



Housing Performance Report

Quarter 4 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



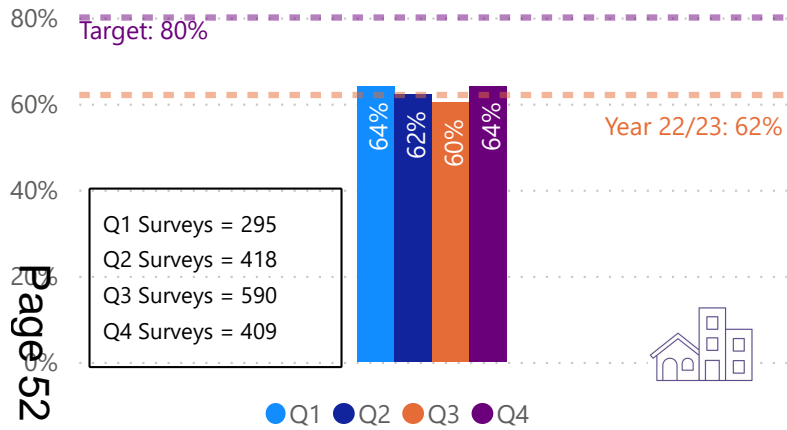
Housemark Benchmark



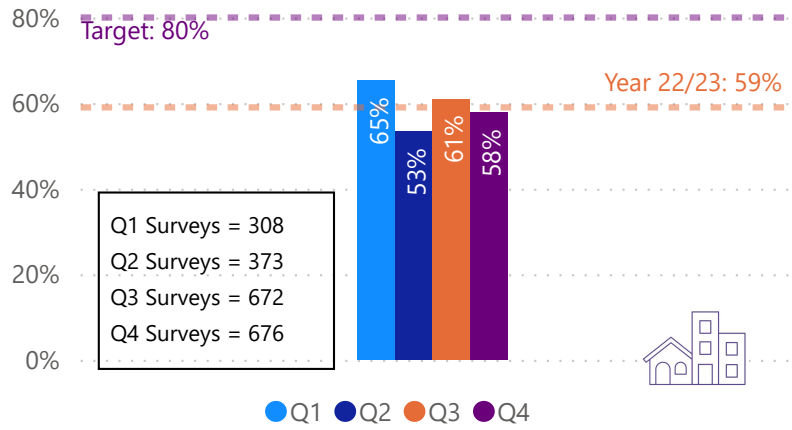
We will offer a range of quality homes

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

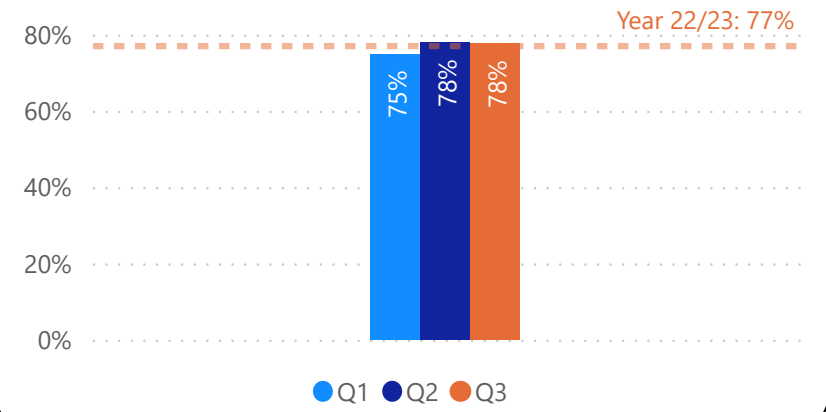
Satisfaction with the repairs service over the last 12 months



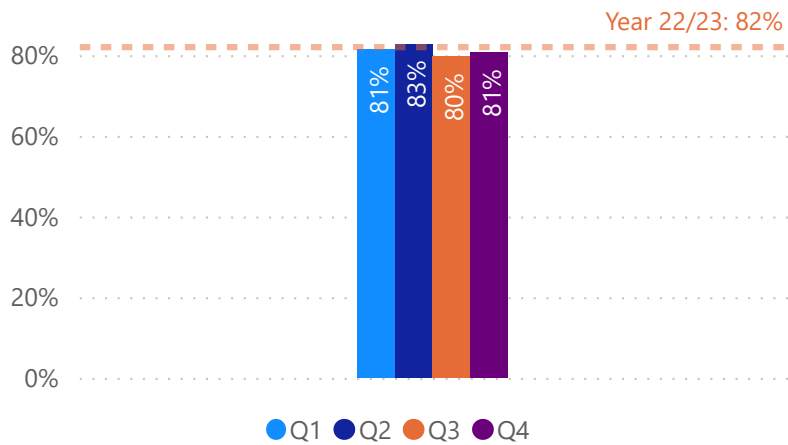
Satisfaction with time taken to complete most recent repair



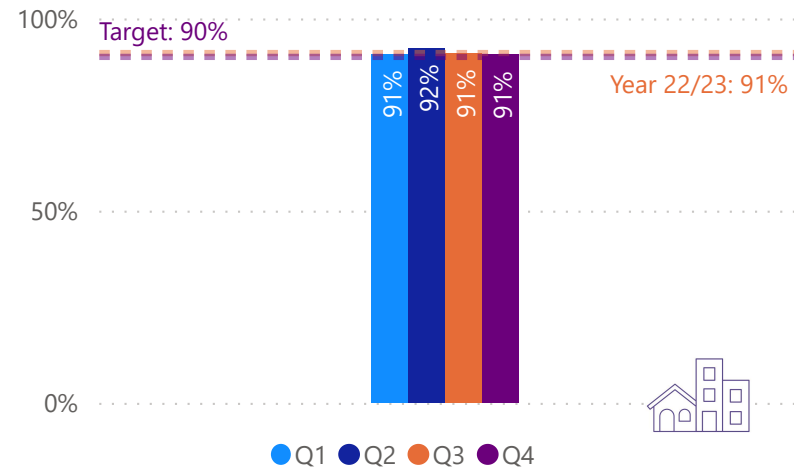
Satisfaction that the repair was done right first time



