

# Customer Standards Review Consultation

## Overview

As a Sheffield City Council tenant or leaseholder, what are the most important things you want from your landlord? We are reviewing our 'Customer Standards' - these are our commitments to you - and we need to work with you to make sure we are delivering what matters most to you.

We want to develop a set of Customer Standards that reflect your priorities. These Standards will then be used to measure our performance against and to report back to you on how we're doing.

This survey is the first step along that journey. So please take time to complete it and let us know what you think, so that your views can help shape the new Customer Standards.

## Customer Standards Review Consultation

### 1 Are you:

(Required)

*Please select only one item*

- A Sheffield City Council tenant (or living with a council tenant)
- A Sheffield City Council leaseholder (or living with a council leaseholder)
- Neither of the above

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## 2 Thinking about all the housing services we provide to you as your landlord, what 3 things in order of priority are most important to you?

(Required)	1	2	3
Doing my repairs <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sorting my complaints <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dealing with nuisance neighbours/anti-social behaviour <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving my home <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A clean and tidy neighbourhood <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being able to tell you what I think about services <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Good rehousing advice and support <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for money services <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to contact you when I need to <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If there are any other things that are important to you that are not listed above, please describe in the text box below

**3** As your landlord, we provide a repairs service to help ensure that your home is well-maintained. What 3 things in order of priority would you say are the most important to you in providing an effective repairs service?

(Required)	1	2	3
Getting my repair done right first time <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting my repair done quickly <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Polite and respectful repairs staff <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Good quality repairs <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Repair person arriving on-time <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping my home clean and tidy during the repair work <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping me up to date with my repair <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If there are any other things that are important to you that are not listed above, please describe in the text box below

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#### 4 What 3 things matter to you most in ensuring that your home and neighbourhood is of a good quality and safe to live in?

(Required)

1

2

3

That my home is in  
good repair

*Please select only one  
item*

That my home is  
safe

*Please select only one  
item*

That my home is  
energy efficient

*Please select only one  
item*

That I can do my  
own improvements  
(within the conditions  
of my tenancy)

*Please select only one  
item*

That any shared  
areas around my  
home are well-  
maintained

*Please select only one  
item*

That the  
neighbourhood is  
kept clean and tidy

*Please select only one  
item*

That anti-social  
behaviour is dealt  
with quickly

*Please select only one  
item*

That graffiti is  
cleaned up quickly

*Please select only one  
item*

That dumped rubbish  
and fly-tipping is  
cleared away quickly

*Please select only one  
item*

If there any other things that are important to you that are not listed above, please describe in the text box below

**5** We want to let you know how we are performing as a landlord. How would you like us to share that information with you?

Please tick all that apply

(Required)

*Please select all that apply*

- Email / e-bulletin     Via social media (e.g. Facebook)     On the website  
 At face-to-face/virtual meetings     Via my local TARA     In a printed annual report  
 Via text message     On posters displayed in housing offices

If there any other ways you think we could share performance information with you that are not listed above, please describe in the text box below

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**6** If you needed to make a complaint to us about our service, what 3 things in order of priority would be most important to you in how we handled that complaint?

(Required)	1	2	3
Speed of response <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being treated fairly <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being listened to <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting the right outcome <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That services improve as a result <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy-to-follow complaints process <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If there any other things about complaints that are important to you that are not listed above, please describe in the text box below

## 7 What 3 things in order of priority most make you feel that you are being treated with respect by your landlord?

(Required)	1	2	3
That the person I am dealing with is polite <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That I am not being judged <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That I receive a professional service <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That staff have the right knowledge and skills to help me <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That staff listen to what I have to say <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If there any other things that make you feel that you are being treated with respect that are not listed above, please describe in the text box below



## 8 We want to know what you think of our services. Which of the following would encourage you to share your views?

Please tick all that apply

(Required)

*Please select all that apply*

- Online surveys    Face-to-face meetings and events  
 On-line meetings and events    Telephone surveys    Text surveys  
 TARA (Tenant and Resident Association) meetings  
 Online Tenants & Leaseholders Panel    Other

If you have selected 'other' please state

## Customer Standards Review Consultation

At the end of this consultation, we will analyse all the feedback we have received and use it to draft the new Customer Standards. We would like a group of tenants to help us with that, to make sure that the new Standards do reflect properly what people have told us. This group of tenants/leaseholders will be called a 'Review Group' and we are planning on this taking place over a two-week period in July. It will involve reading a full report of all the consultation, looking at the new standards and letting us know what they think of them. This work will be done by email and over the telephone.

## 9 Is this something you would be interested in being part of?

(Required)

*Please select only one item*

Yes  No

If you selected yes, please leave your name and preferred contact details (ie. Email address and / or phone number) in the box below. (Please be assured your details will be only used to contact you about the Review Group and individual responses as part of the survey will remain anonymised).

