



# Housing Performance Report

## Quarter 3 2022/23

The symbols below are used as visual indicators on the following pages. The **Regulator of Social Housing (RSH)** logo indicates measures that will be reported to the RSH from 1st April 2023. The **Housemark** logo indicates measures that are compared with other social landlords through Housemark



**Regulator of Social Housing** Performance Measure



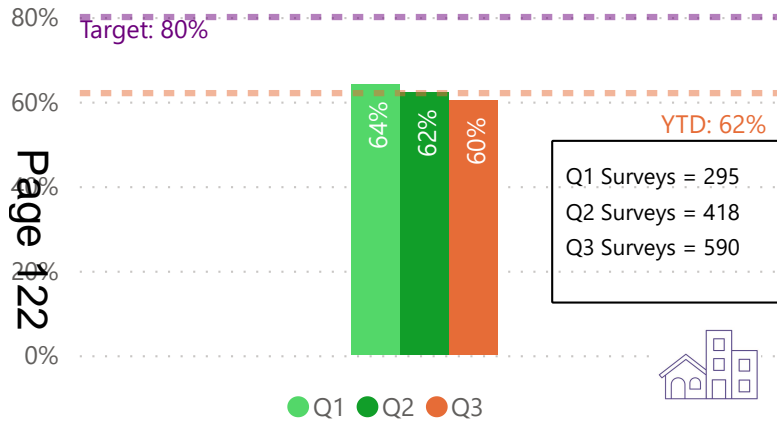
**Housemark** Benchmark



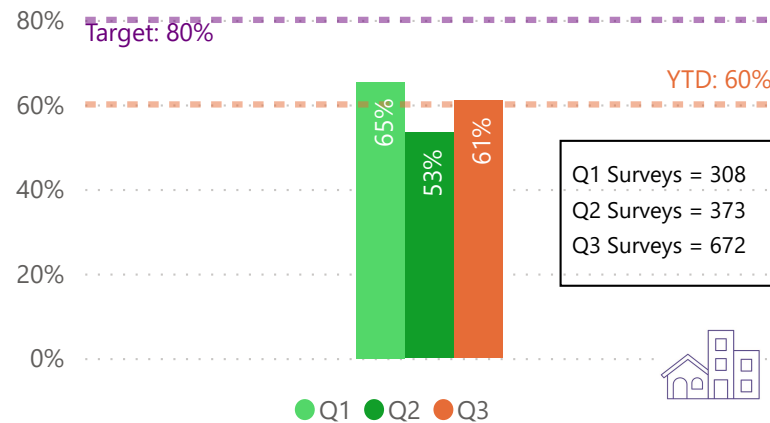
# We will offer a range of quality homes

Your repairs will be done right first time, to a good standard and within agreed timescales

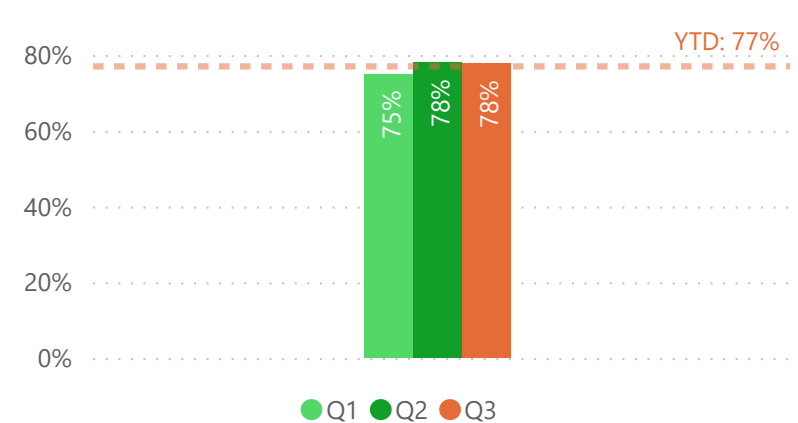
### Satisfaction with the repairs service over the last 12 months



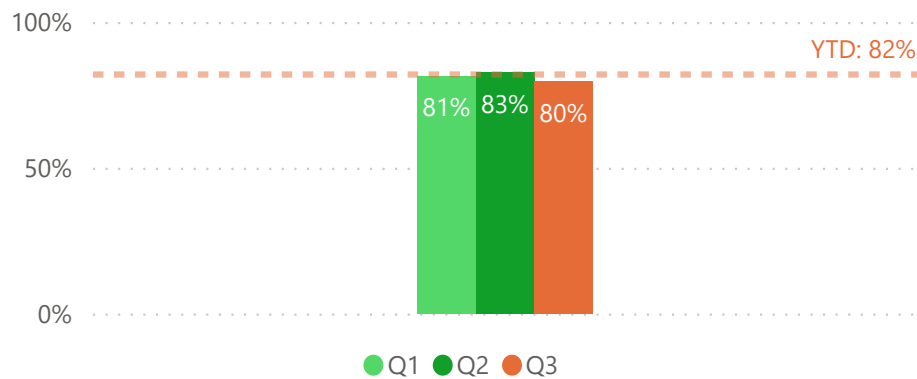
### Satisfaction with time taken to complete most recent repair



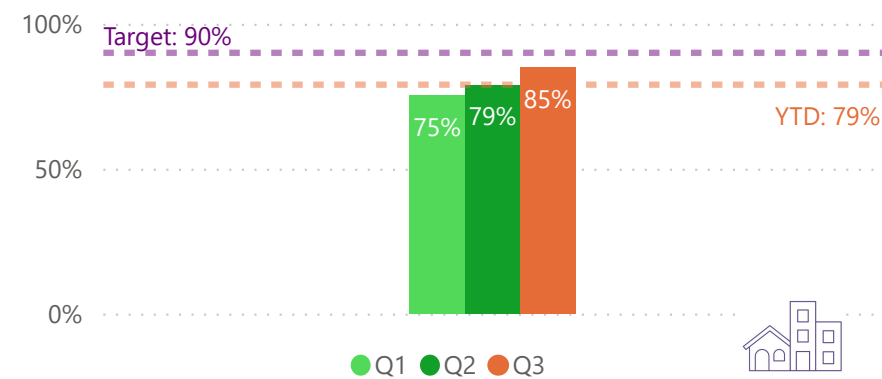
### Satisfaction that the repair was done right first time



### Satisfaction with the quality of repairs



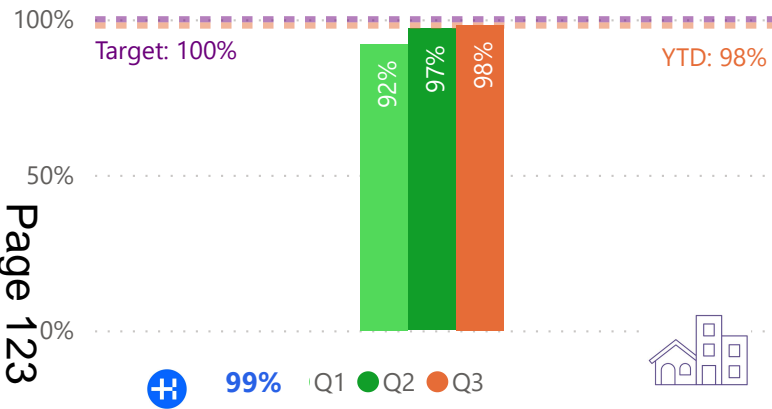
### Percentage of repairs completed on time



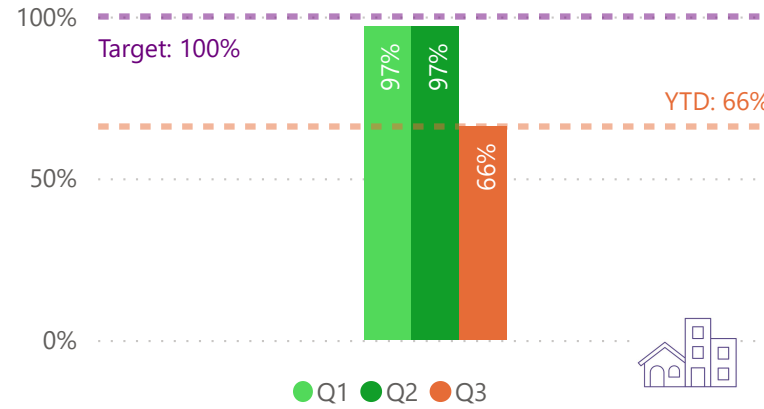
# We will offer a range of quality homes

Your home will comply with all health and safety obligations, including electrical, fire and gas safety checks

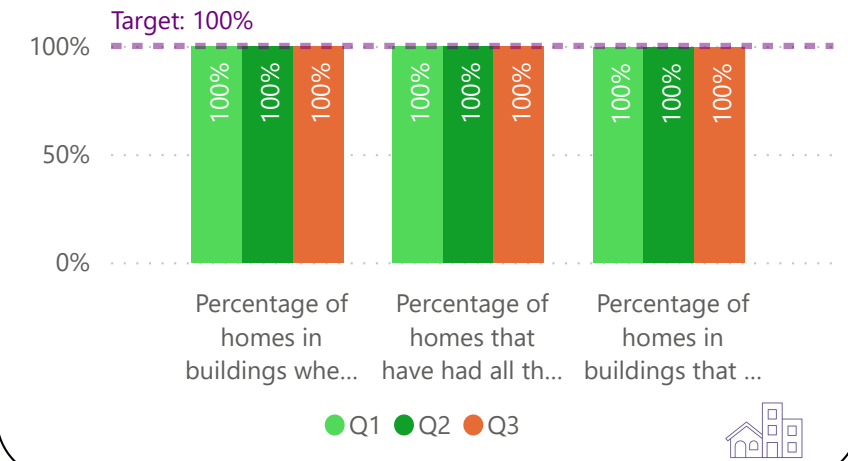
Percentage of homes that have had all the necessary gas safety checks



