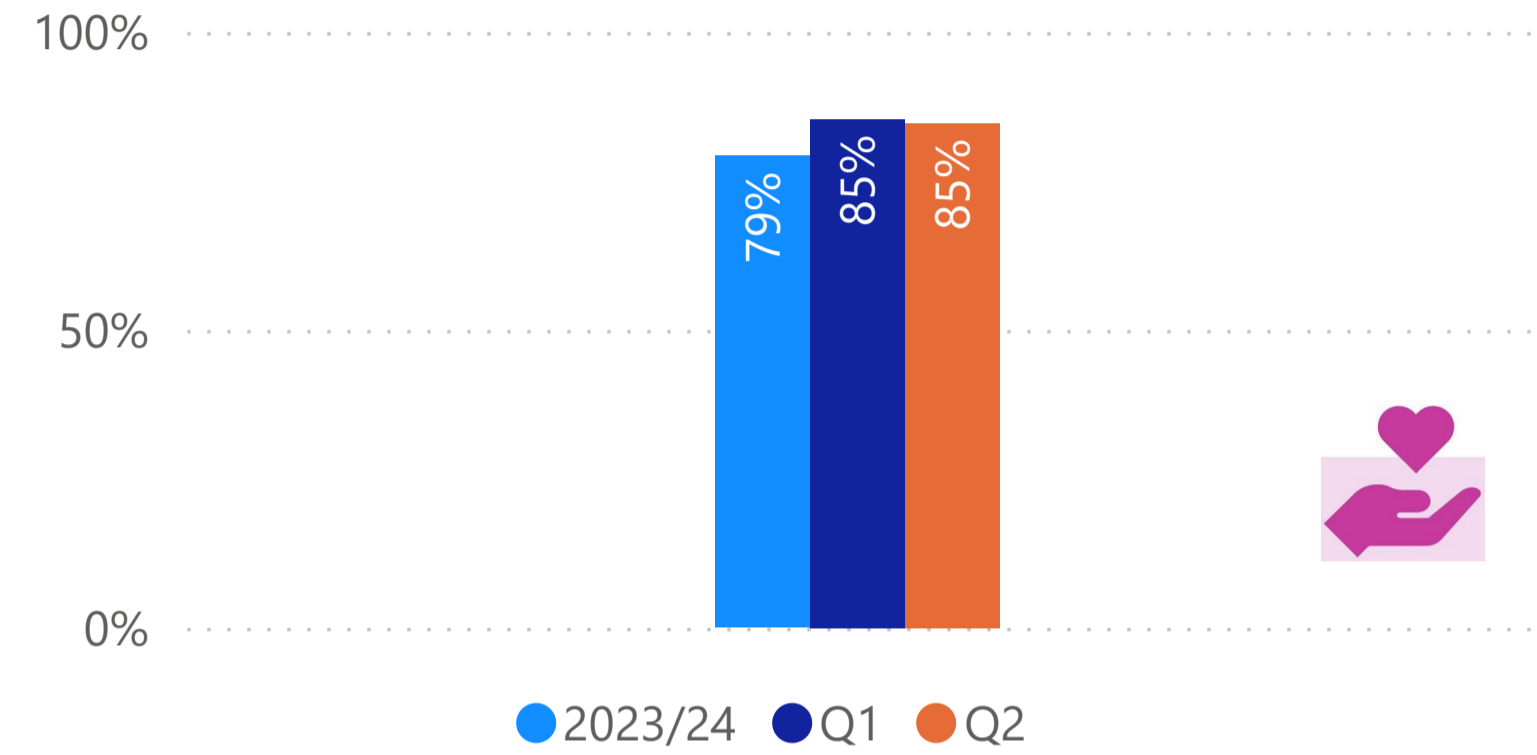


Tenant satisfaction with how easy it is to contact us

