

## Appendix C - Sheffield City Council – Tenant Satisfaction Measures 2024-25

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 second year of providing this data to the RSH. The deadline for submission of data to RSH is 30<sup>th</sup> June, and the publication of all social housing providers' tenant satisfaction performance data will follow later this year.

The tables below provide an overview of our scores against the 22 Tenant Satisfaction Measures (TSMs), i.e. what we propose to submit to the RSH by the end of June. Table a) shows tenant satisfaction measures collected via our tenant perception survey. Table b) shows tenant satisfaction measures based on management information.

More information about Tenant Satisfaction Measures can be found on the <https://www.gov.uk/government/collections/tenant-satisfaction-measures> webpage.

### a) Tenant Perception Survey Satisfaction Scores

Tenant Satisfaction Measure		Performance
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	67.6%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	69.8%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	66.0%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	68.8%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	75.4%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	59.2%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	69.2%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	80.4%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	33.8%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	60.6%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	65.9%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	60.9%

### b) Management Information Scores

Tenant Satisfaction Measure		Performance
BS01	Proportion of homes for which all required gas safety checks have been carried out	99.3%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	92.8%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100.0%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100.0%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100.0%
CH01	1. Number of stage one complaints received per 1,000 homes 2. Number of stage two complaints received per 1,000 homes	66.2 4.9
CH02	1. Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales 2. Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	63.7% 21.6%
NM01	1. Number of anti-social behaviour cases, opened per 1,000 homes, of which	69.3

	2. Anti-social behaviour cases that involve hate incidents opened per 1,000 homes	<b>1.2</b>
RP01	Proportion of homes that do not meet the Decent Homes Standard	<b>5.4%</b>
RP02	1. Proportion of non-emergency responsive repairs completed within the landlord's target timescale	<b>70.9%</b>
	2. Proportion of emergency responsive repairs completed within the landlord's target timescale	<b>91.1%</b>
<b>Q6 – Responsive repairs contextual information</b>		
Q6a	Number of responsive repairs raised during the reporting year	<b>206,425</b>
Q6b	Number of responsive repairs closed during the reporting year for any reason apart from completion	<b>47,907</b>
Q6c	Number of responsive repairs completed during the reporting year	<b>166,987</b>
Q6d	Number of outstanding responsive repairs that had not been completed ('work-in-progress') at year end	<b>14,467</b>

Our target timescales for the completion of repairs are outlined here.

### Non-emergency repairs

Our (maximum) target timescale for non-emergency repairs used to calculate RP02 (pt1) is 55 working days.

We have more than one target timescale for non-emergency repairs, as follows:

- For routine repairs: 25 working days.
- For planned repairs, including items that require manufacturing: between 25 to 55 working days.

### Emergency repairs

Our (maximum) target timescale for emergency repairs used to calculate RP02 (pt2) is 24 hours.

We have more than one target timescale for emergency repairs used to calculate RP02 (pt2), as follows:

- Emergency repairs – within 4 hours: this applies when action is required to prevent a serious risk to health and safety, major damage to the structure of the property or results in the property being insecure. When reported, we ask detailed questions to ensure the repair is a genuine emergency.
- Urgent repairs – within 24 hours: this applies to priority repairs which seriously affect a tenant's comfort or cause damage to the property.