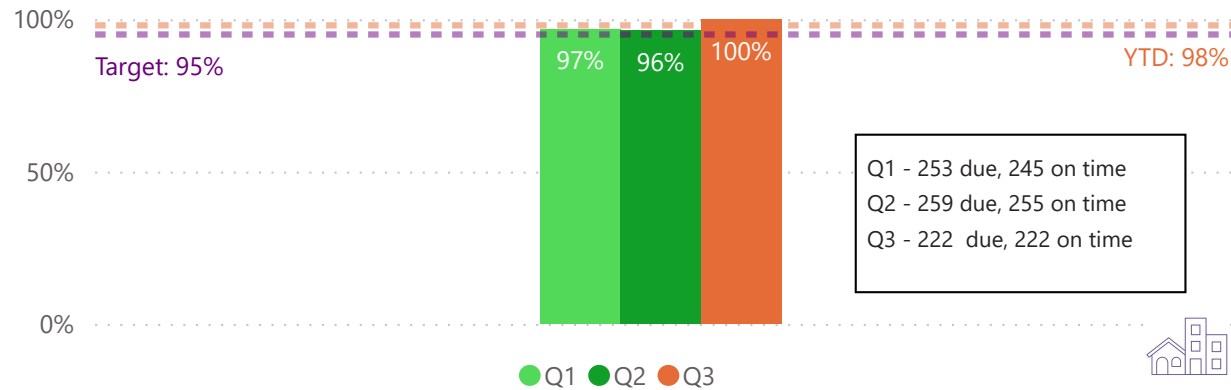
Percentage of homes with up to date electrical certificates



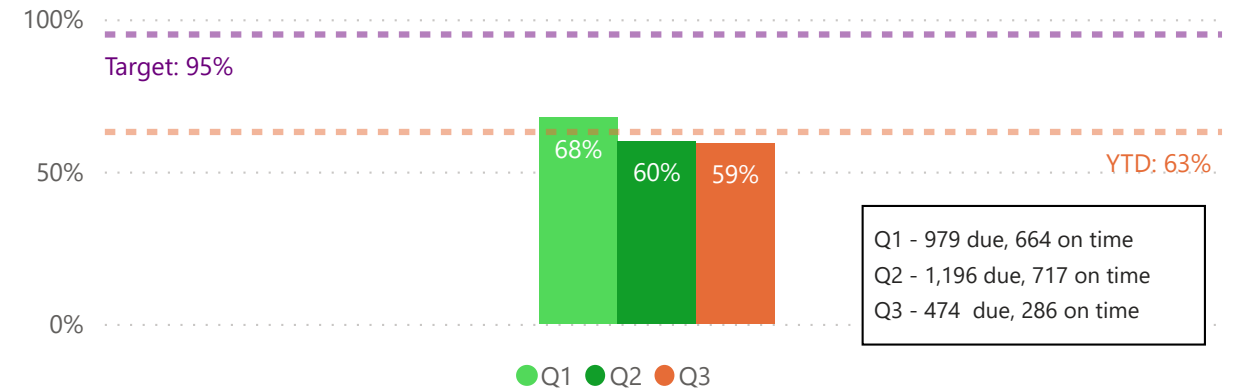
Lifts, Legionella & Asbestos



Percentage of fire risk assessments completed on time



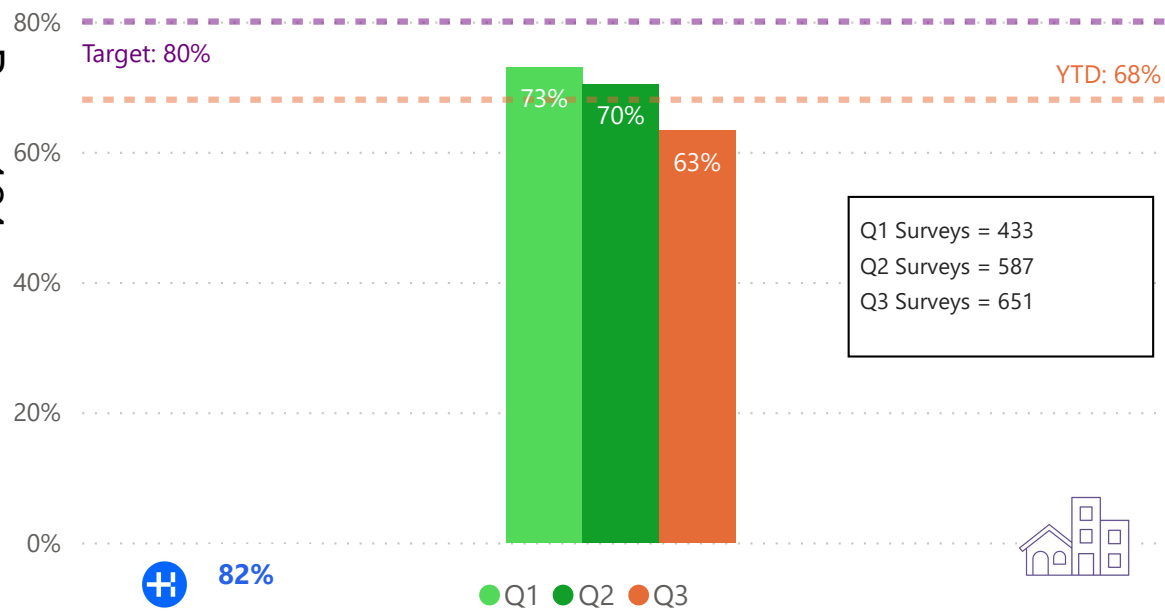
Percentage of fire risk repairs completed on time



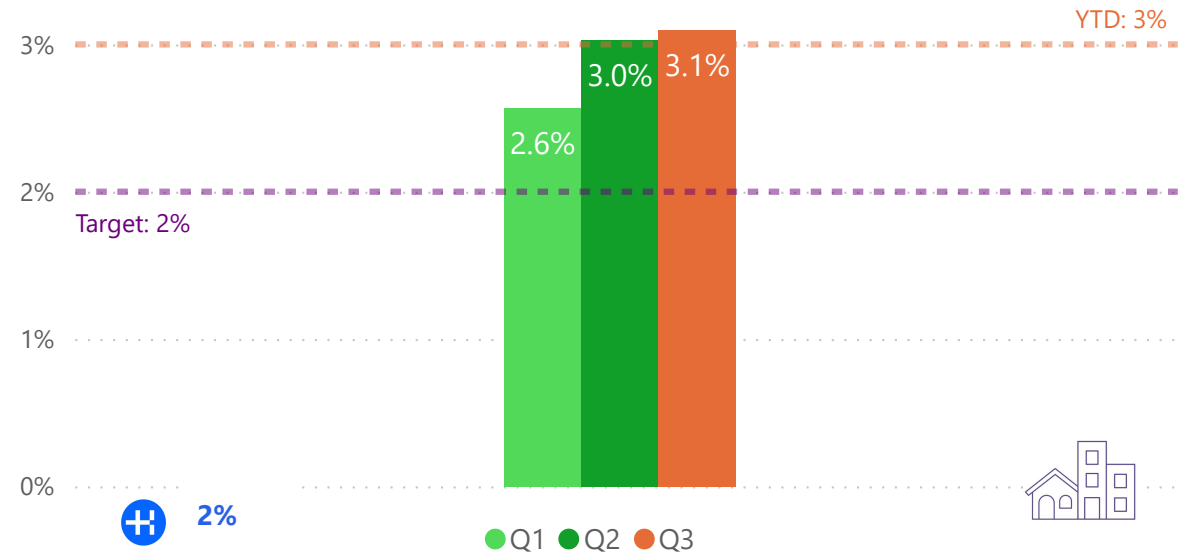
# We will offer a range of quality homes

Your home will be of a good quality and meet the Government's Decent Homes Standard

### Satisfaction that the home is well maintained and safe to live in



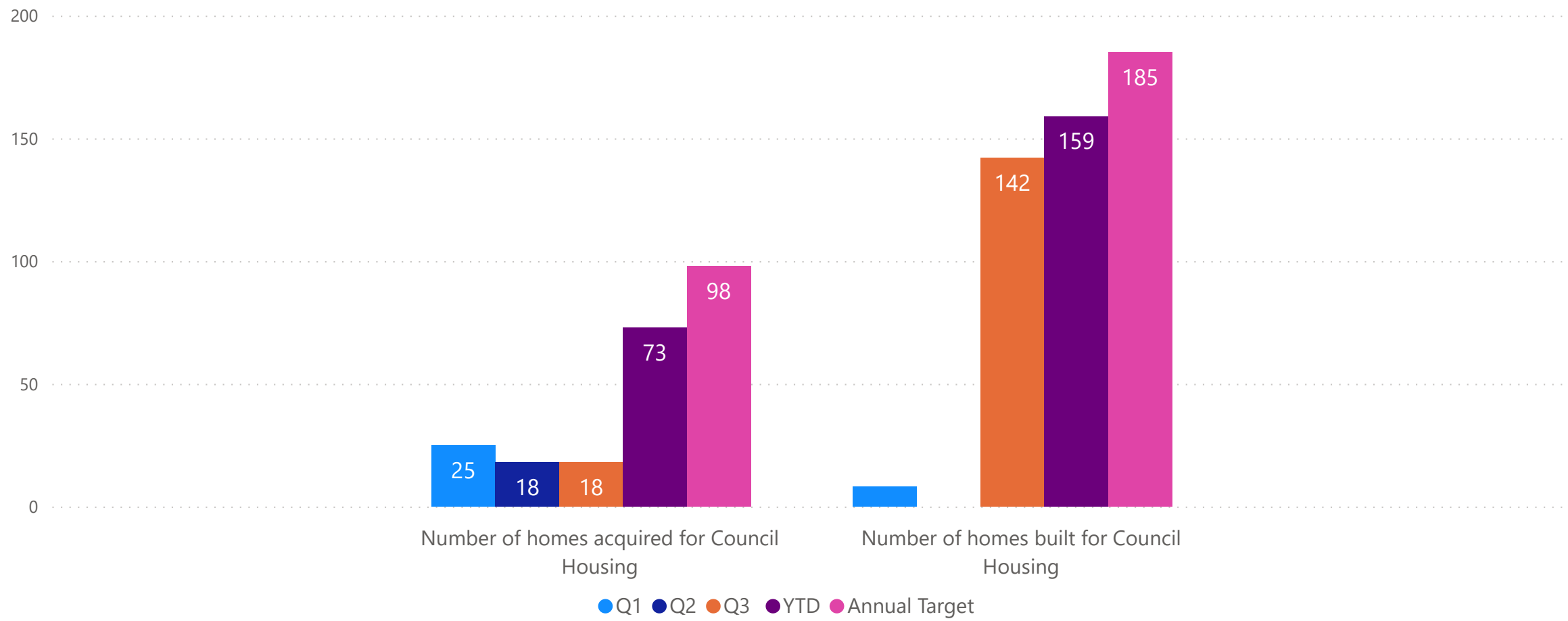
### Percentage of homes that do not meet the Decent Homes Standard