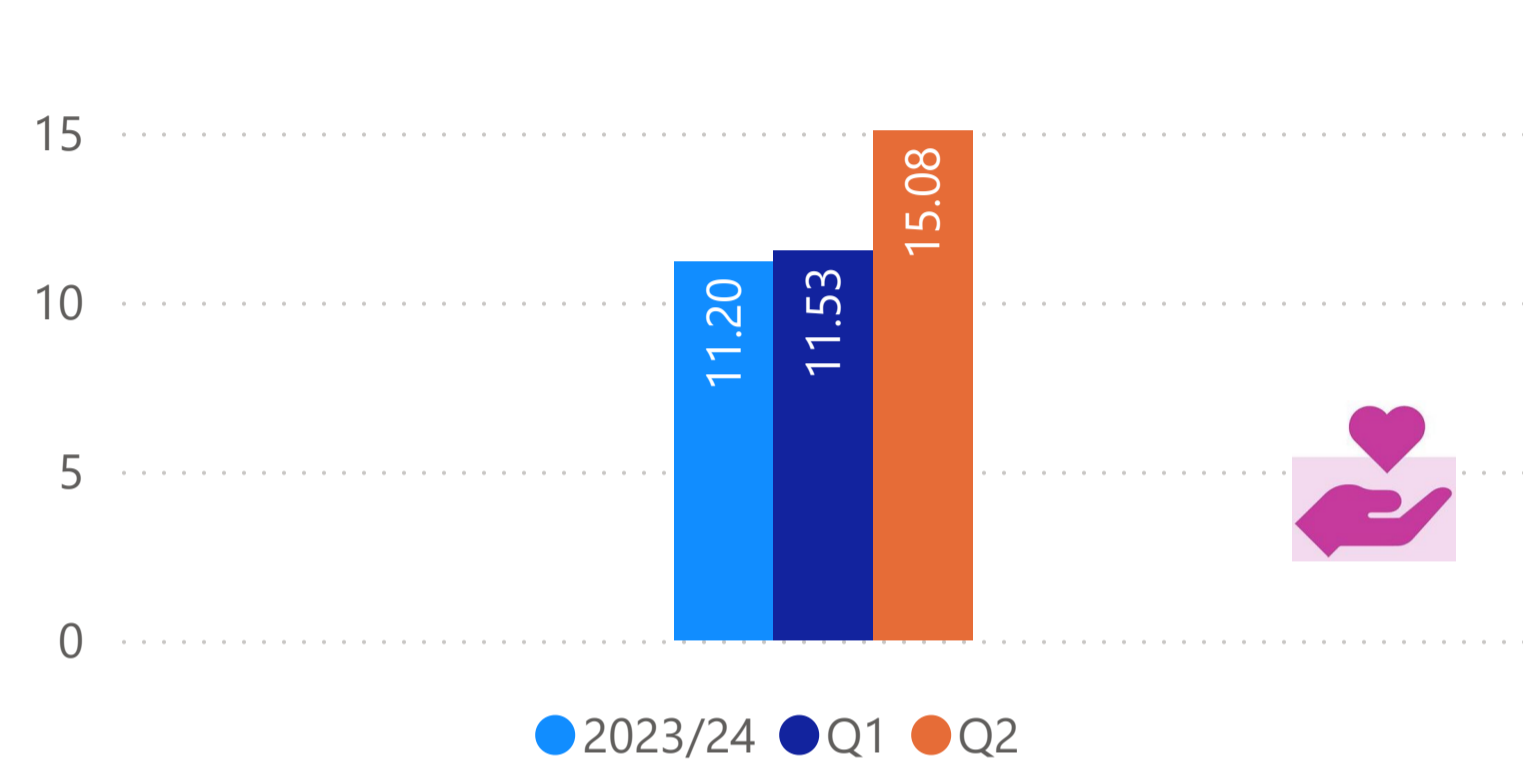


We will provide a good service to you