## About You

It is essential that our services are provided fairly and that they reach the people who need to use them. The monitoring information we collect is vital to this process. It helps us understand who is using our services and who is not, having this information helps us improve services and reduce barriers to access. The information we collect will always be kept confidential and secure.

**If you would prefer not to answer these questions, please click the 'continue' button at the bottom of the page.**

## 10 Ethnicity

### White

Please select only one item

- English/Welsh/Scottish/British/Northern Irish    Irish    Gypsy/Irish Traveller  
 Roma    Other White background (please state below)

#### Other White background

### Asian or Asian British

Please select only one item

- Indian    Pakistani    Bangladeshi    Chinese  
 Other Asian background (please state below)

#### Other Asian background

### Black or Black British

Please select only one item

- Caribbean    Somali    African other  
 Other Black background (please state below)

#### Black or Black British other

### Other ethnic group

Please select only one item

- Yemeni    Other Arab    Other ethnic group (please state below)

#### Other ethnic group

### Mixed /multiple heritage

Please select only one item

- White and Black Caribbean    White and Black African    White and Asian  
 Other Mixed background (please state below)

#### Other mixed background

Please select only one item

- Prefer not to say

## 11 Age

Please select only one item

- 16 - 18    19 - 24    25 - 34    35 - 44    45 - 54    55 - 64  
 65 - 74    75 - 84    85 +    Prefer not to say

## 12 Sex

Please select only one item

- Female    Male    Intersex    Other (please state below)  
 Prefer not to say

Other (please state)

## 13 Gender Identity

Please select only one item

- Female    Male    Non-binary    Other (please state below)  
 Prefer not to say

Other (please state)

## 14 Would you describe yourself as trans\*?

Please select only one item

- Yes    No    Prefer not to say

## 15 Sexual orientation

Please select only one item

- Bi    Gay / lesbian    Heterosexual/straight    Other (please state below)  
 Prefer not to say

Other (please state)

## 16 Caring responsibilities

A carer is anyone who provides unpaid care by looking after or giving help or support to family members (including a disabled child), friends, neighbours or others because of long-term physical or mental ill health/disability, or problems related to old age. It does not include parents of non-disabled children.

### Are you an unpaid carer?

*Please select only one item*

Yes  No  Prefer not to say

## 17 Are you pregnant or have you given birth in the last 26 weeks?

*Please select only one item*

Yes  No  Prefer not to say

## 18 Disability

A disability is an impairment that has (or is likely to have) a substantial, adverse, long-term (more than a year) effect on the ability to carry out normal day-to-day activities.

### Do you consider yourself to be a disabled person?

Please select only one item

- Yes  No  Prefer not to say

If you have answered 'yes', please tick the boxes(es) below that best describe your impairment(s). We list a few examples but recognise many other conditions could also be listed. This information helps us improve access and remove barriers to our service.

Please select all that apply

- Communication (e.g. impaired speech)  Developmental (e.g. dyslexia)
- Hearing (e.g. mild to profound deafness)
- 
- Impaired memory/concentration or ability to understand (e.g. head injury, stroke, dementia)
- Learning (e.g. mild to profound learning disability)
- 
- Long-term illness or health (e.g. cancer, HIV, diabetes, chronic heart disease, arthritis, chronic asthma)
- Mental ill health (e.g. depression, anxiety, bipolar disorders, schizophrenia)
- Mobility or physical (e.g. walking, dexterity)  Visual (e.g. partial sighted to blind)
- Autistic Spectrum Disorders or Attention Deficit Disorders
- Other (please state below)  Prefer not to say

Other (please state)

## 19 Religion/Belief

Please select only one item

- No religion  Buddhist  Christian  Jewish  Hindu  Muslim
- Sikh  Other (please state below)  Prefer not to say

Other (please state)

## 20 Service personnel

Are you currently serving or a veteran in the UK Armed Forces?

*Please select only one item*

Yes  No  Prefer not to say

Are you a reservist or in part time service such as in the Territorial Army?

*Please select only one item*

Yes  No  Prefer not to say

Are you a member of a service person's immediate family?

*Please select only one item*

Yes  No  Prefer not to say

## 21 Residency

Are you a British/United Kingdom citizen?

*Please select only one item*

Yes  No  Prefer not to say

Are you either a...

*Please select only one item*

Refugee  Asylum seeker  Prefer not to say

## 22 Postcode

Postcode:

*Please select only one item*

Prefer not to say

# Customer Standards Review Consultation

Thank you for visiting the Customer Standards Review consultation survey.

Unfortunately you do not qualify for this particular survey.

To find out about other consultations currently taking place that may be of interest to you, please visit our **Consultation Hub** </> page.