Satisfaction with the quality of repairs

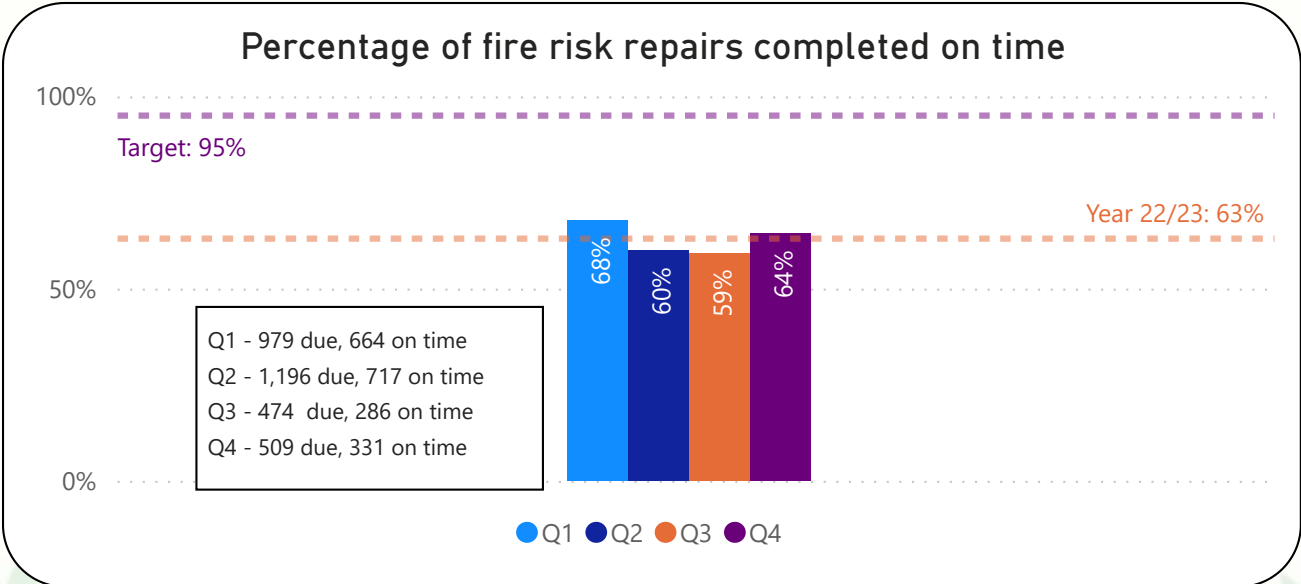
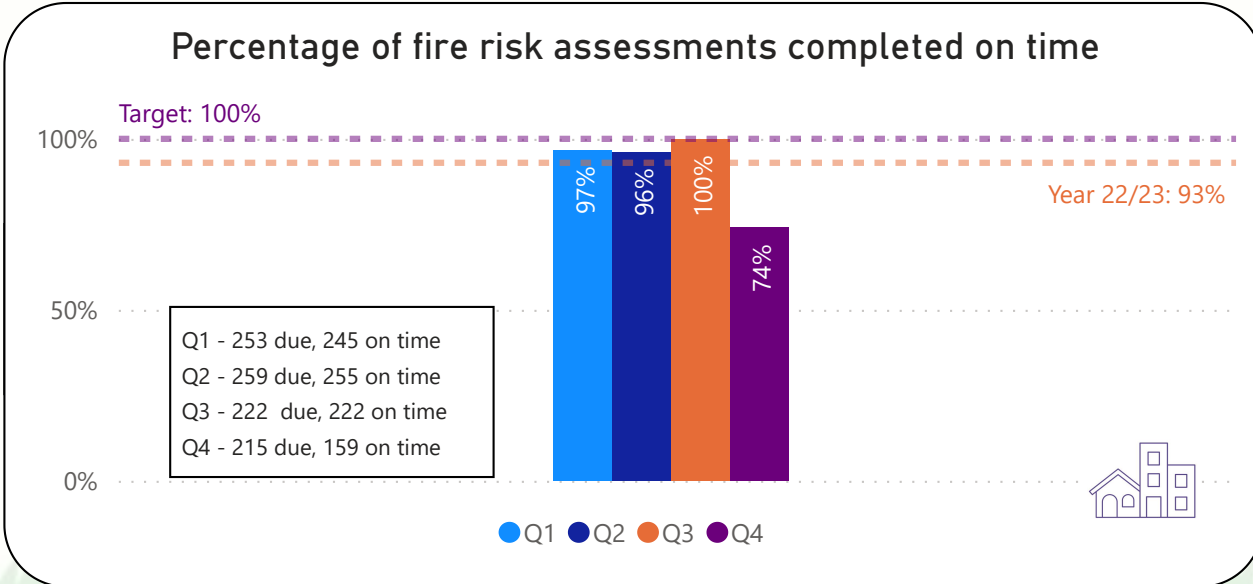
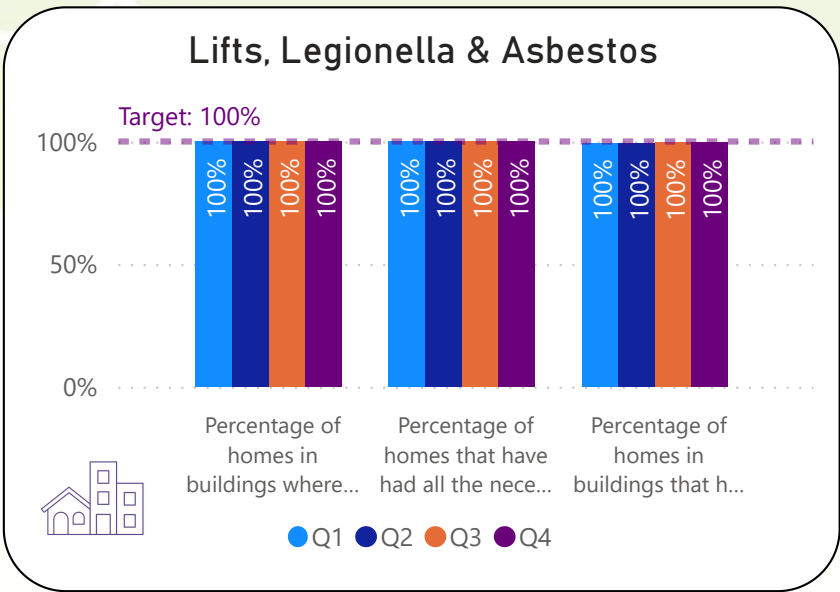
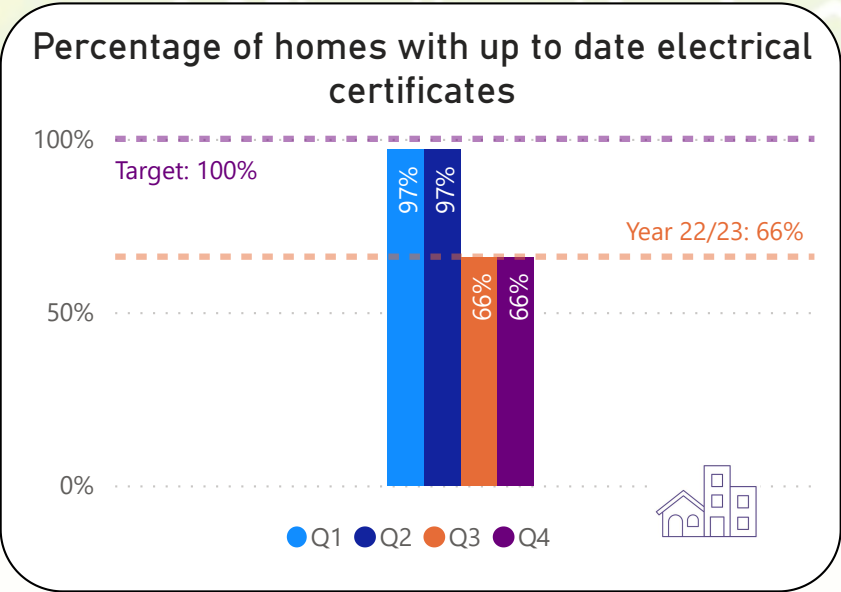
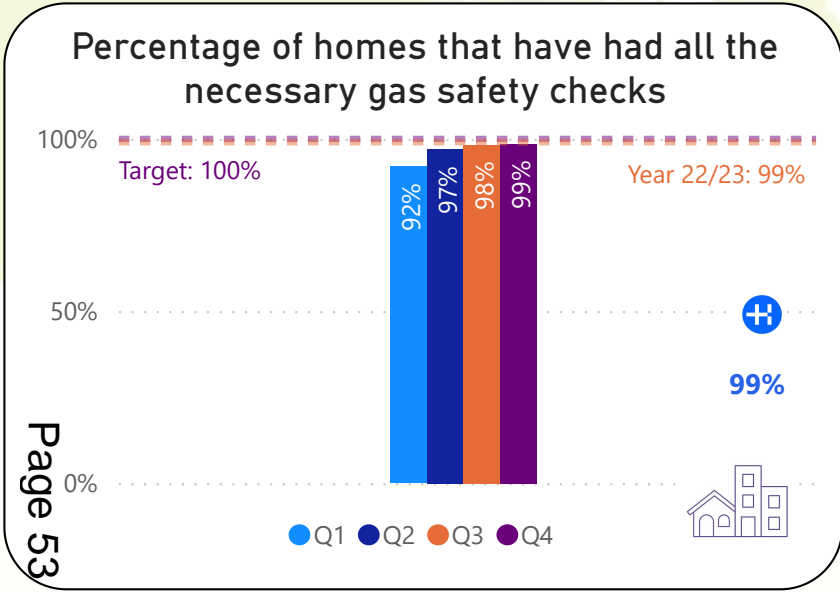


Percentage of repairs completed on time



We will offer a range of quality homes

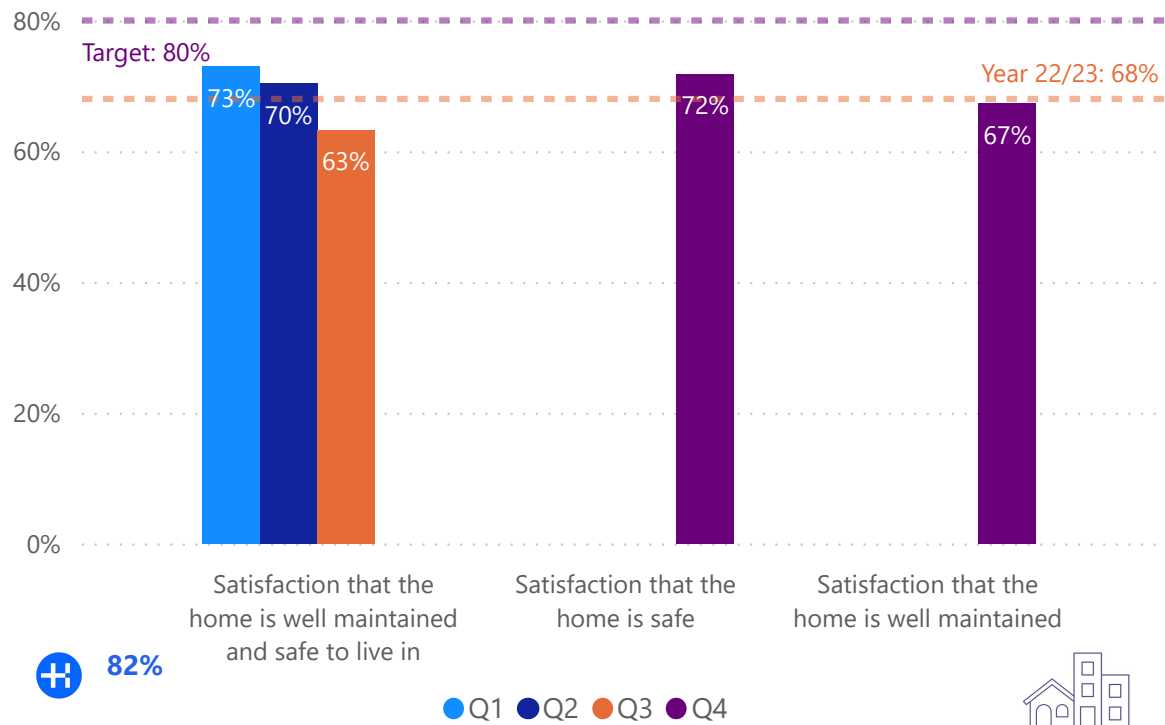
Your home will comply with all health and safety obligations, including electrical, fire and gas safety checks