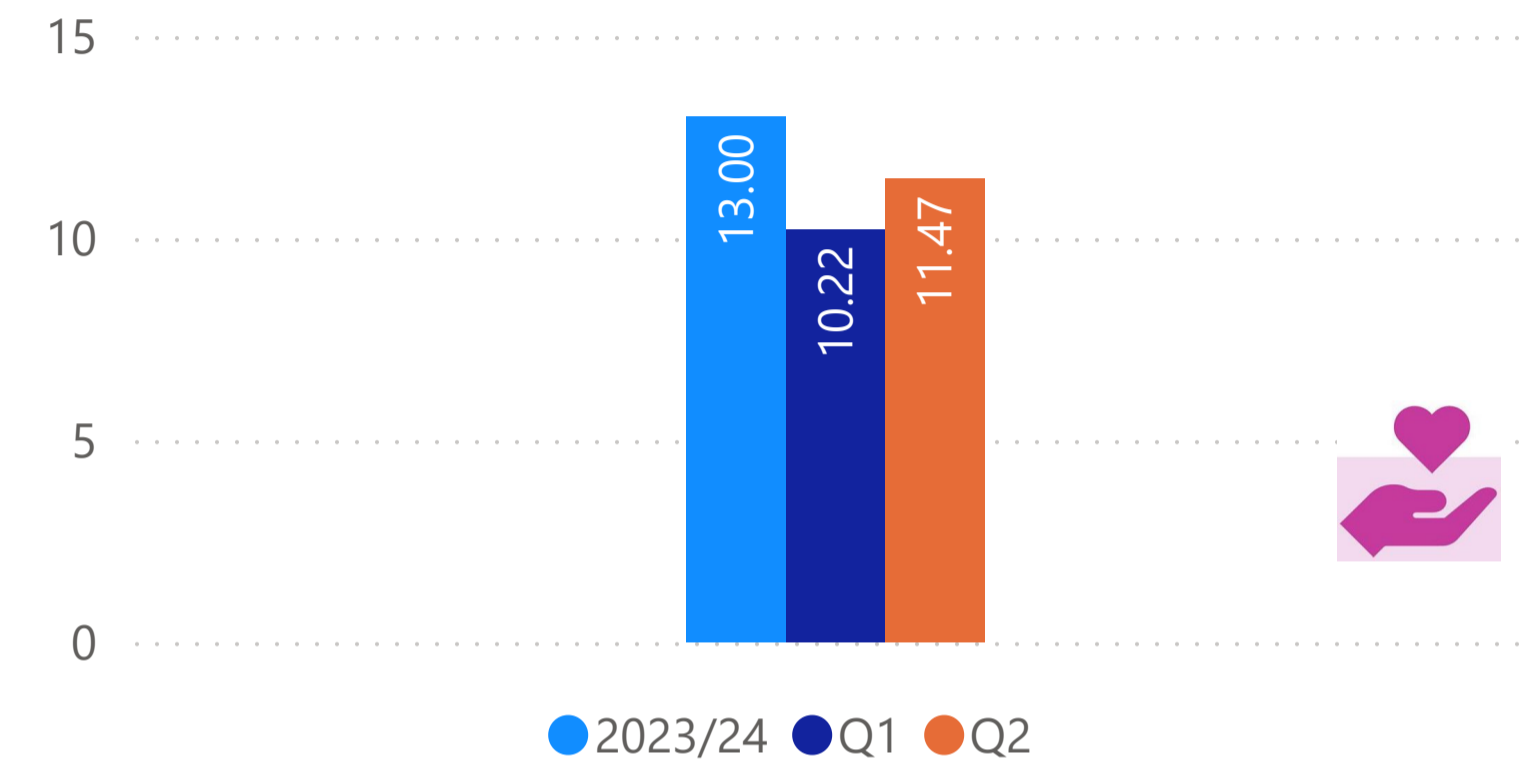
Average tenant satisfaction with the contact centre