# We will offer a range of quality homes

We will increase the supply of new Council housing in the city

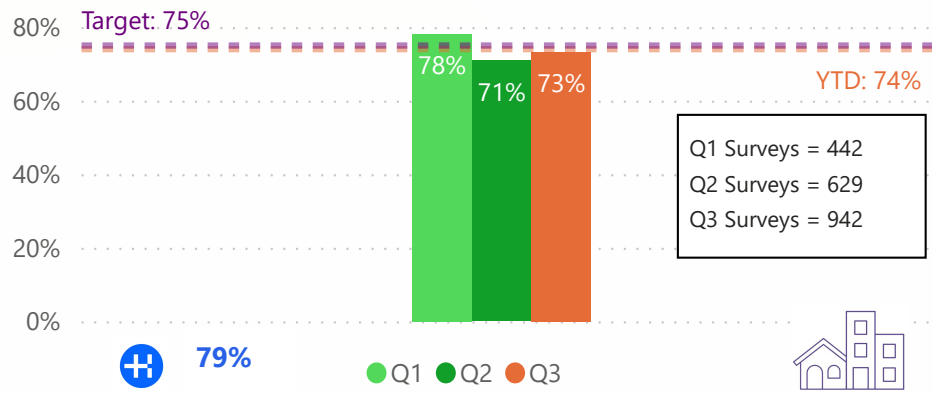
Stock increase planned programme 2022/23



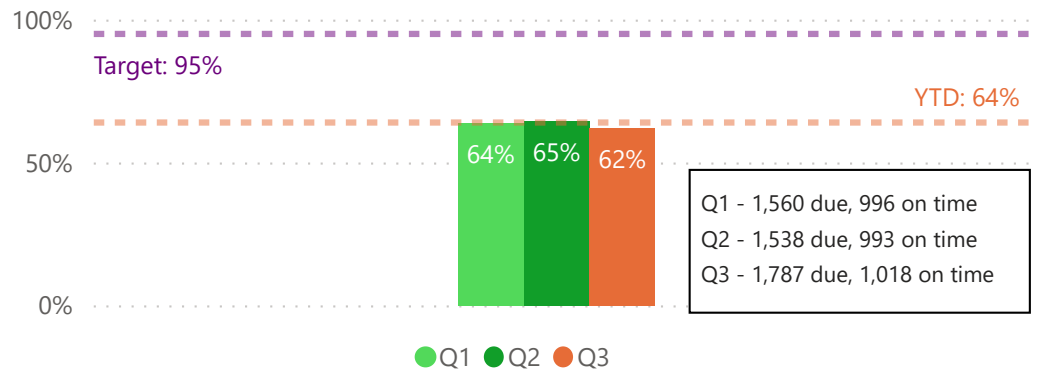
# We will take care of your neighbourhood

Your estate and communal areas will be clean and tidy and maintained to a good standard

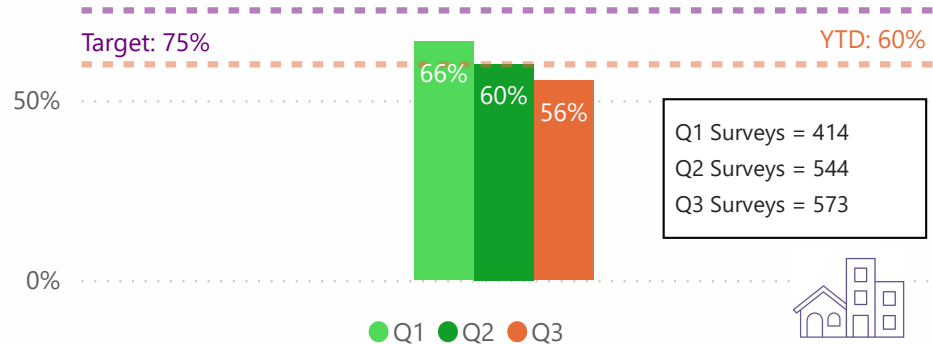
### Satisfaction with your neighbourhood as a place to live



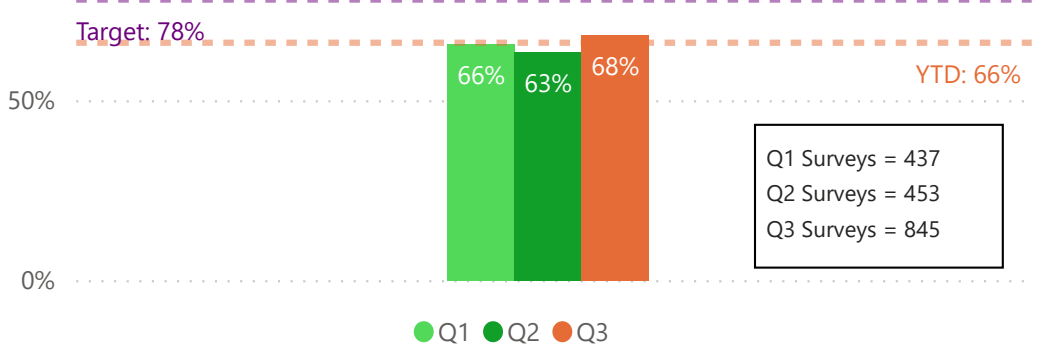
### Percentage of blocks inspected for health and safety within the agreed timescale



### Satisfaction that communal areas are kept clean and well-maintained



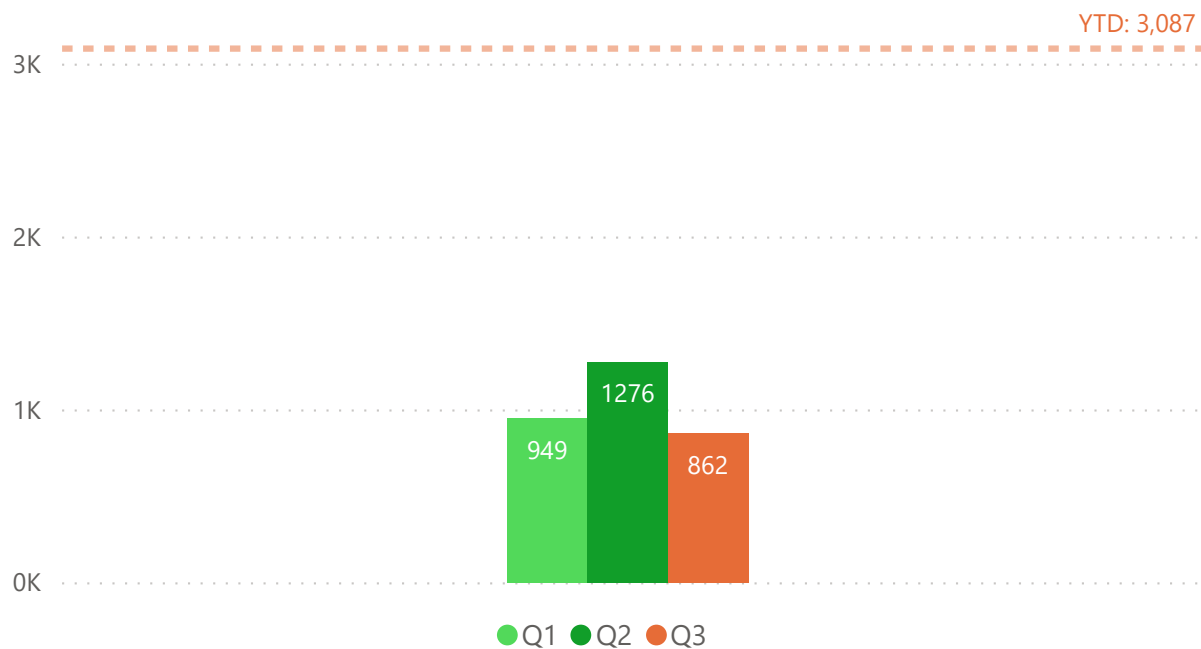
### Satisfaction with the shared green areas around my home are well maintained



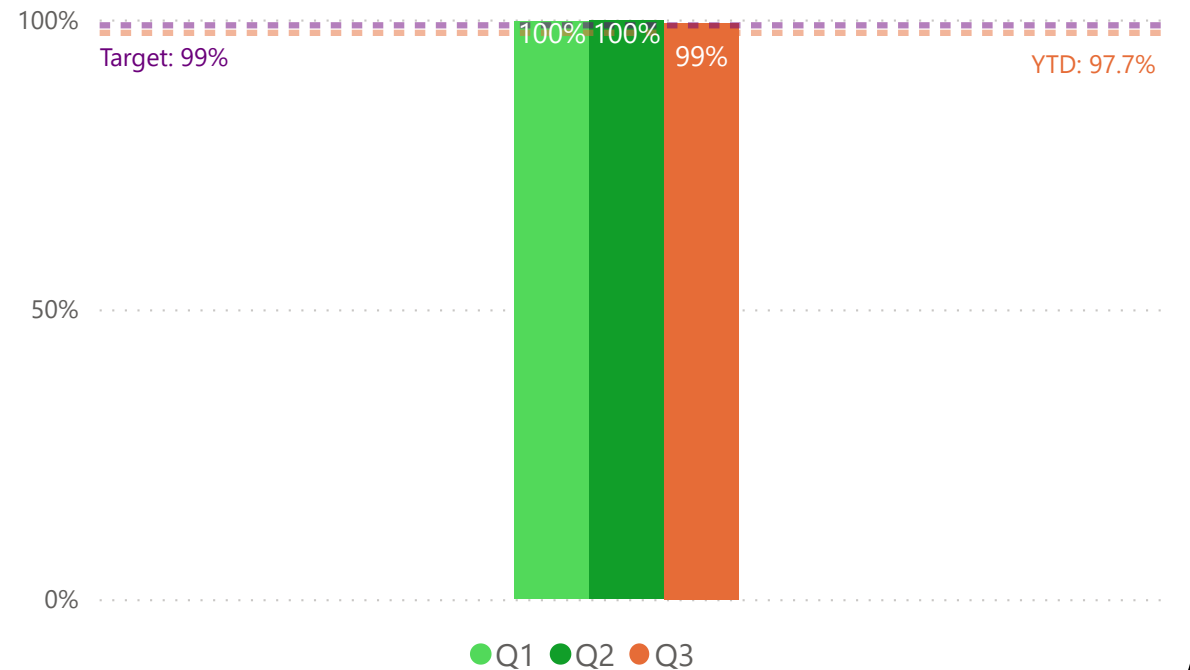
# We will take care of your neighbourhood

Fly-tipping will be dealt with quickly and we will educate and take enforcement action to help reduce it