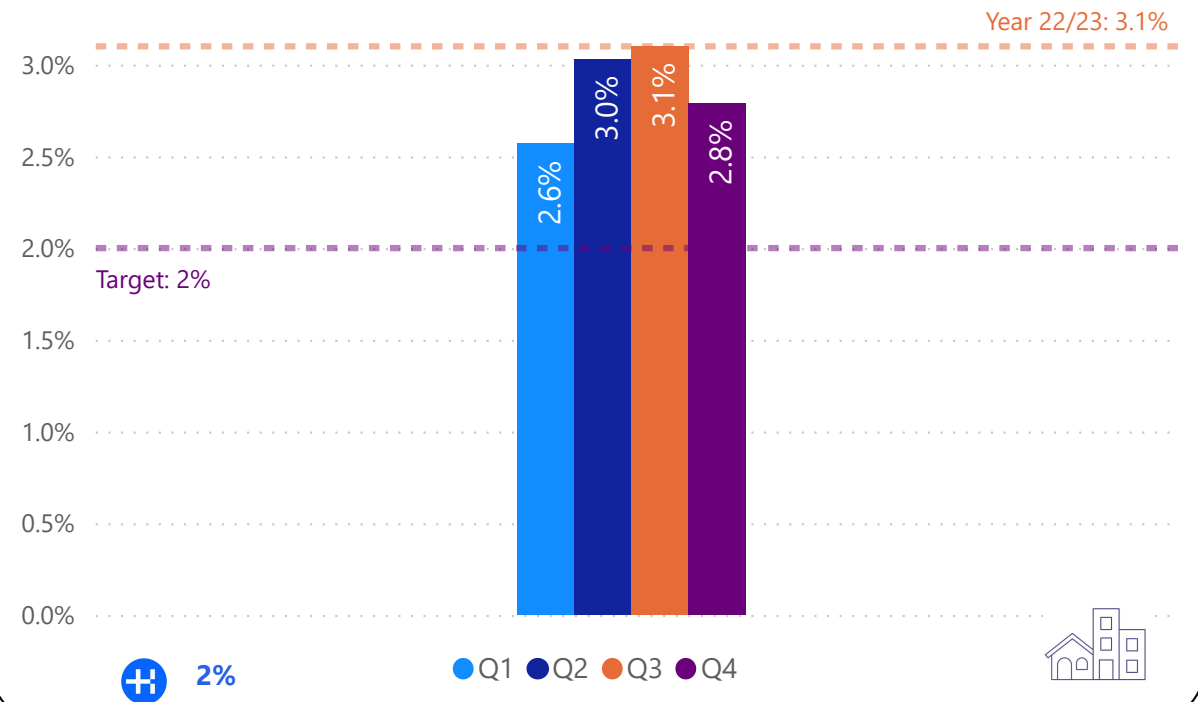
We will offer a range of quality homes

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

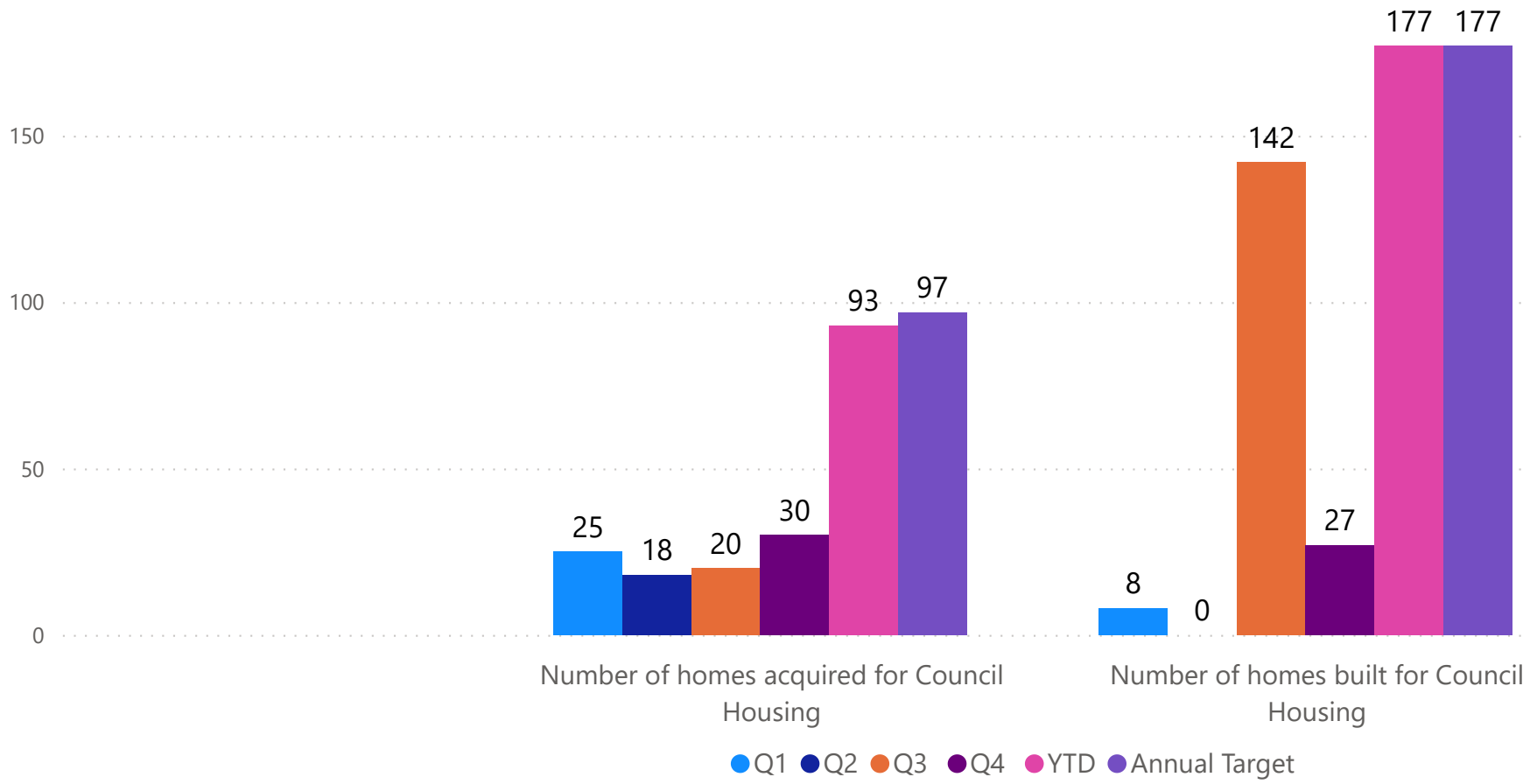


Q1 Surveys = 441
Q2 Surveys = 597
Q3 Surveys = 651
Q4 Surveys = 1080 home is safe,
924 (well maintained),

We will offer a range of quality homes

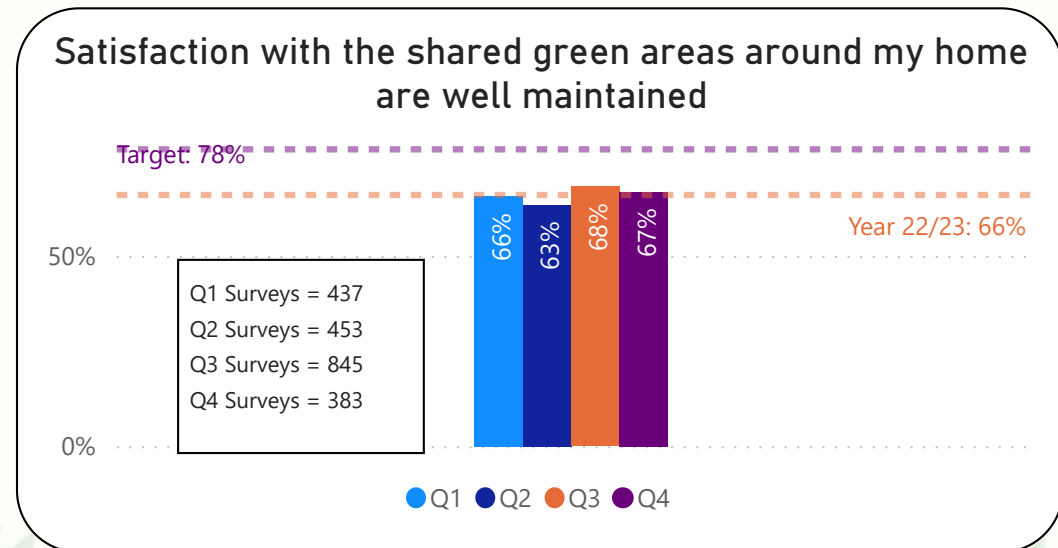
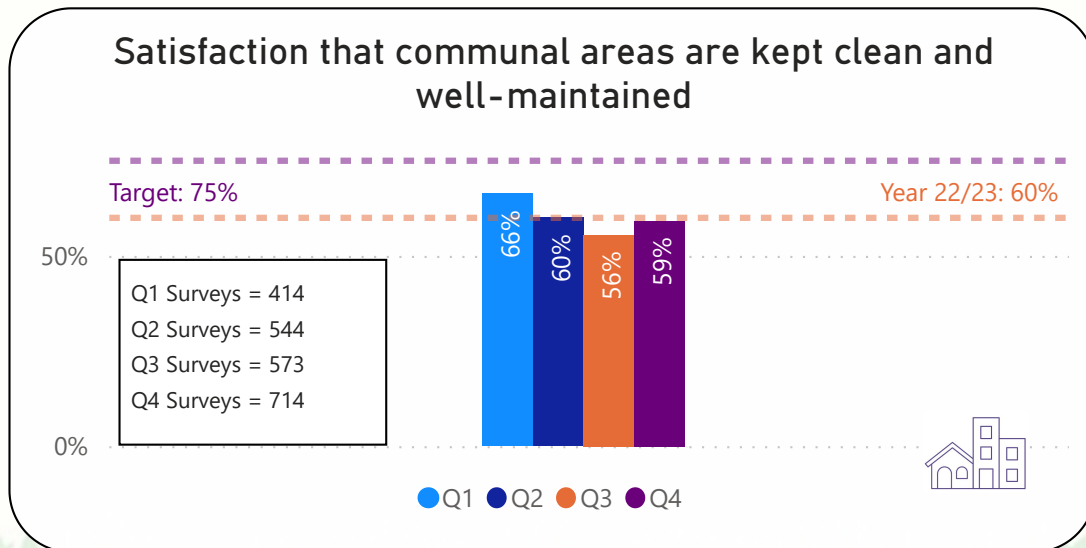
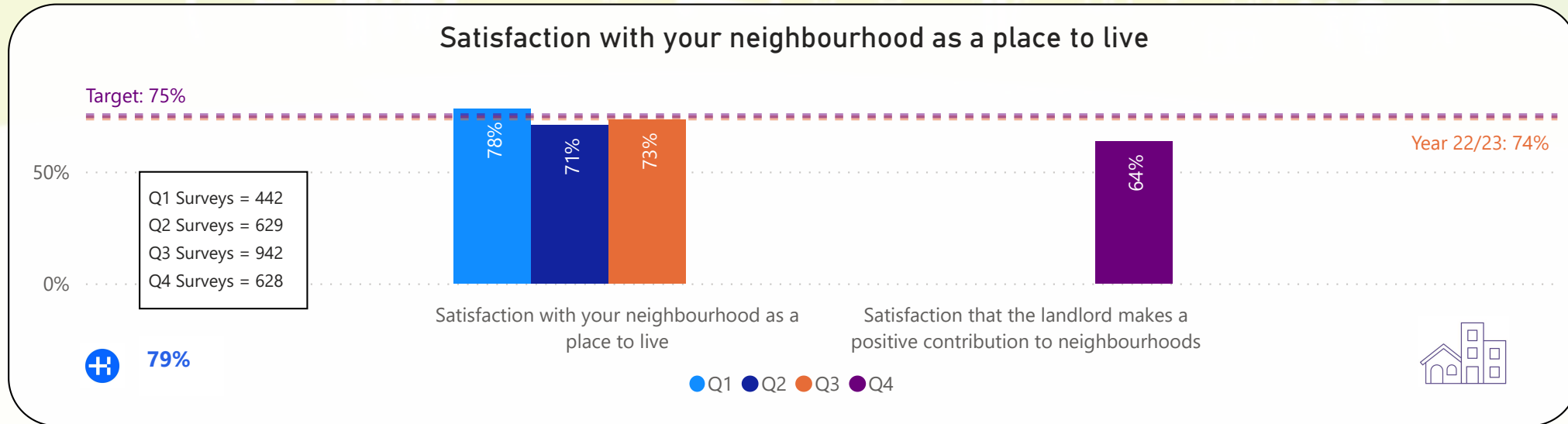
We will increase the supply of new Council housing in the city