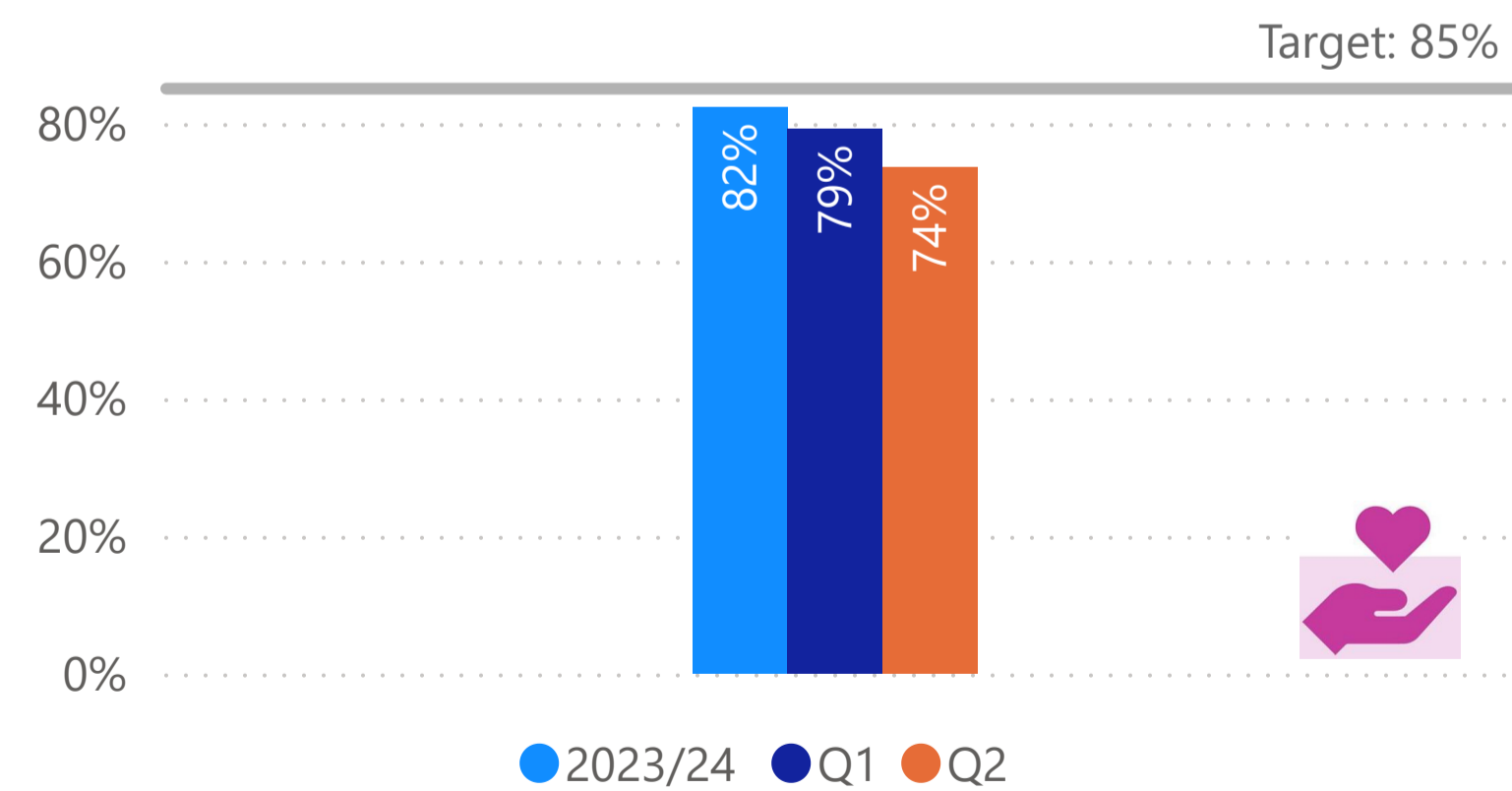
Average waiting time for housing customers calling the contact centre (minutes.seconds)



Average waiting time for repairs customers calling the contact centre (minutes.seconds)