Number of fly-tipping reports



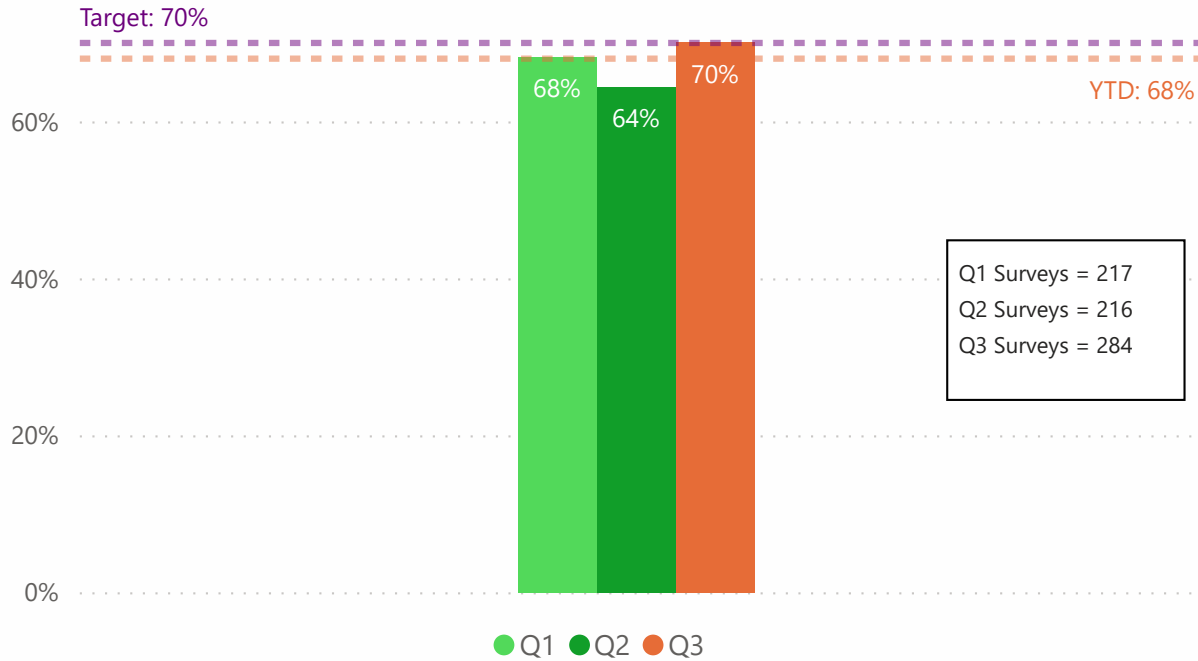
Percentage of fly-tipping removed within 24 hours



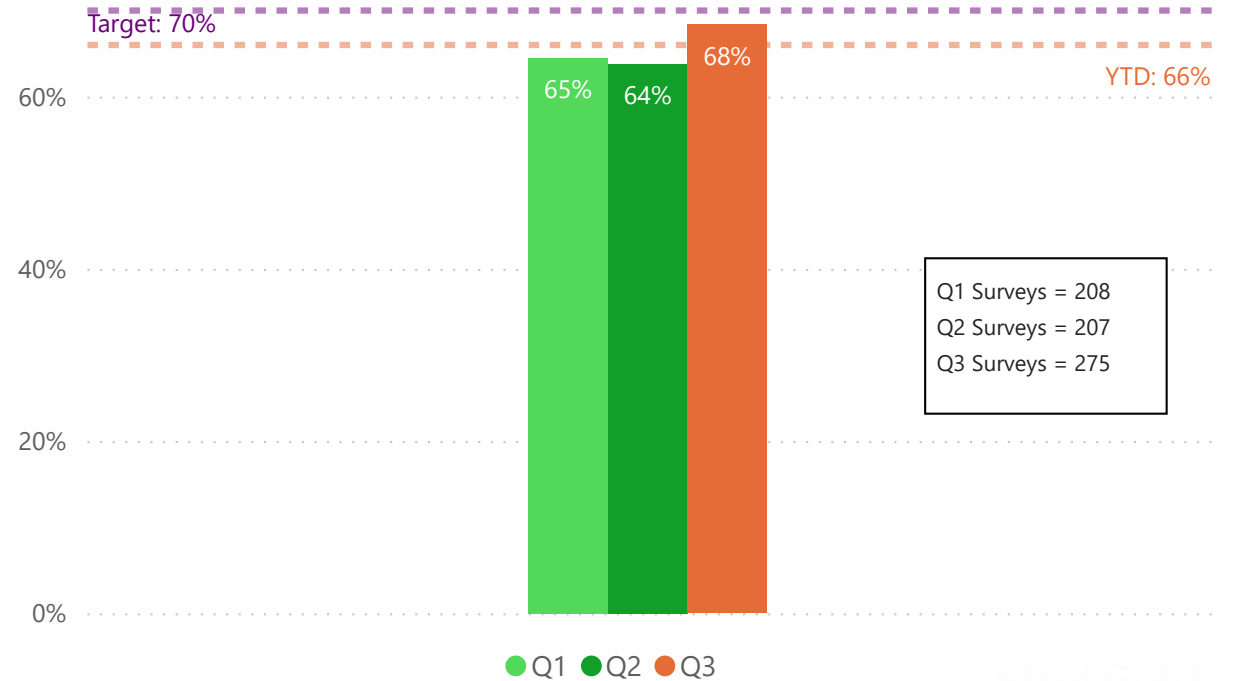
# We will take care of your neighbourhood

Working in partnership with other agencies we will manage waste effectively in all our blocks of housing

### Satisfaction with communal waste management



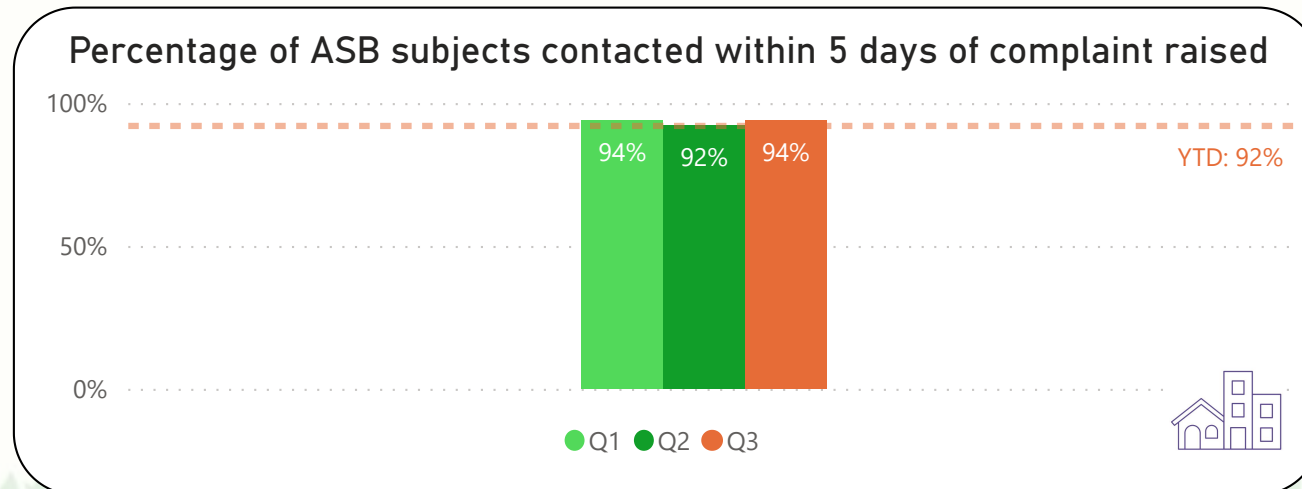
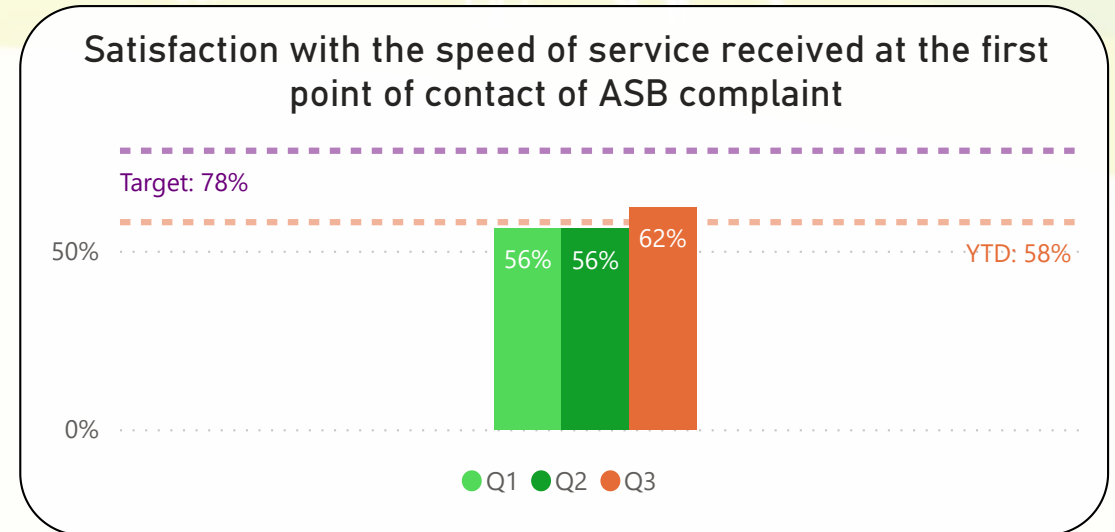
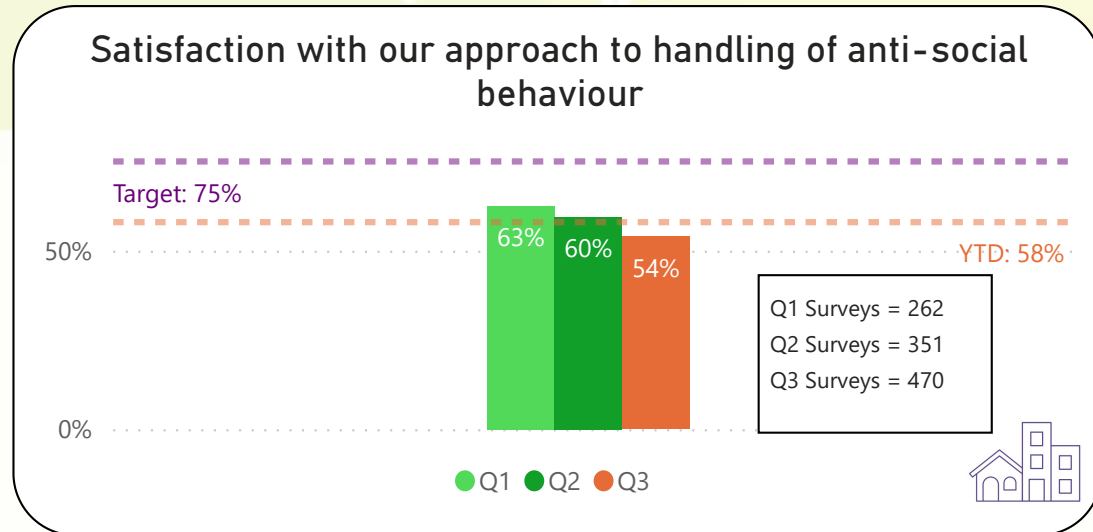
### Satisfaction with communal recycling facilities