Stock increase planned programme 2022/23



We will take care of your neighbourhood

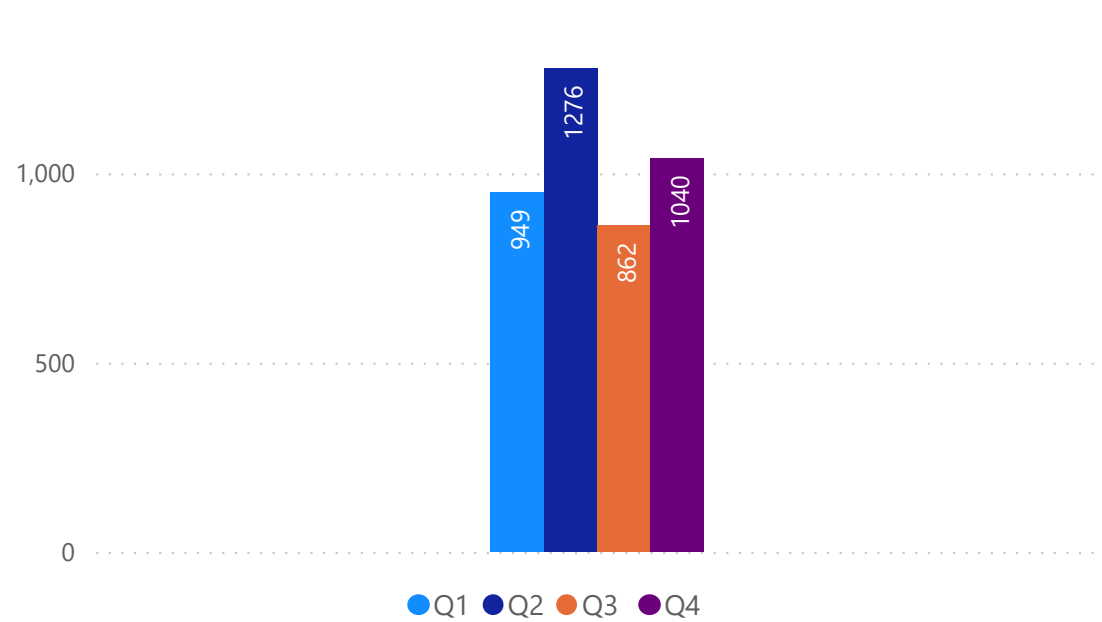
Your estate and communal areas will be clean and tidy and maintained to a good standard



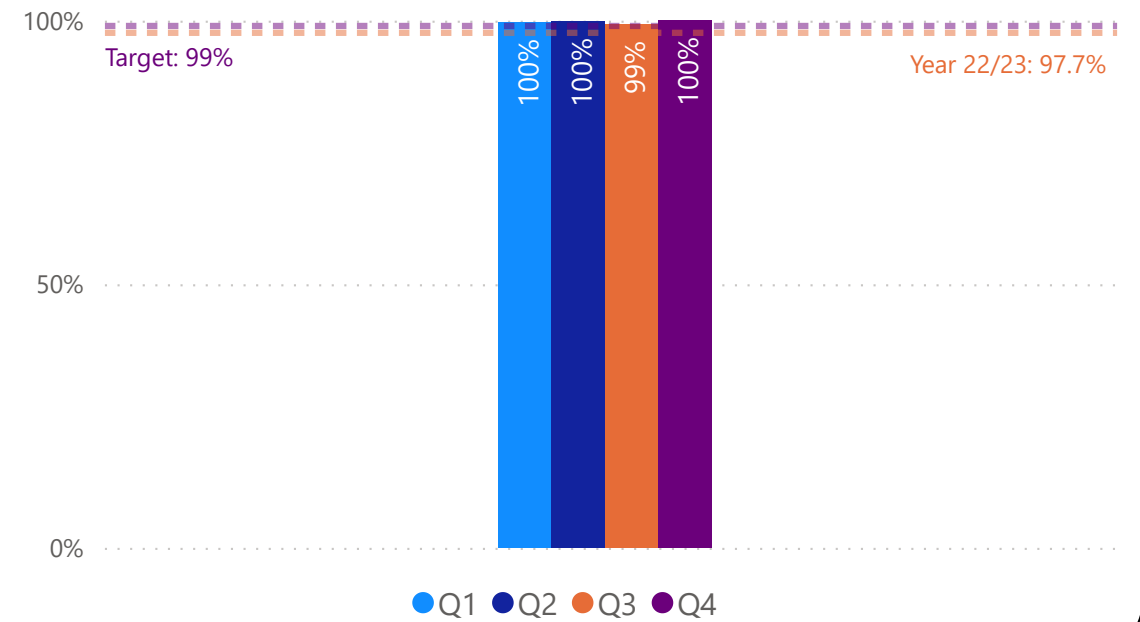
We will take care of your neighbourhood

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

Number of fly-tipping reports



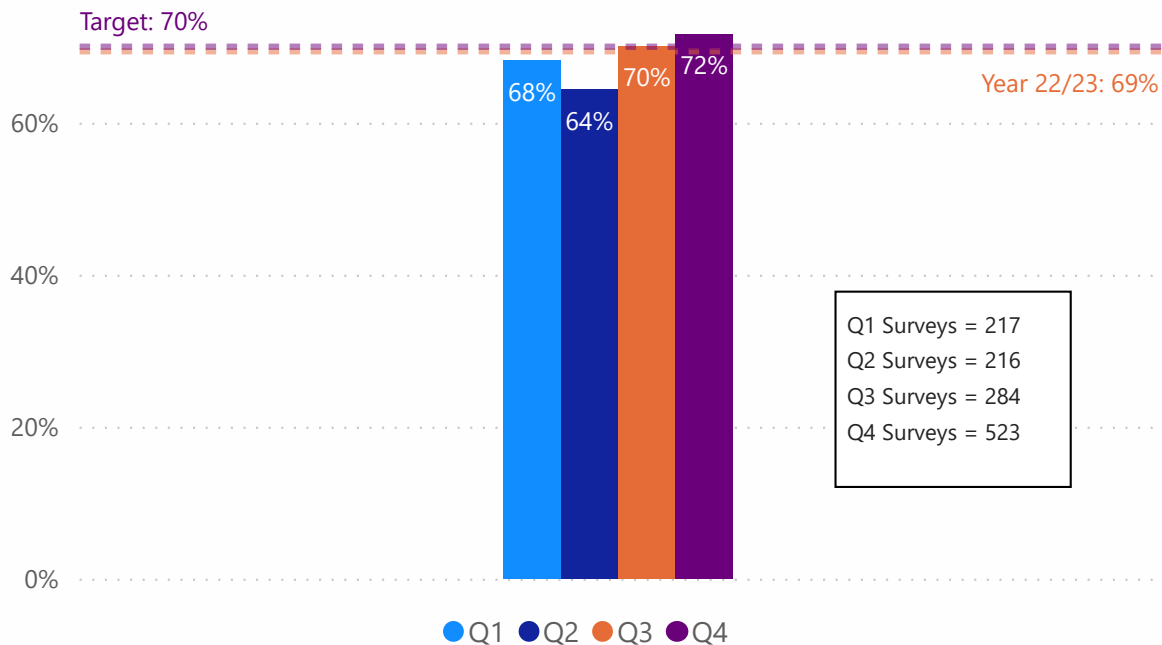
Percentage of fly-tipping removed within 24 hours