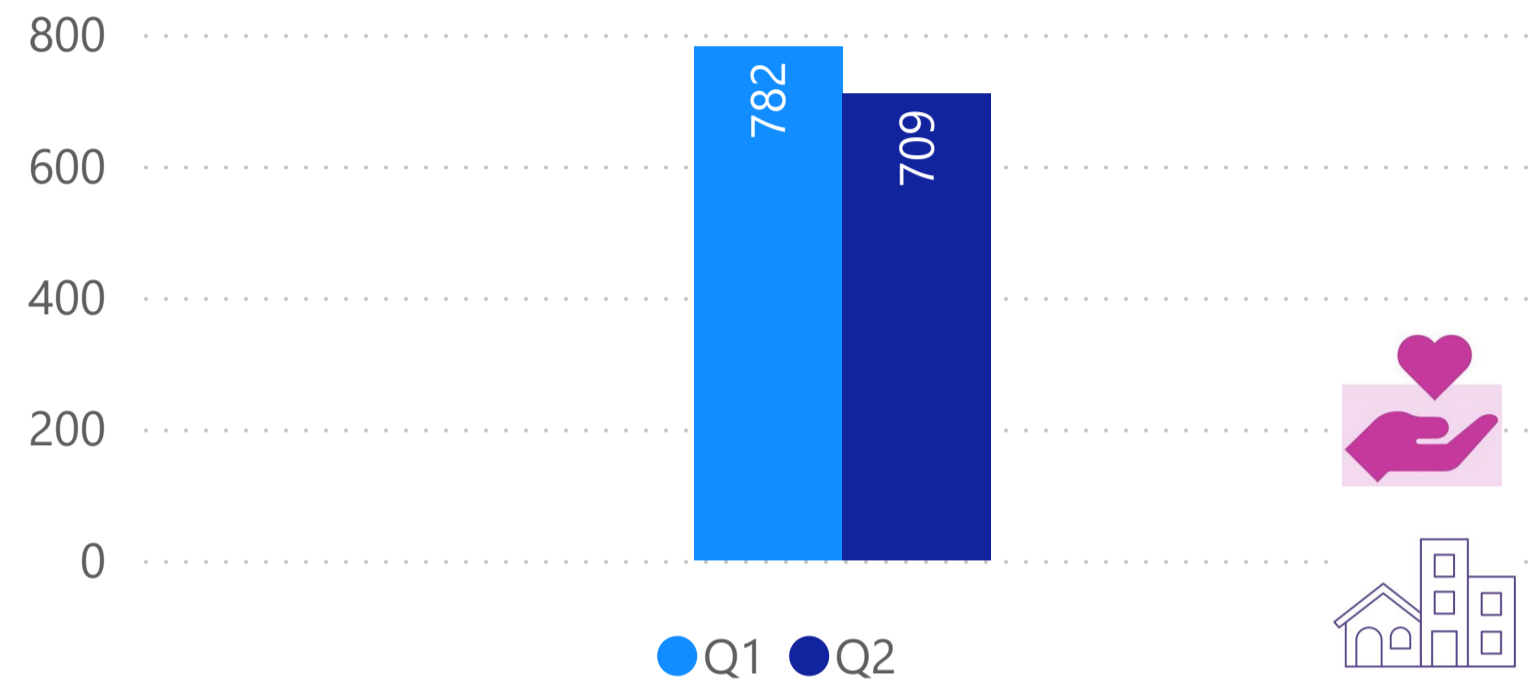


Percentage of housing calls answered

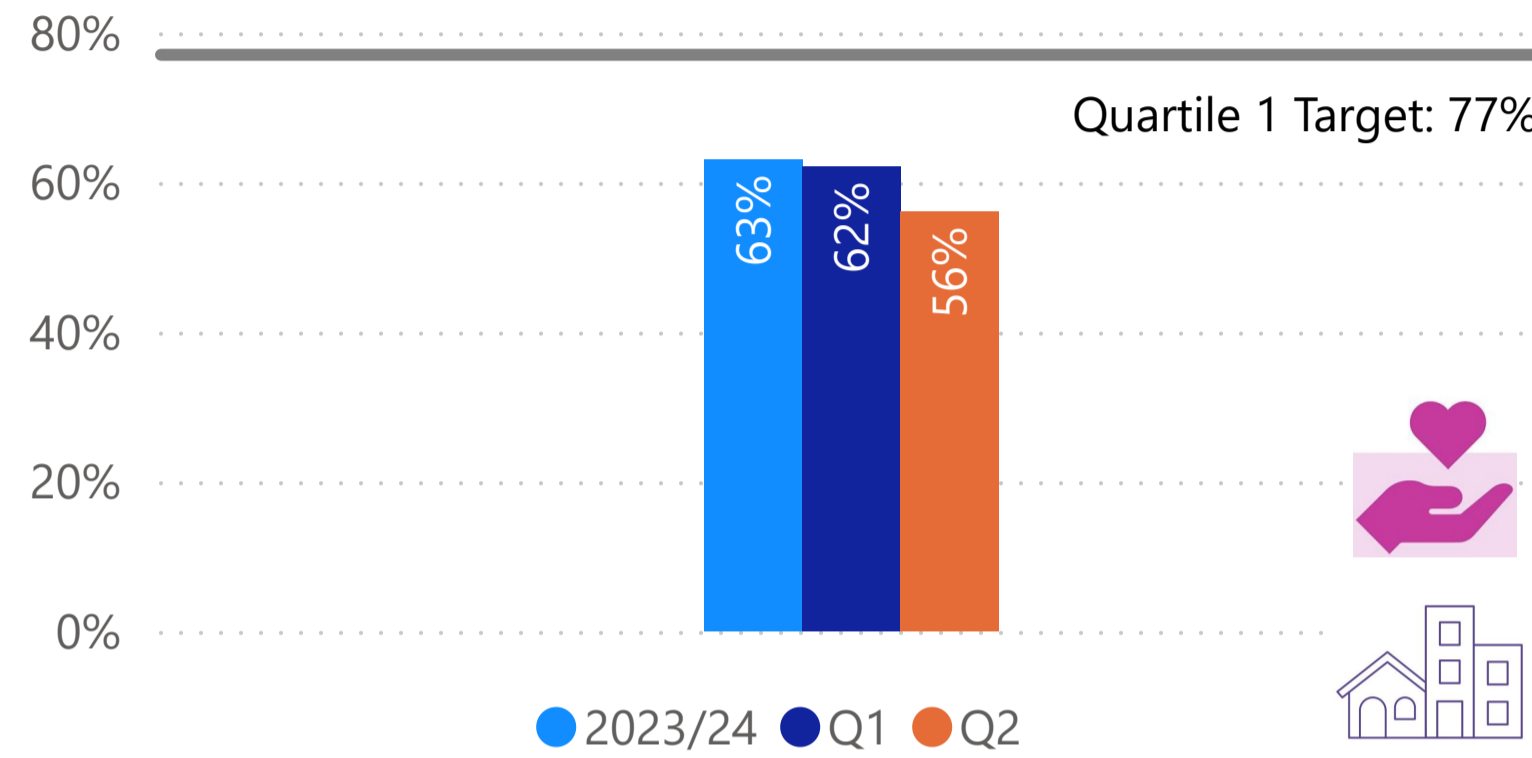