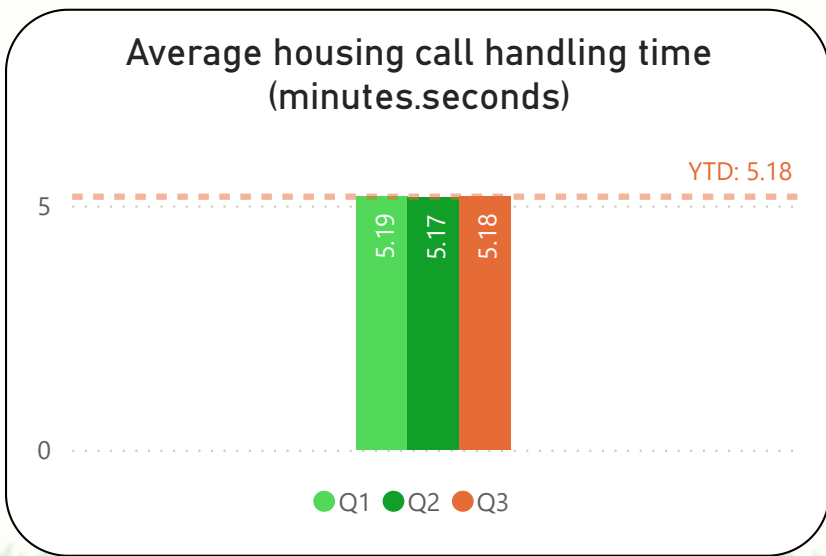
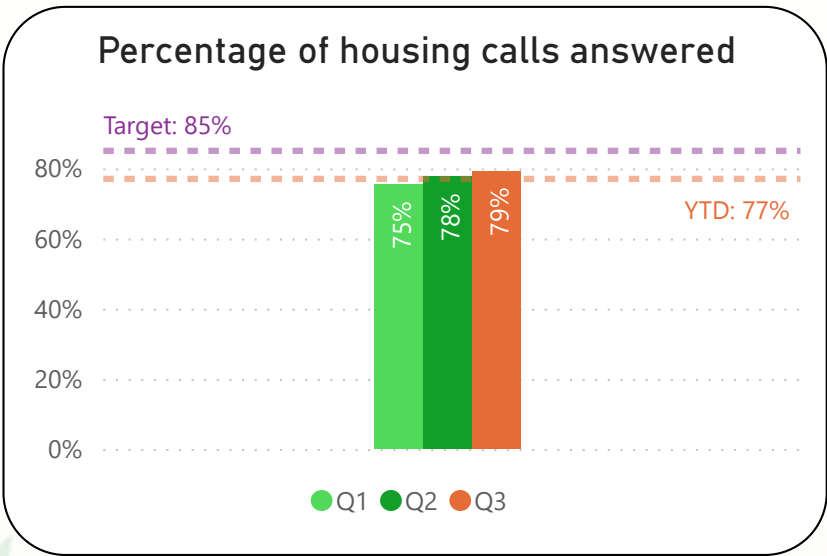
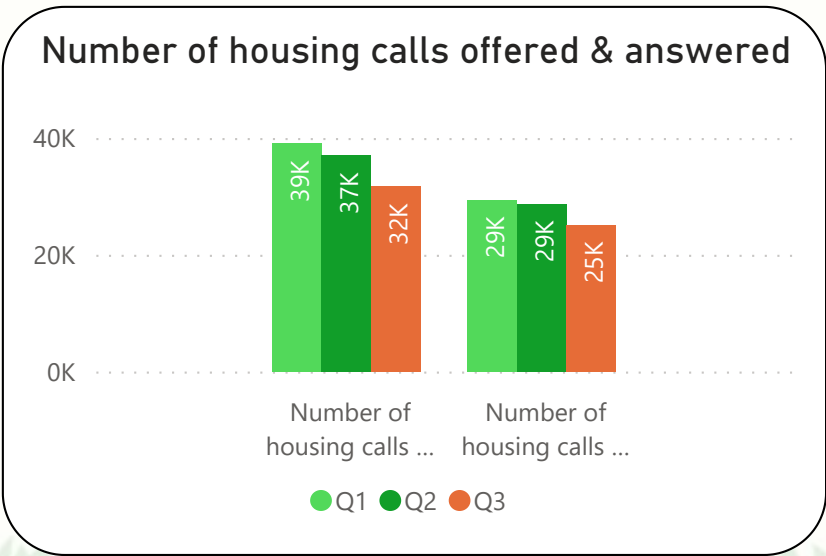
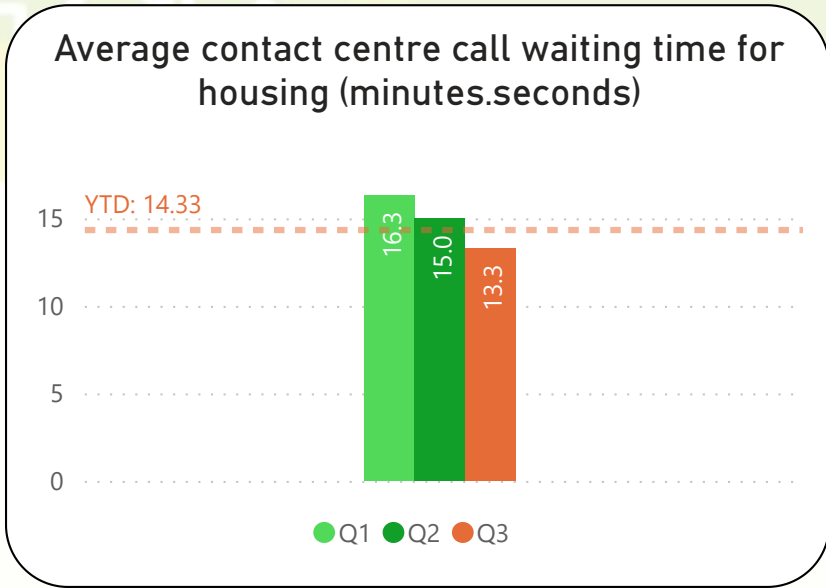
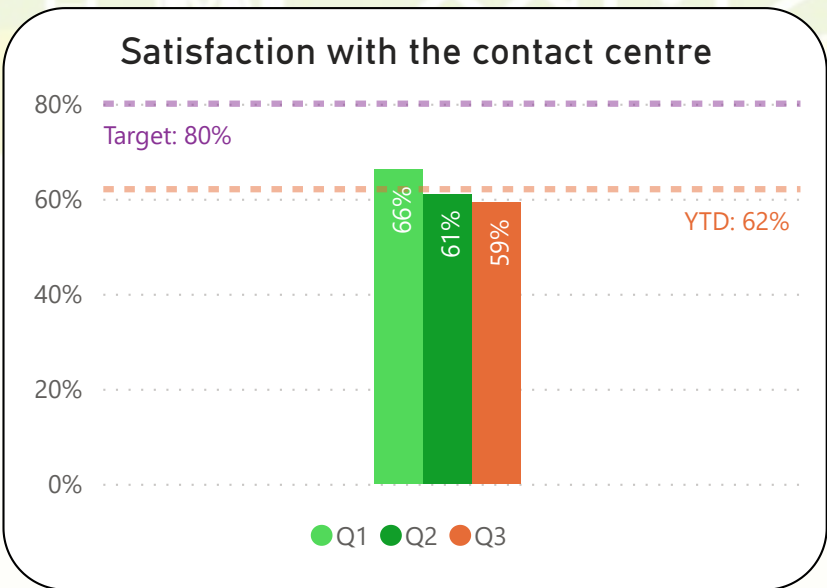
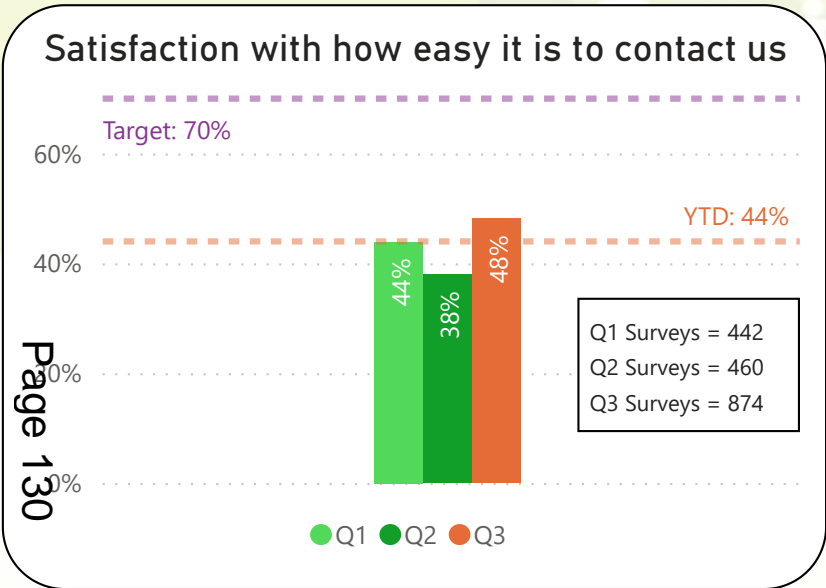
# We will take care of your neighbourhood

We will deal with breaches of tenancy including neighbour nuisance as quickly as possible, fairly and effectively