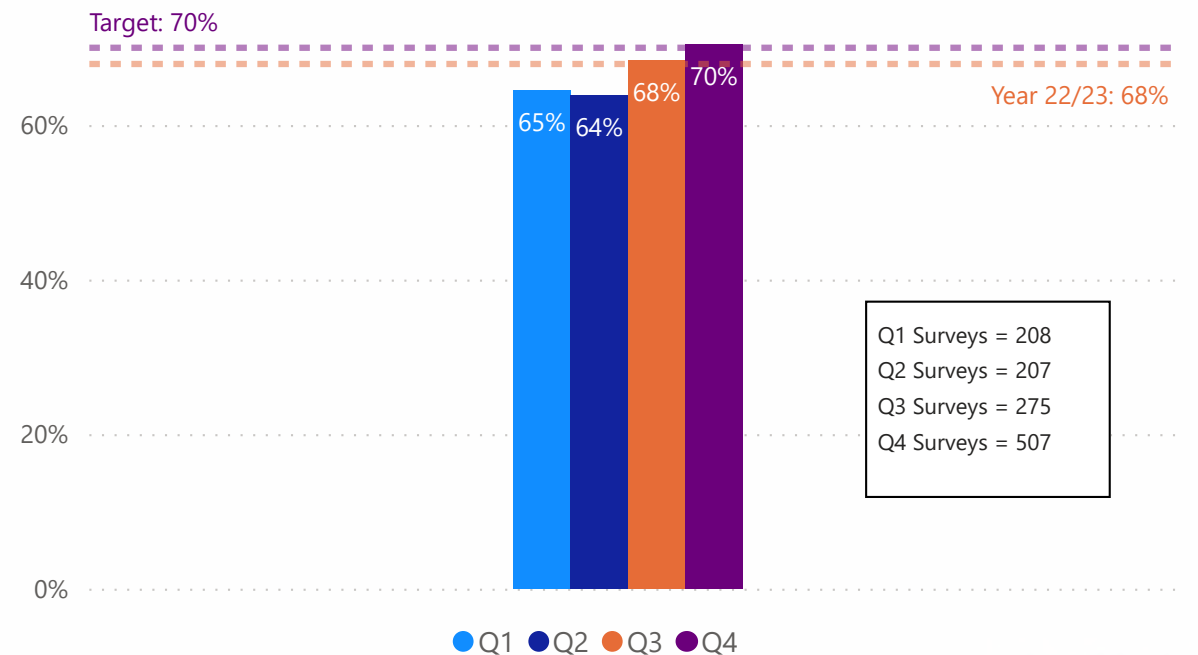
We will take care of your neighbourhood

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

Satisfaction with communal waste management

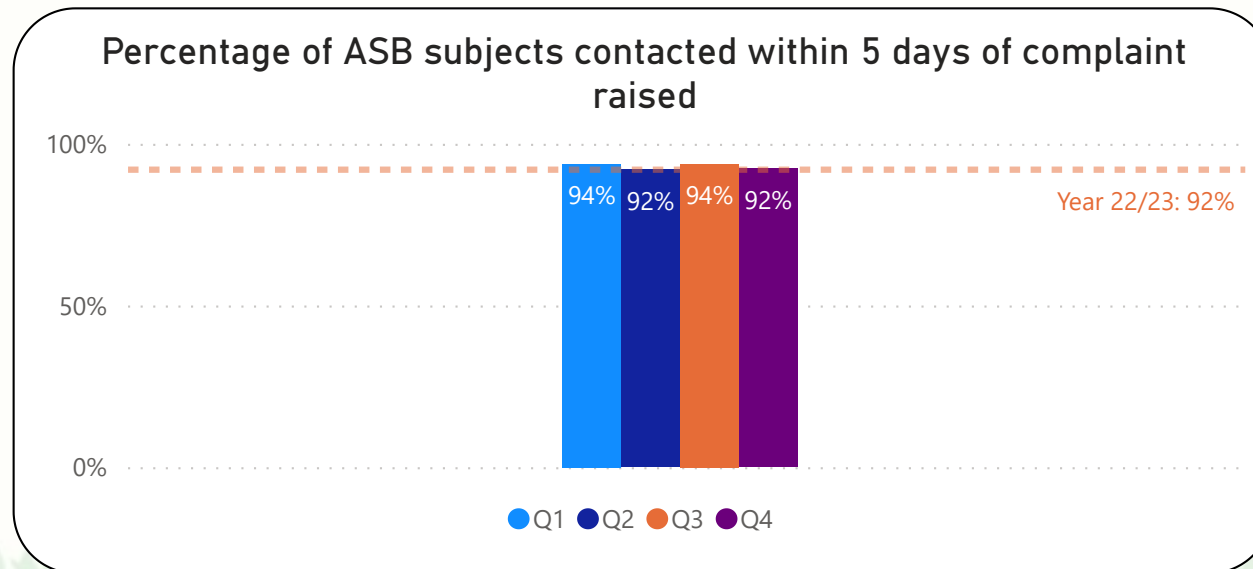
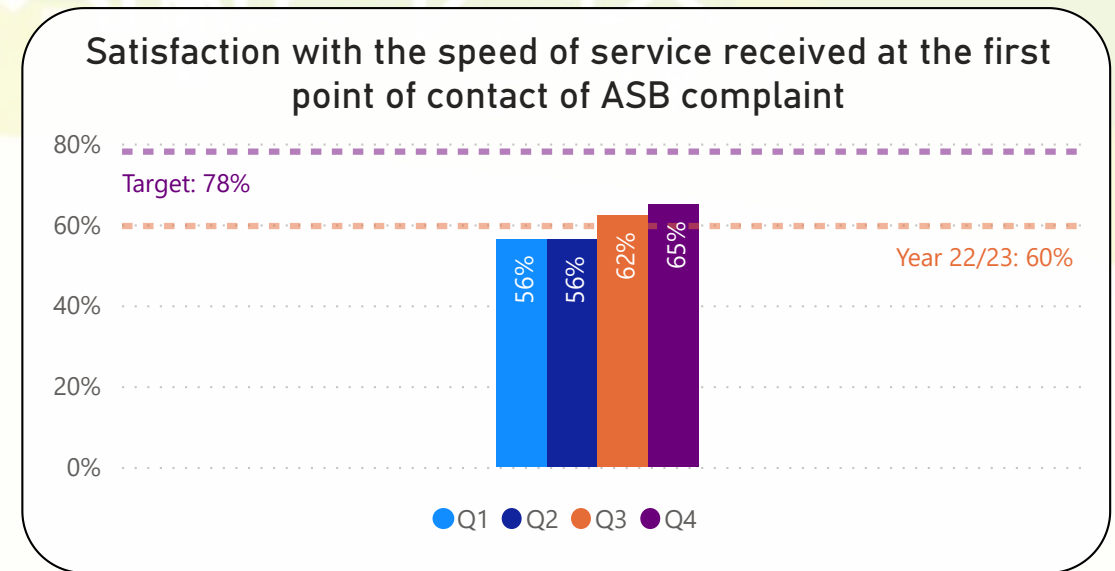
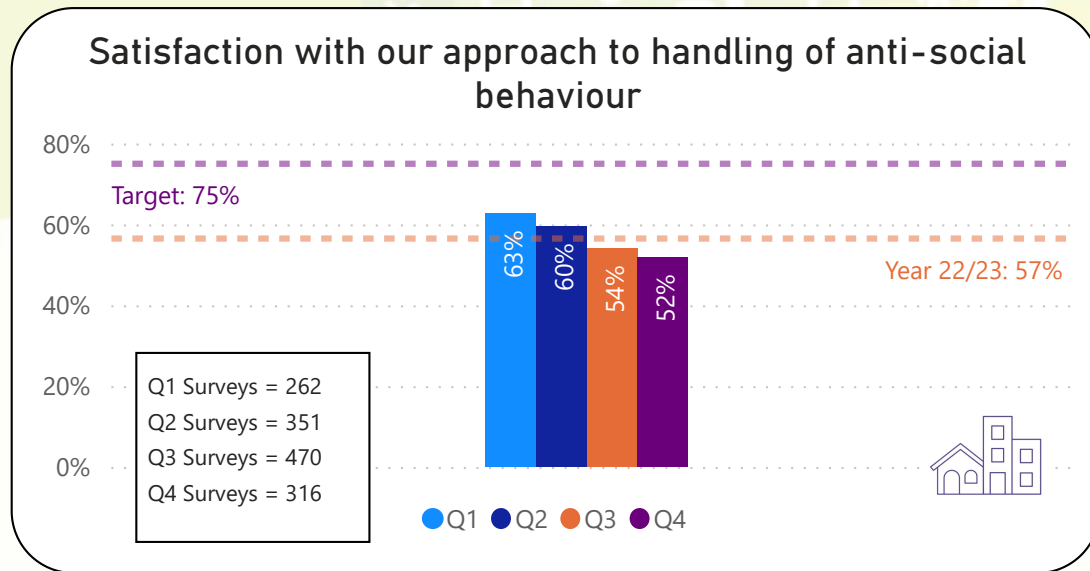


Satisfaction with communal recycling facilities



We will take care of your neighbourhood

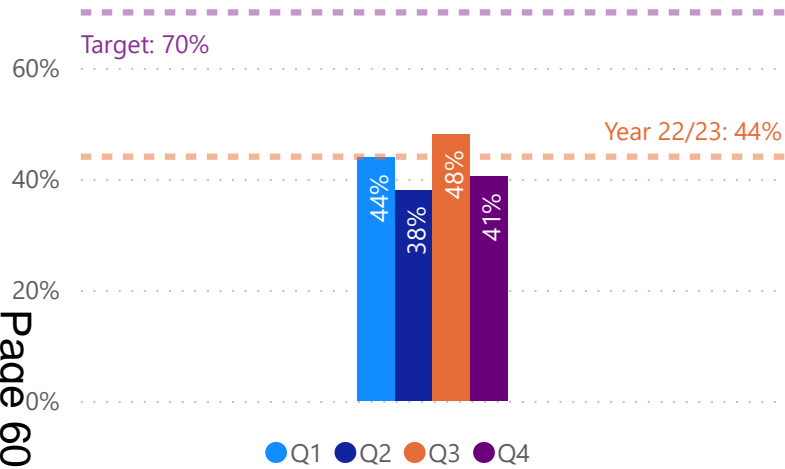
We will deal with breaches of tenancy including neighbour nuisance as quickly as possible, fairly and effectively



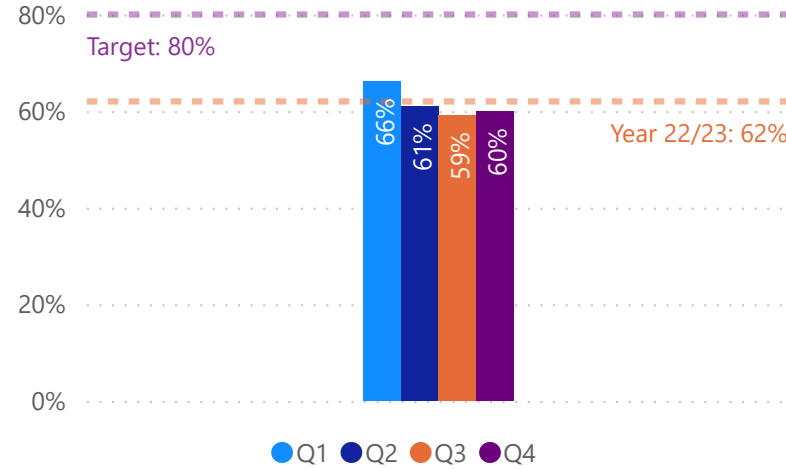
We will provide a good service to you

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

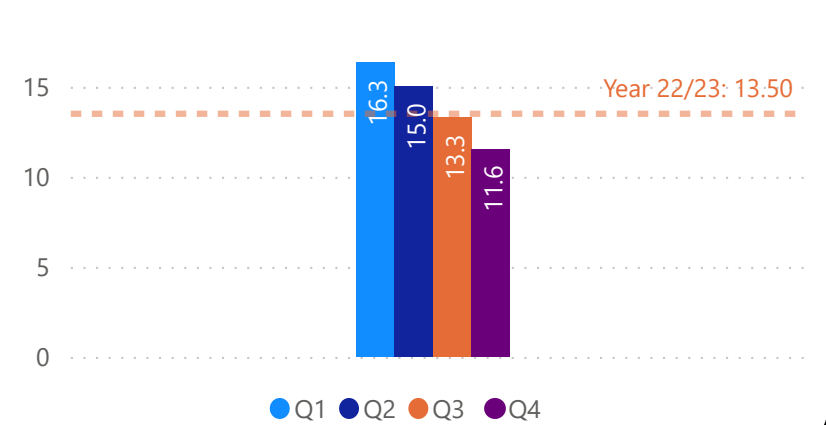
Satisfaction with how easy it is to contact us



