

Landlord Commitments

As your landlord, we will

.... offer a range of quality homes

- Your repairs will be done right first time, to a good standard and within agreed timescales.
- Your home will comply with all health and safety obligations, including electrical, fire and gas safety checks.
- Your home will be of a good quality and meet the government's Decent Homes Standard.
- We will increase the supply of new council housing in the city

.... take care of your neighbourhood

- Your estate and its communal areas will be clean and tidy and maintained to a good standard.
- Fly-tipping will be dealt with quickly, and we will educate and take enforcement action to help reduce it.
- Working in partnership with other agencies, we will manage waste effectively in all our blocks of housing.
- We will deal with breaches of tenancy, including neighbour nuisance, as quickly as possible, fairly, and effectively.

.... provide a good service to you

- It will be easy to contact us to ask a question or ask for support.
- We will be polite and professional and listen to what you say and treat you fairly and with respect.
- Your complaints will be dealt with quickly, fairly, and effectively.
- We will learn from your views and complaints and use them to improve what we do.

We'll also tell you how well we are doing on all these commitments

For all our Landlord Commitments we will report honestly on how well we are doing, using measures which we know matter to you:

Landlord Commitment	How we will measure this
Your repairs will be done right first time, to a good standard and within agreed timescales.	The percentage of repairs that are completed right first time. Customer satisfaction with the quality of our repairs. The percentage of repairs completed within the agreed timescales.
Your home will comply with all health and safety obligations, including electrical, fire and gas safety	Compliance with health and safety obligations on electrical, fire and gas safety
Your home will be of a good quality and meet the government's Decent Homes Standard.	Our success in meeting Sheffield City Council Lettable Standards for empty properties. Customer satisfaction with the quality of your home. Progress on meeting the current Decent Homes Standard.
We will increase the supply of new council housing in the city	Homes built or bought for new council housing
Your estate and its communal areas will be clean and tidy and maintained to a good standard.	Customer satisfaction with the cleanliness of their estate Customer satisfaction with the cleaning of communal areas. Health and Safety inspections completed on time.
Fly-tipping will be dealt with quickly, and we will educate and take enforcement action to help reduce it.	Fly-tipping / rubbish removed within 24 hours Reduction in the number of reports of fly-tipping / rubbish dumping.
We will manage waste effectively in all of our blocks of housing.	Customer satisfaction with communal waste management. Customer satisfaction with our communal recycling facilities in our blocks.
We will deal with breaches of tenancy, including neighbour nuisance, as quickly as possible, fairly, and effectively.	Customer satisfaction with time taken to deal with complaint. Customer satisfaction with how their complaint was dealt with overall
It will be easy to contact us to ask a question or ask for support.	Customer satisfaction with how easy it is to contact us. Time taken to answer calls into the call-centre Customer satisfaction with the call-centre.
We will be polite and professional and listen to what you say and treat you fairly and with respect.	Customer satisfaction with how staff members have dealt with them.
Your complaints will be dealt with quickly, fairly, and effectively.	Complaints resolved within agreed timescales. Customer satisfaction with how their complaint was dealt with. Customer satisfaction with how easy the complaints process is.
We will learn from your views and complaints and use them to improve what we do.	Satisfaction that SCC council housing service listen to your views and act on them Service improvements made as a result of customer feedback.