These are our Service Promises

Here is a snapshot of how we have performed across the City and West Area

**Keeping your local area clean and tidy**
We’ll remove dumped rubbish and fly-tipping when you tell us about it or when we spot it on our inspections.

- **96%** of fly-tipping was removed within one working day. Our target is 99%.

**Good quality information and communications**
We’ll respond promptly to complaints and keep you informed as we deal with them.

- **9** complaints were received.
- **67%** of those complaints were responded to within 3 working days. Our target is 75%.

**Clear communication about what you need to pay and when**
We’ll offer new tenants additional support in the early weeks of their tenancy.

- **82%** of customers across the city were satisfied with the information they were given about their rent when they signed for their new tenancies.

**Re-let properties as quickly as possible and support new tenants**
We’ll re-let empty properties as quickly as we can.

- It took an average of 82.6 days to re-let properties. Our target is 49 days.
- The move of the repairs service back to the Council has created some delays in making empty properties ready to be re-let.

**A variety of ways to get involved**
We’ll provide you with good quality information.

- **7.4** out of 10 customers are satisfied that it is easy to find out about Council Housing services.

**Keeping your home safe, weatherproof and in good working order, and keeping communal areas safe and well maintained**
We aim to ensure all repairs are completed to a satisfactory standard.

- **86%** of customers across the city are satisfied with the repairs service we provide. Our target is 85%.

**Satisfied Customers**
- **8.1** out of 10 people said that they were treated fairly by staff
- **8.9** out of 10 people said that the shared green areas are well maintained
- **8.6** out of 10 people would recommend the Housing Service to family and friends

This symbol shows we are reporting on our performance against a promise made to our customers.

Tell us what you think at [www.sheffield.gov.uk/councilhousing](http://www.sheffield.gov.uk/councilhousing) by calling 0114 293 0000 or 0114 205 3333 or email [councilhousing@sheffield.gov.uk](mailto:councilhousing@sheffield.gov.uk)