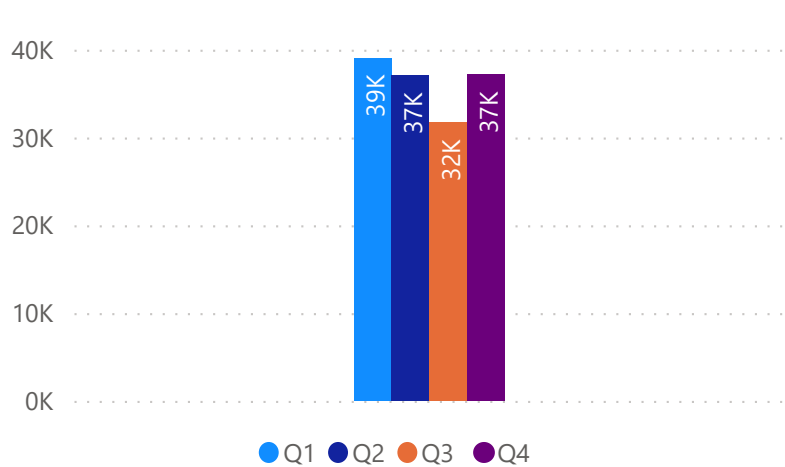
Satisfaction with the contact centre



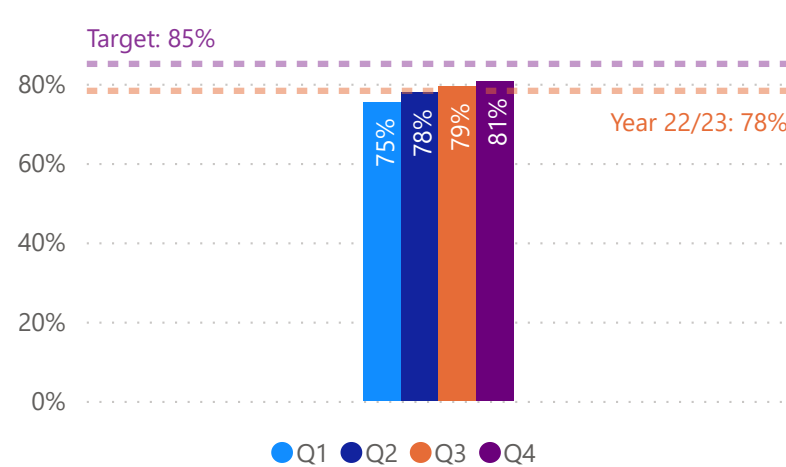
Average contact centre call waiting time for housing (minutes.seconds)



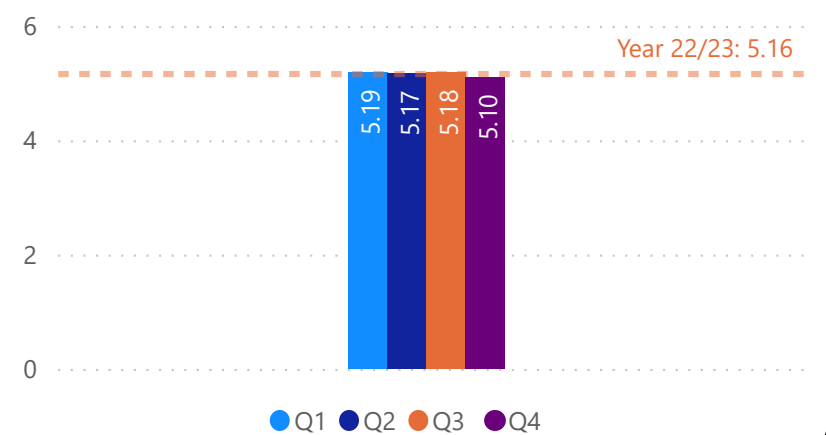
Number of housing calls offered & answered



Percentage of housing calls answered

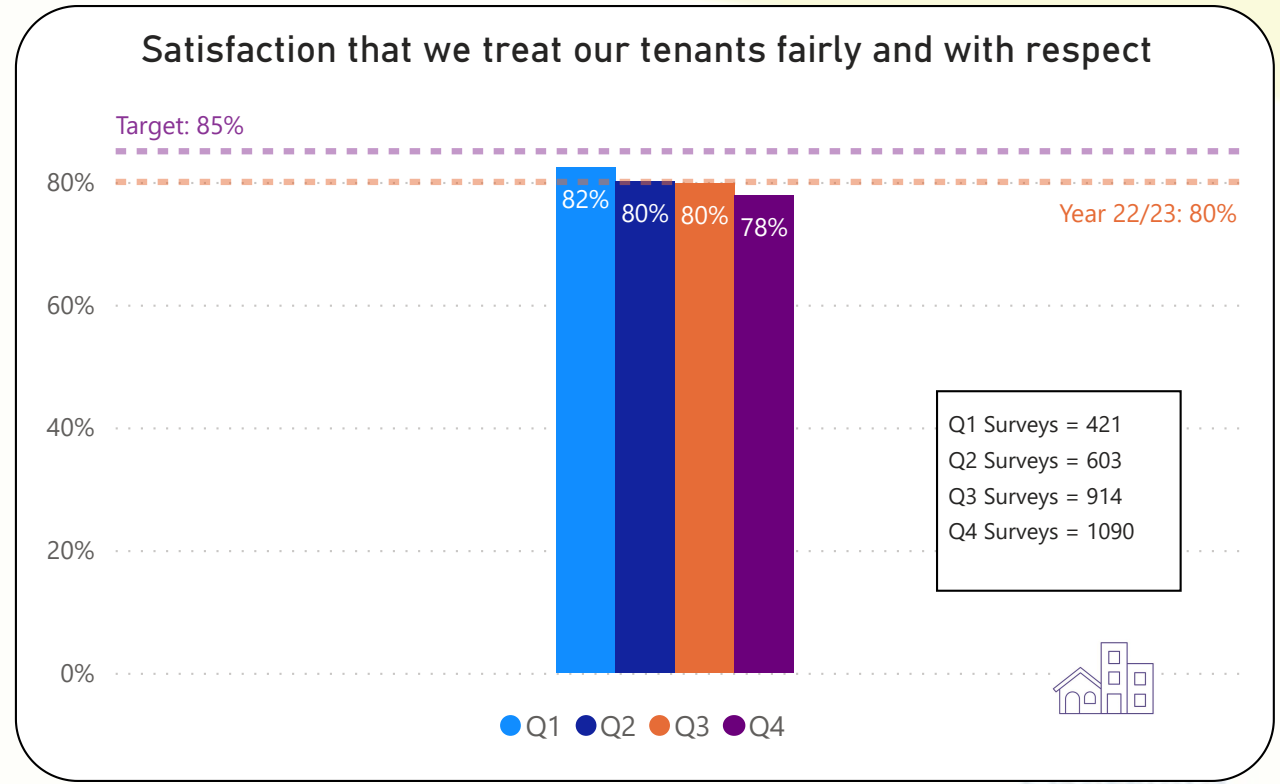
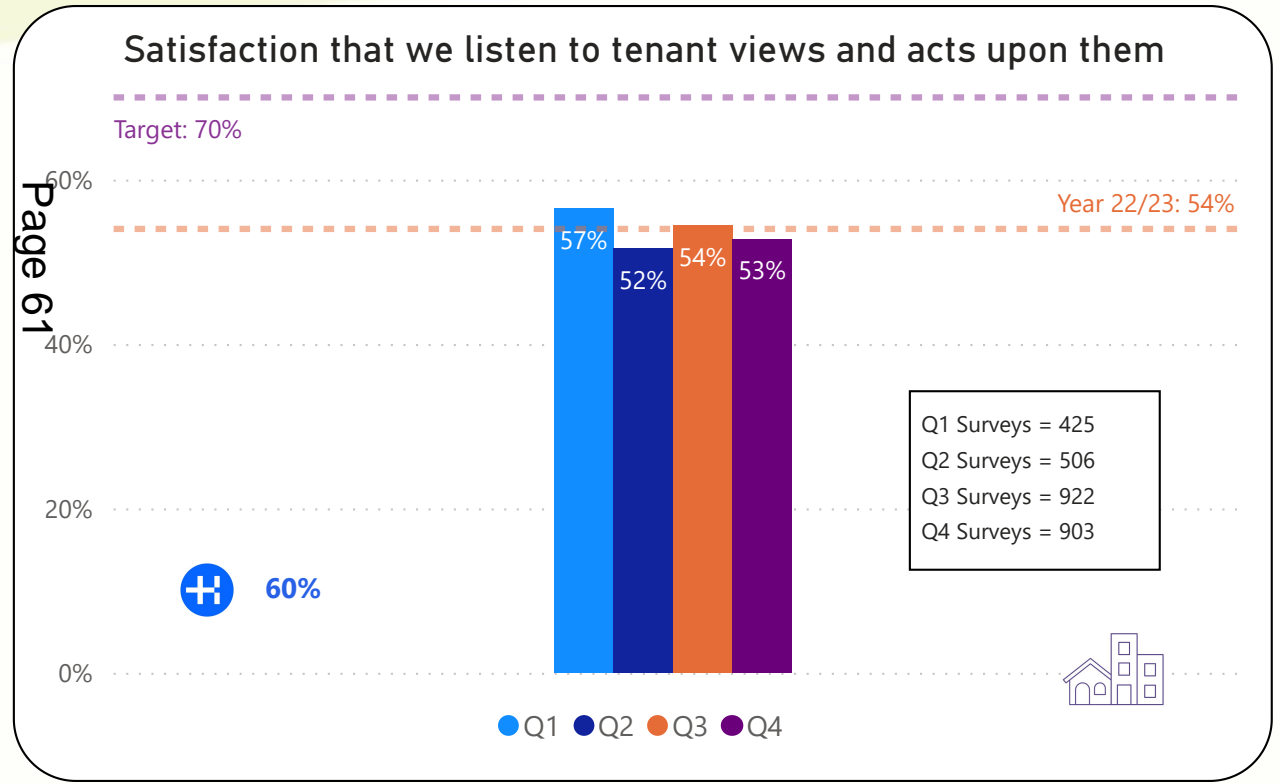