# We will provide a good service to you

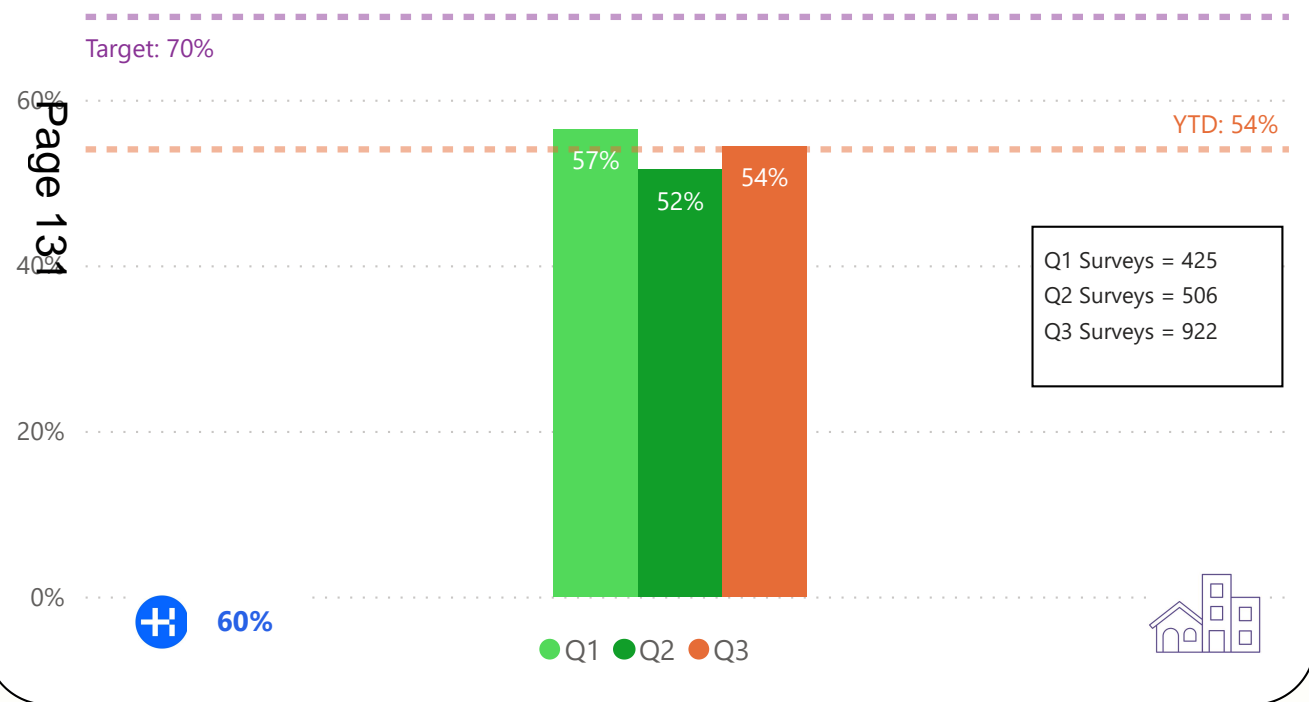
It will be easy to contact us to ask a question or ask for support



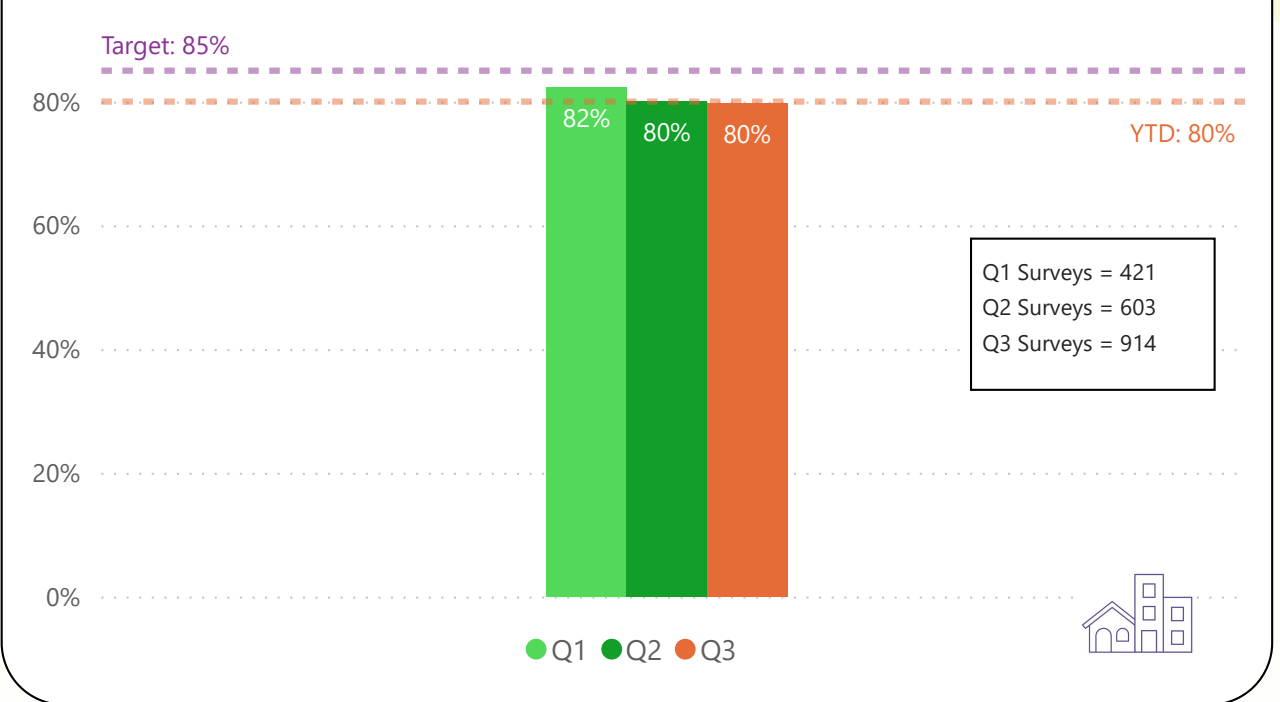
# We will provide a good service to you

We will be polite and professional and listen to what you say and treat you fairly and with respect

### Satisfaction that we listen to tenant views and acts upon them



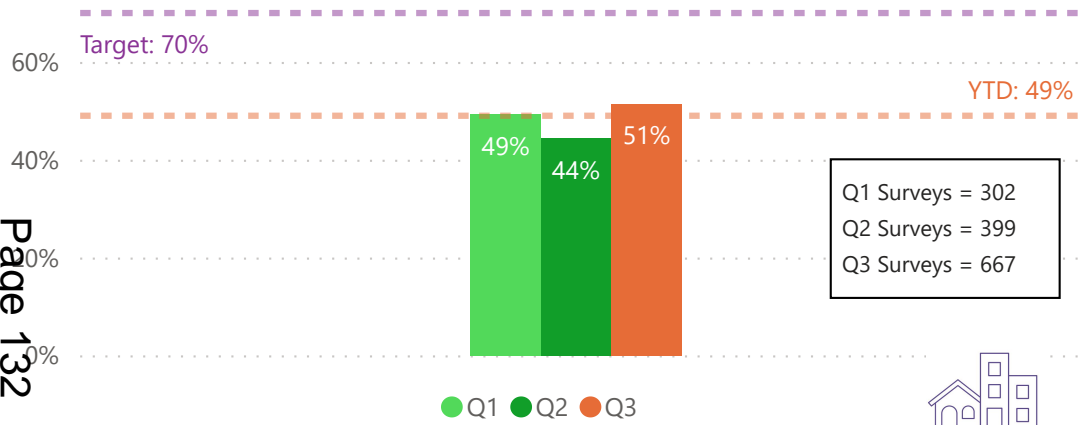
### Satisfaction that we treat our tenants fairly and with respect



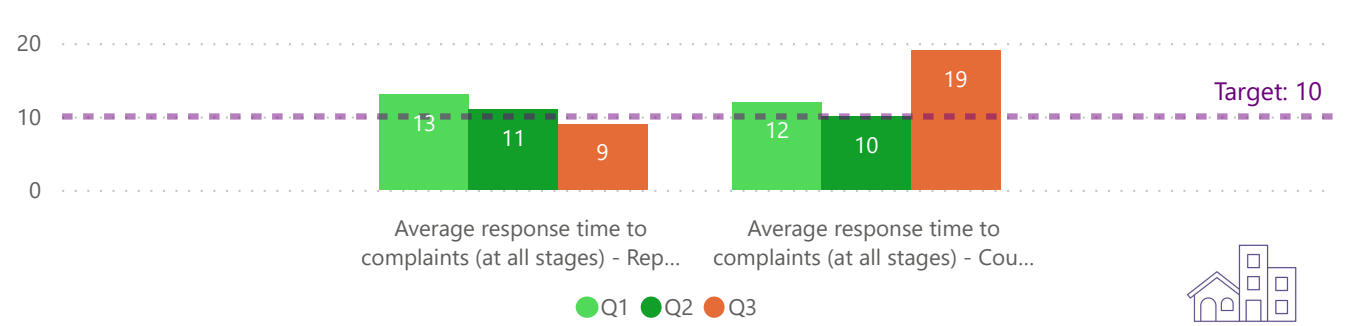
# We will provide a good service to you

Your complaints will be dealt with quickly, fairly and effectively

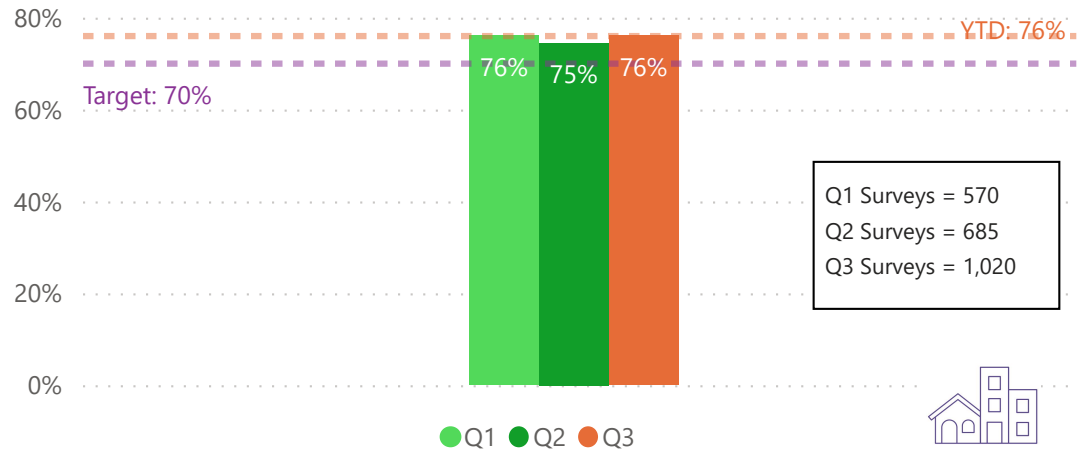
### Satisfaction with our handling of complaints