We will provide a good service to you

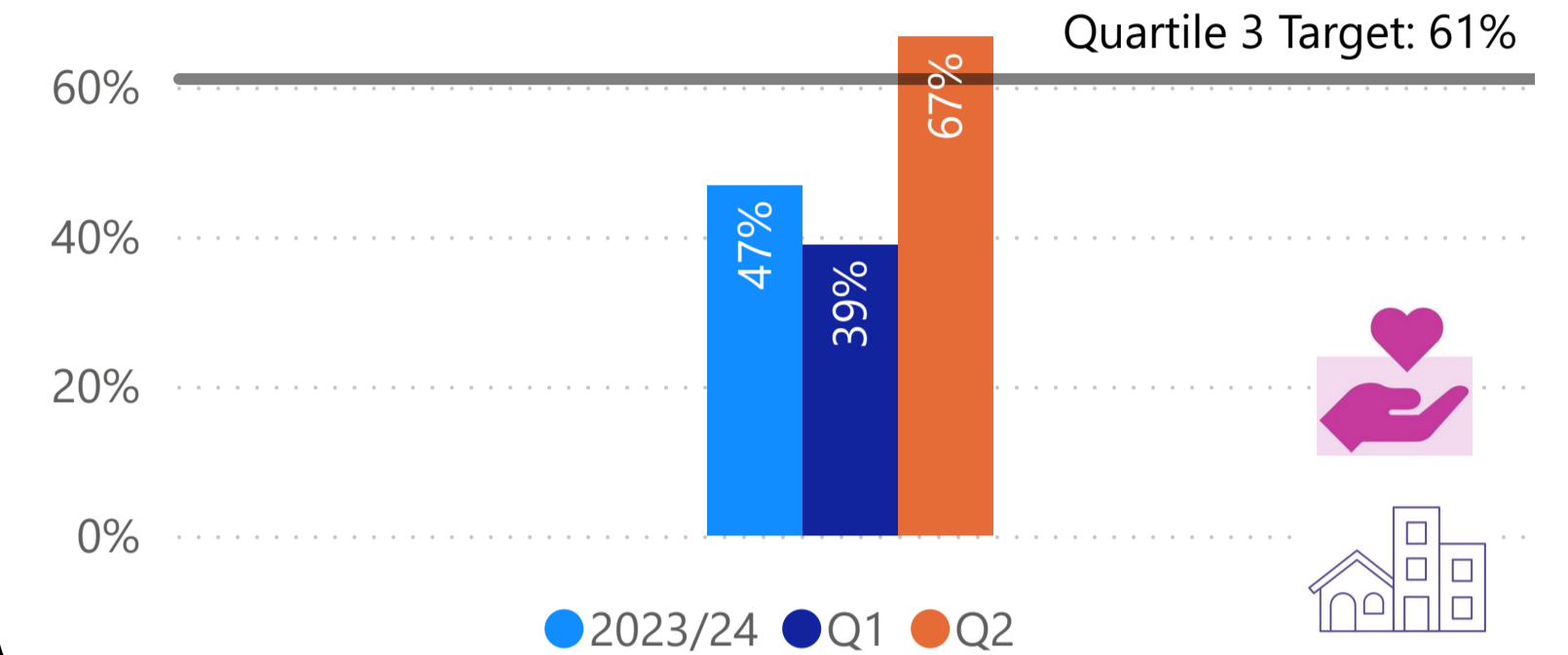
Number of stage 1 and stage 2 council housing and repairs complaints received