Average housing call handling time (minutes.seconds)



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

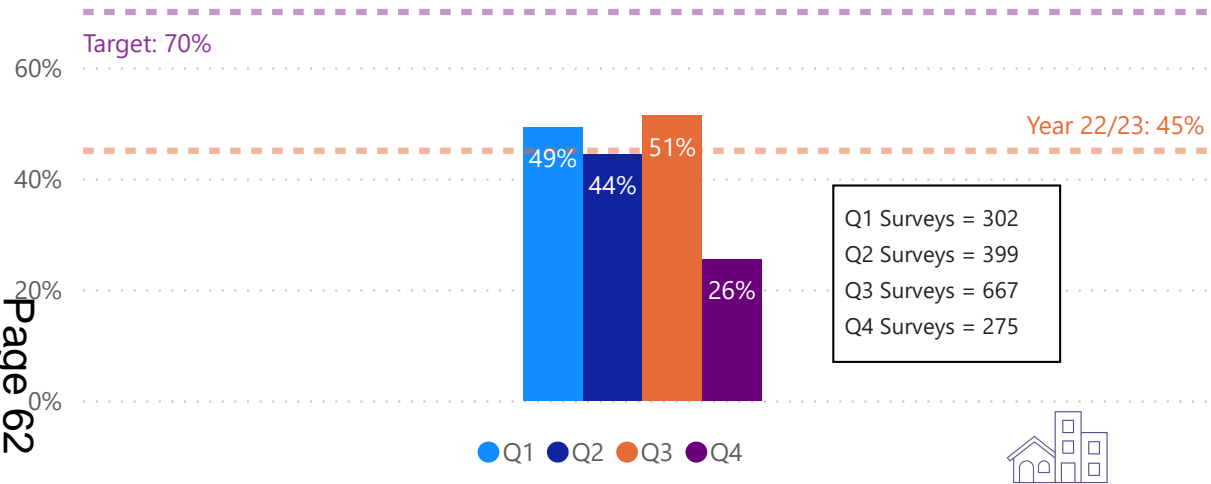


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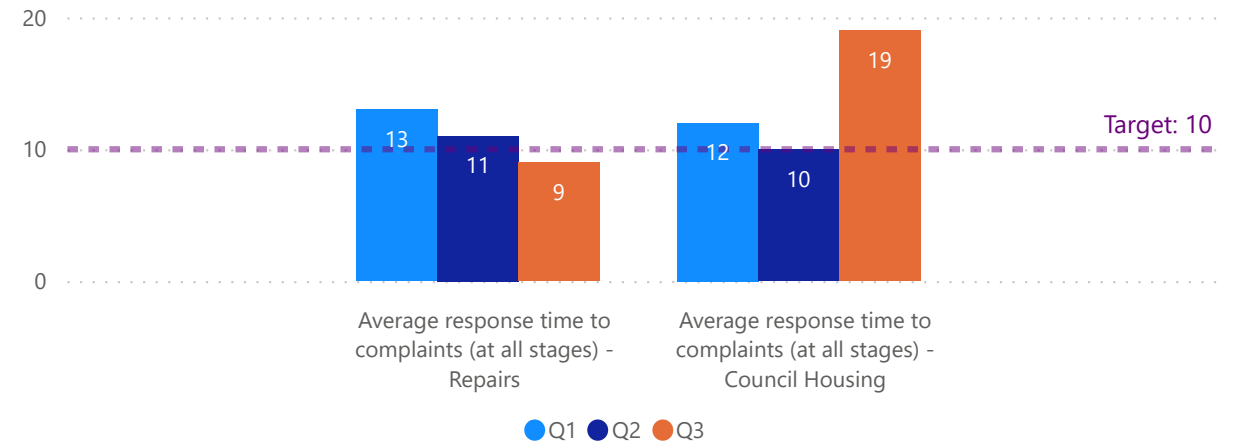
We will provide a good service to you

Your complaints will be dealt with quickly, fairly and effectively

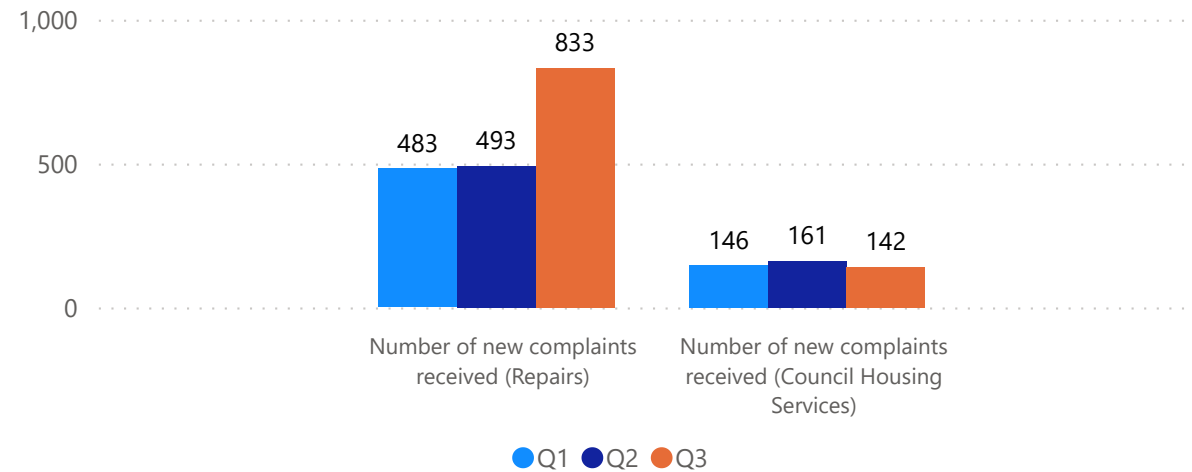
Satisfaction with our handling of complaints



Average response times to complaints at all stages (days)