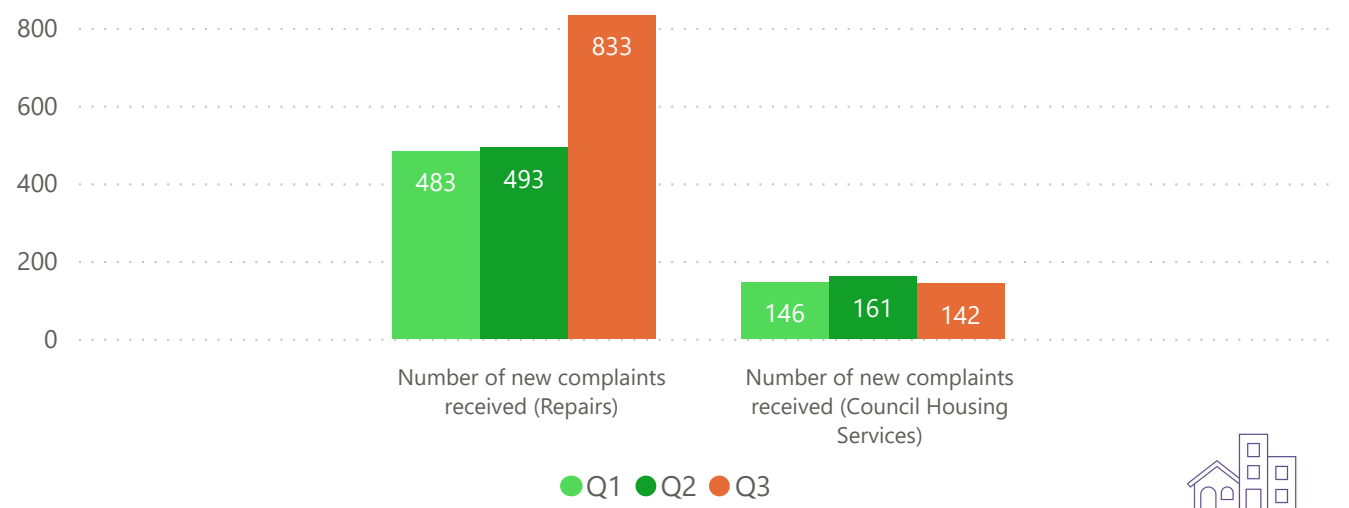
### Average response times to complaints at all stages (days)