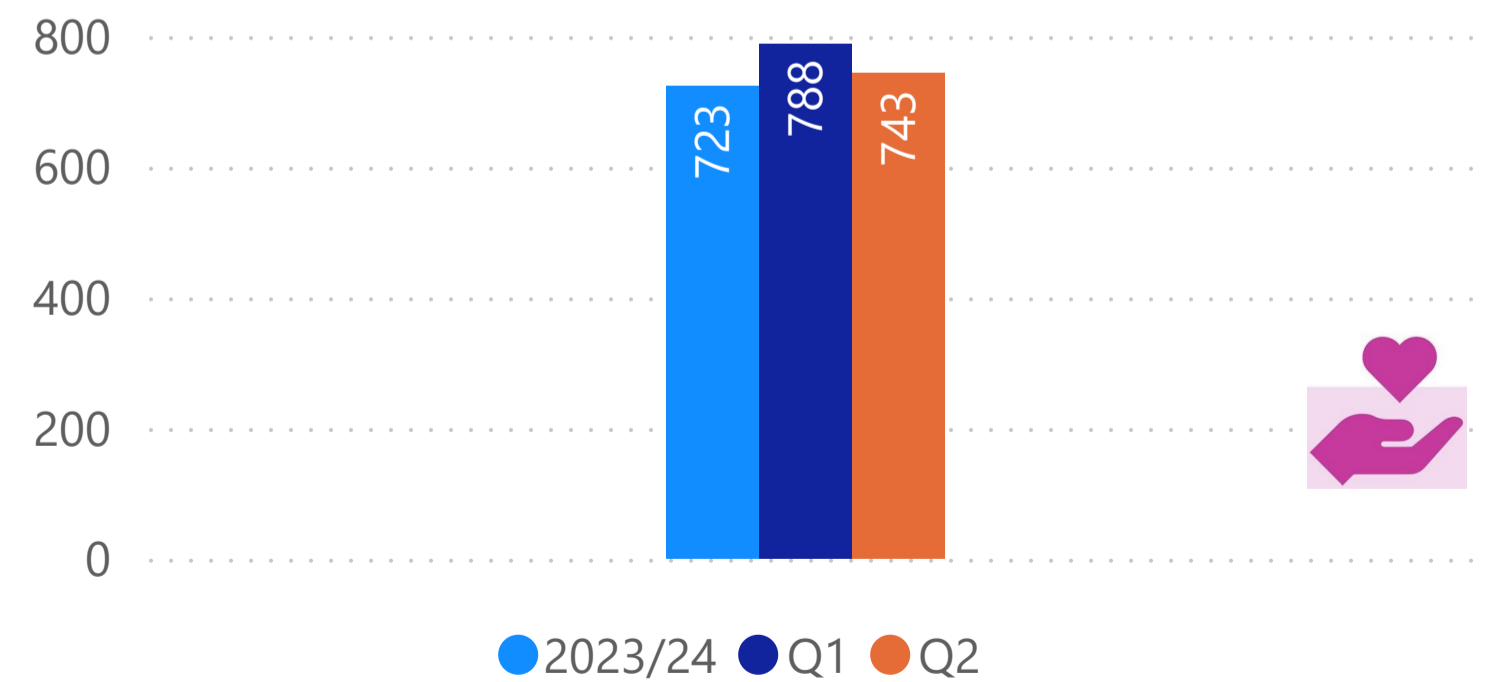
Percentage of stage 1 complaints responded to within Complaint Handling Code timescales



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



Number of households in temporary accommodation



Number of households on the Council Housing Register

