These are our Service Promises
Here is a snapshot of how we have performed across the South and South 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.
- 98% 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.
- 13 complaints were received.
- 69% 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 70.2 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.
- 6.3 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
- 8.4 out of 10 people said that they were treated fairly by staff
- 7.7 out of 10 people said that the shared green areas are well maintained
- 8.2 out of 10 people would recommend the Housing Service to family and friends

Tell us what you think at www.sheffield.gov.uk/councilhousing by calling 0114 293 0000 or 0114 205 3333 or email councilhousing@sheffield.gov.uk