### Tenant knowledge of how to make a complaint



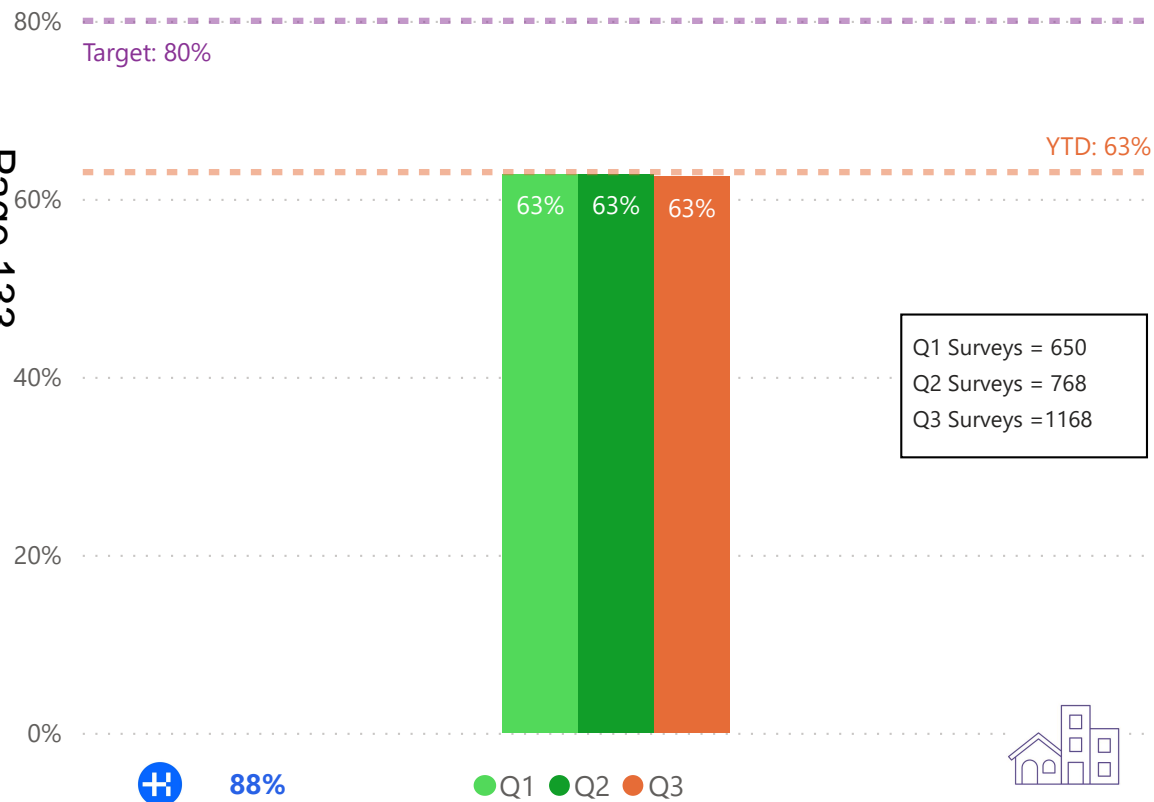
### Number of new complaints received



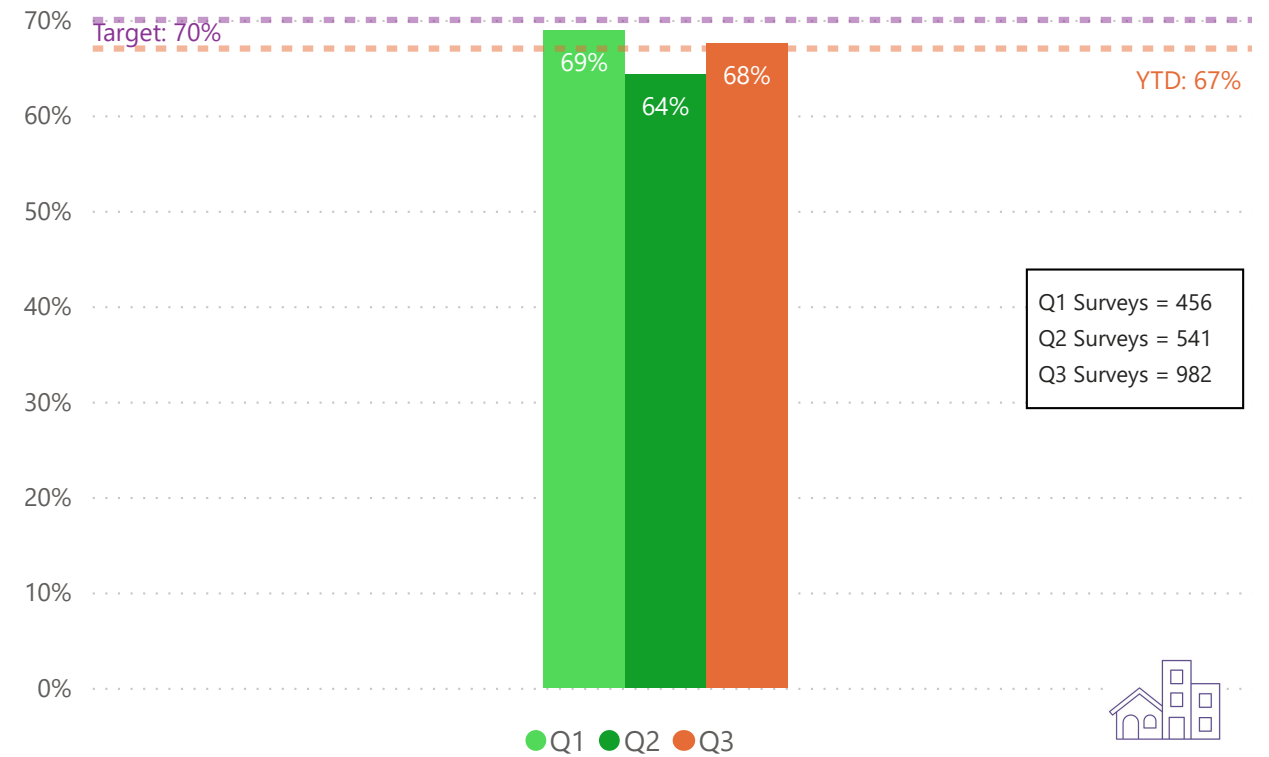
# We will provide a good service to you

We will learn from your views and complaints and use them to improve what we do

### Satisfaction with the overall service

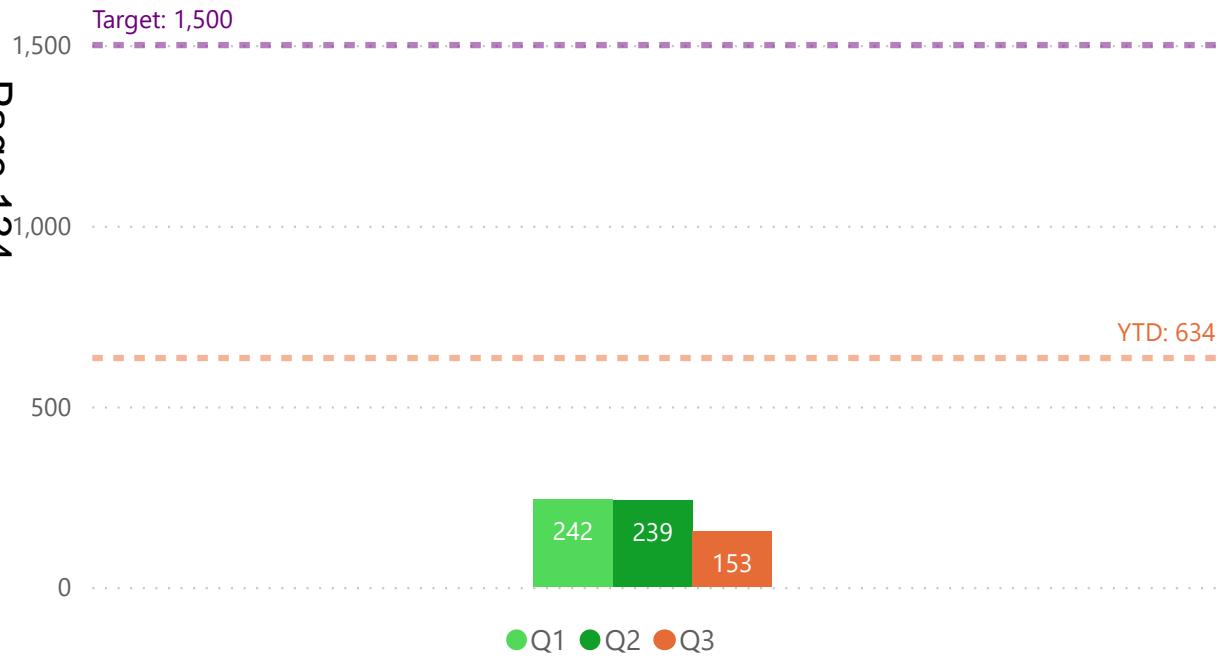


### Satisfaction that we keep tenants informed about things that matter to them

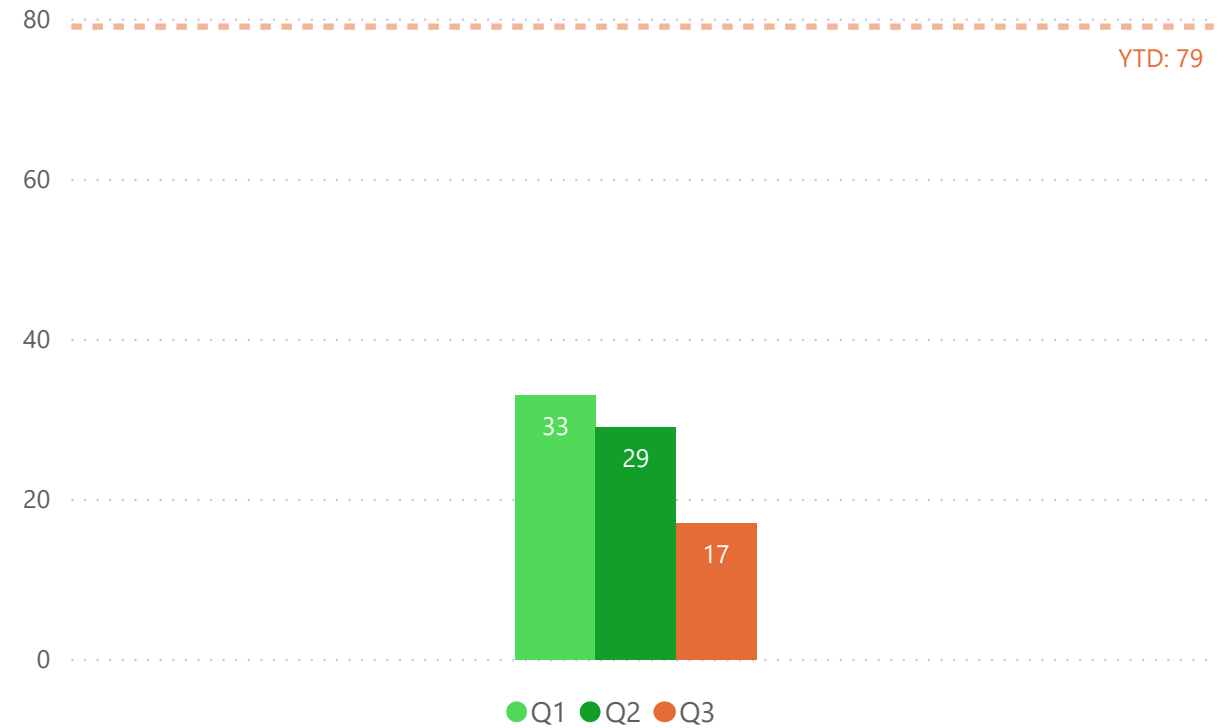


# Making private rented homes safer

Number of people living in private rented homes made safer by the removal of Category 1 hazards, high scoring Category 2 and statutory nuisances

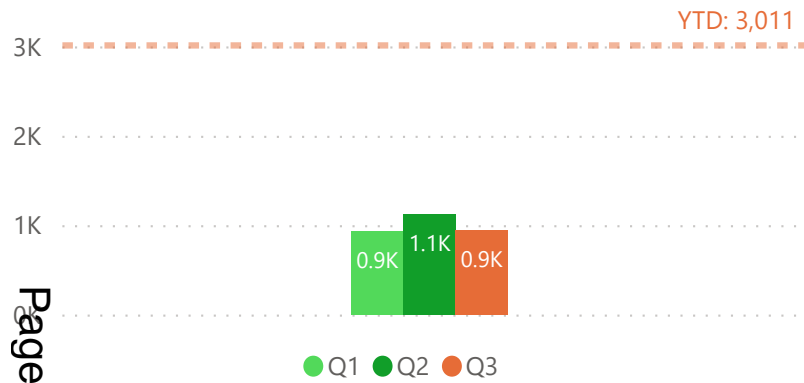


Number of Category 1 / high Category 2 issues relating to fire safety that have been resolved

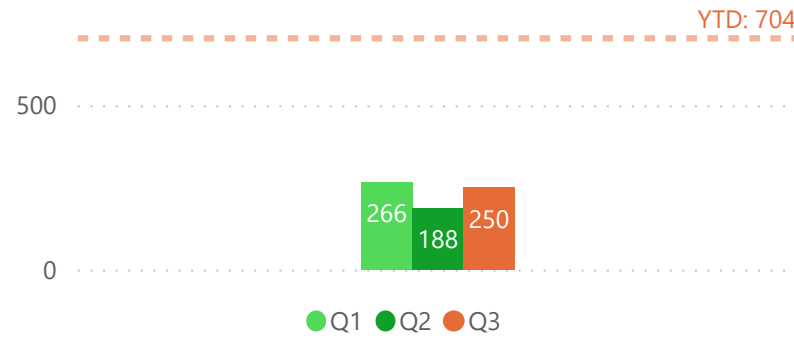


# Helping to prevent homelessness

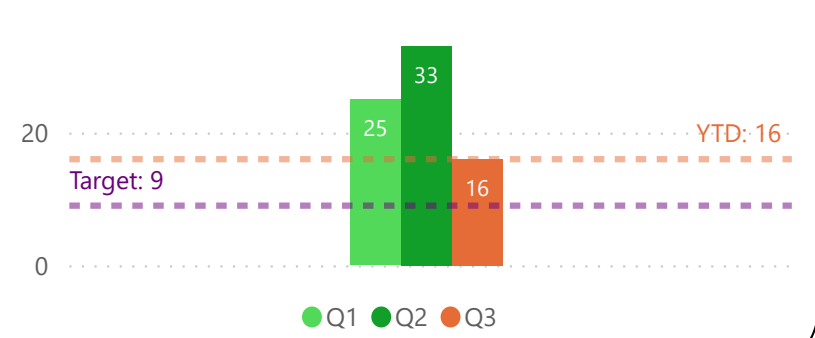
Number of homeless presentations



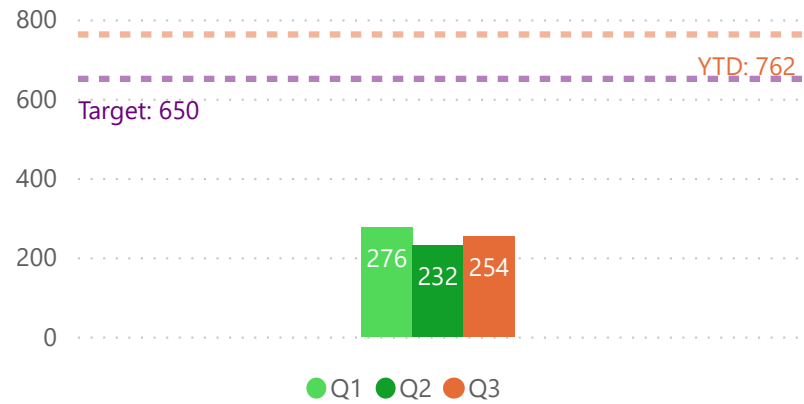
Number of successful homeless relief outcomes



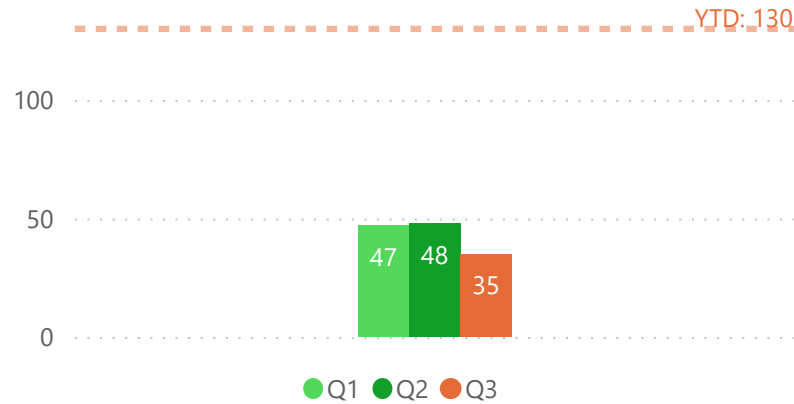
Number of rough sleepers identified at monthly count



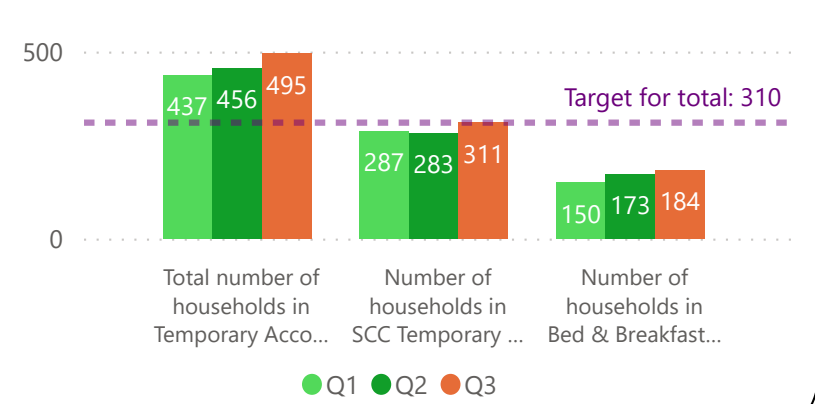
Number of full homelessness duty acceptances



Number of successful homeless prevention outcomes



Number of households in SCC Temporary Accommodation



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