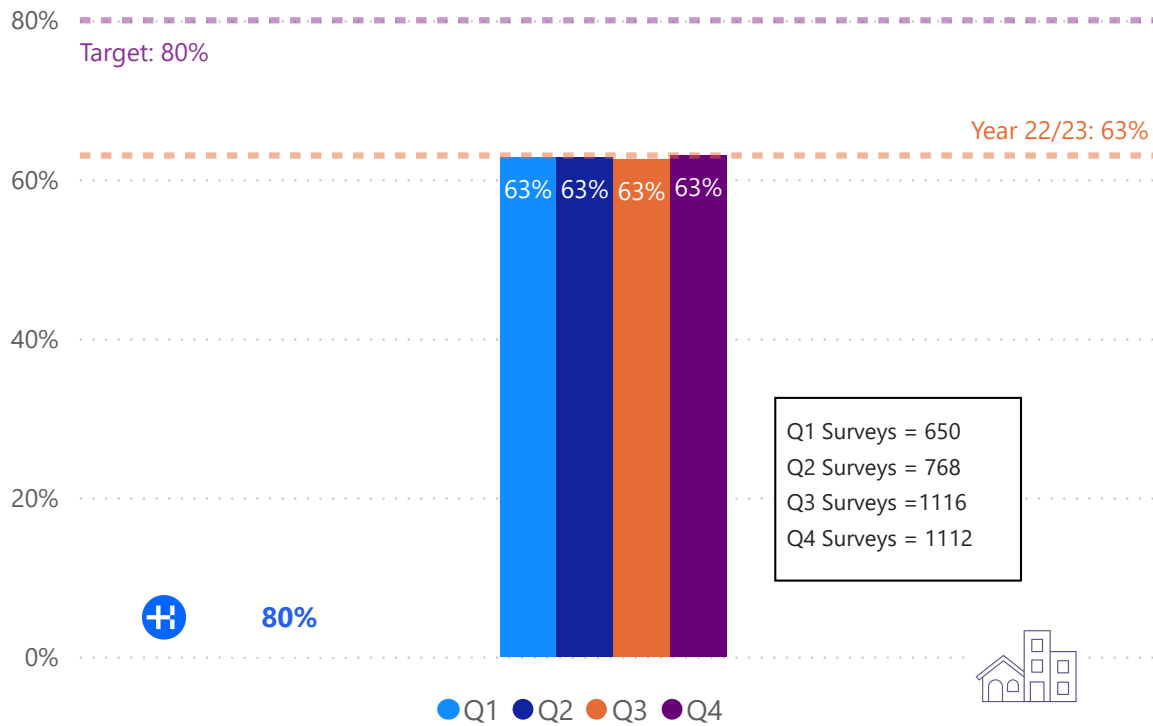
Number of new complaints received



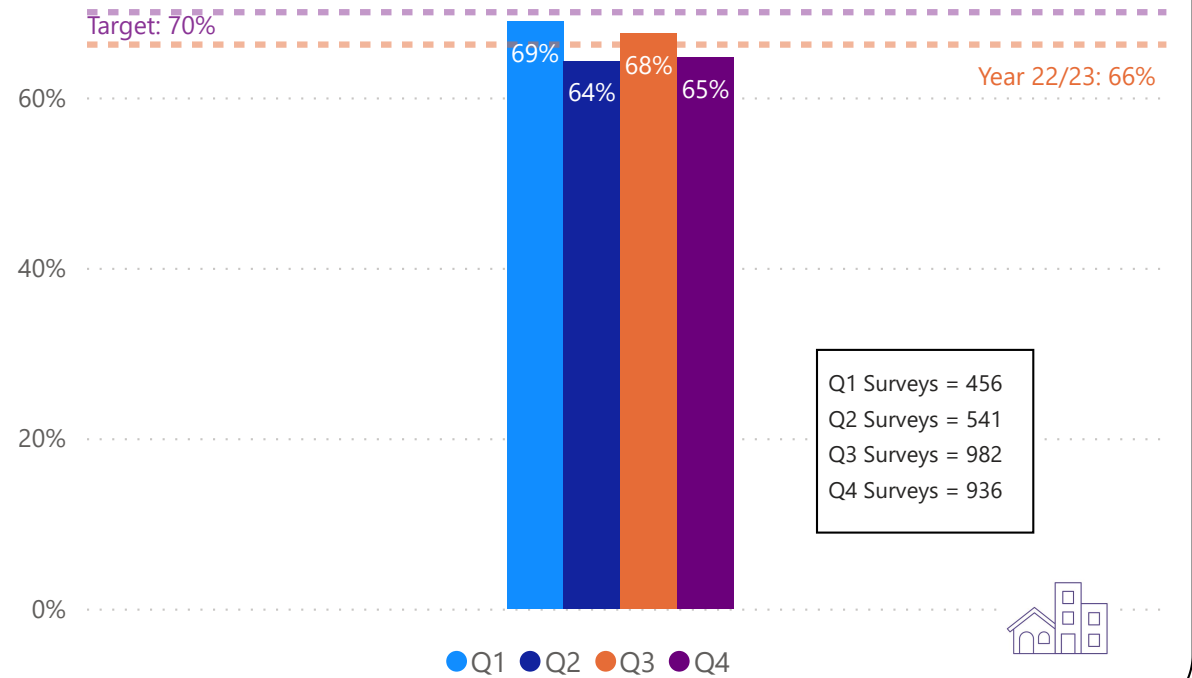
We will provide a good service to you

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

Satisfaction with the overall service

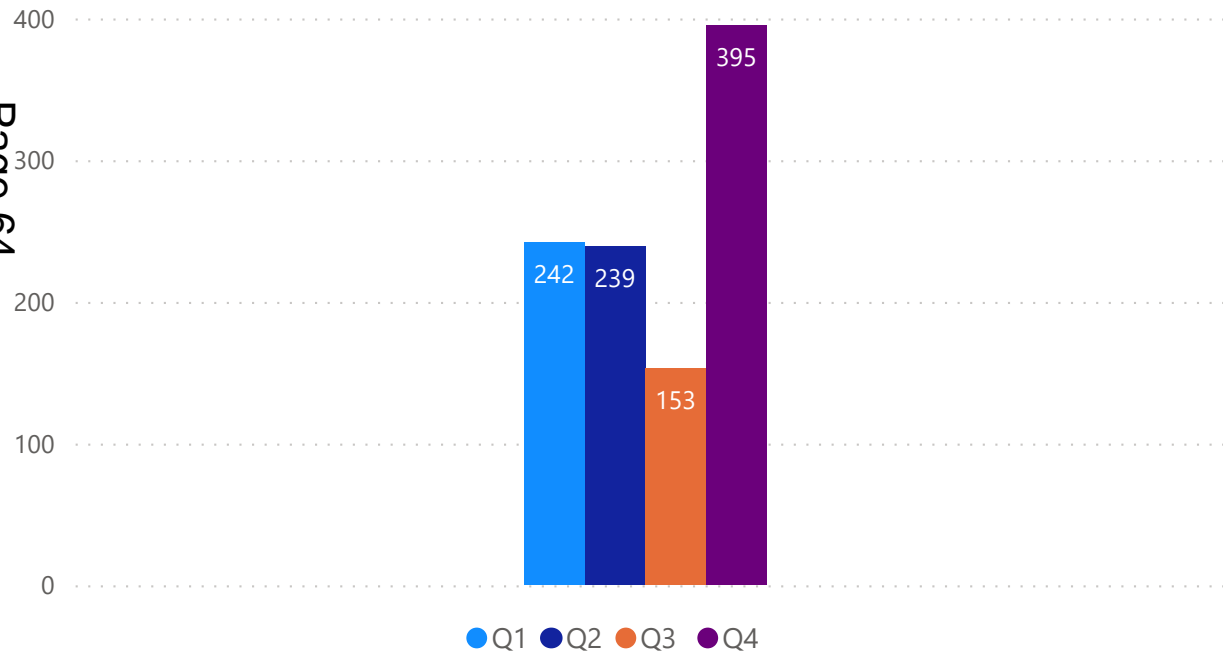


Satisfaction that we keep tenants informed about things that matter to them

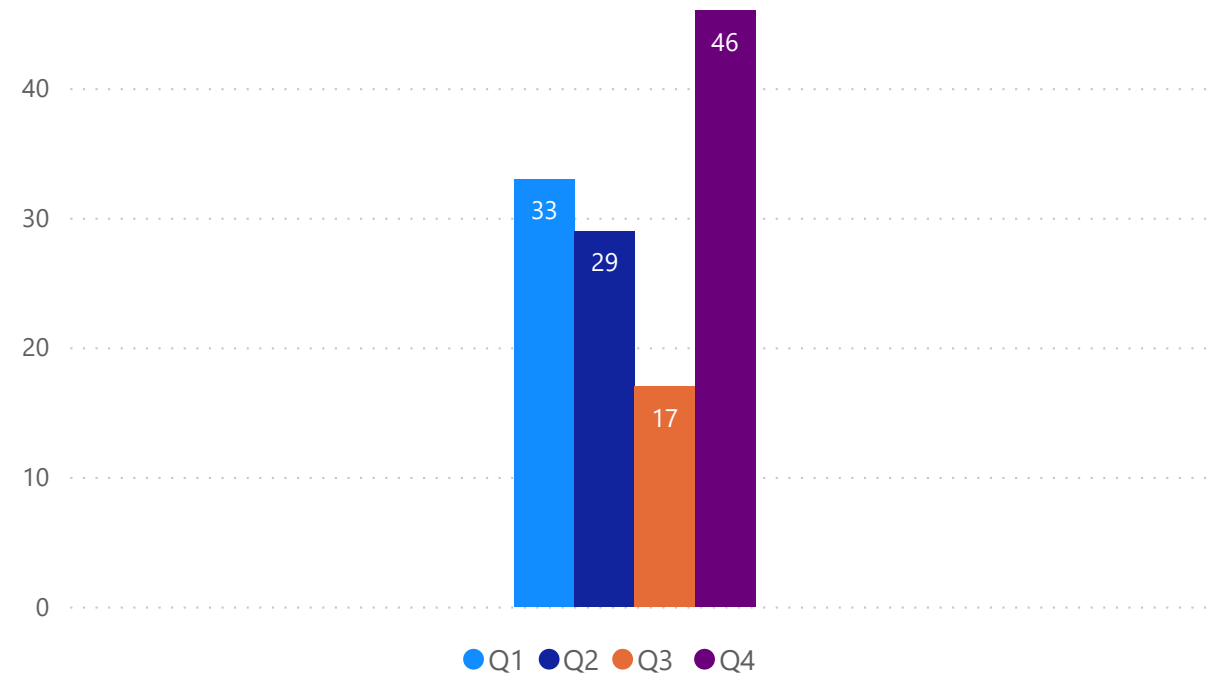


Making private rented homes safer

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

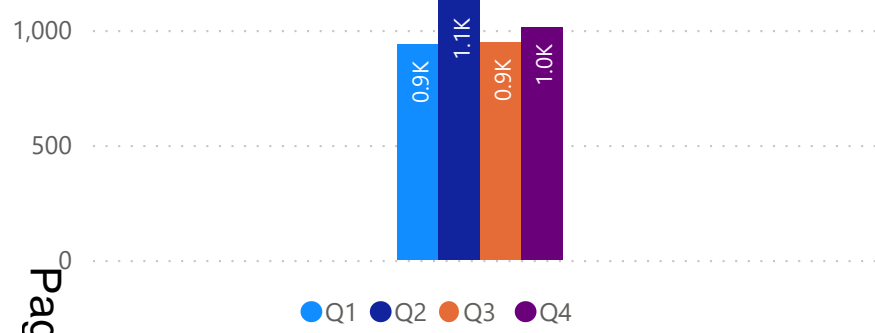


Number of Category 1 / high Category 2 issues relating to fire safety that have been resolved

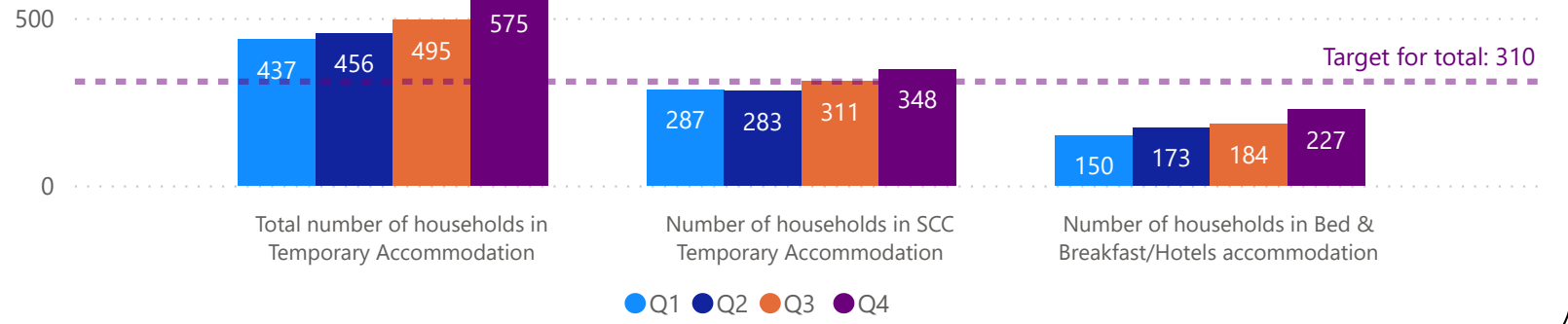


Helping to prevent homelessness

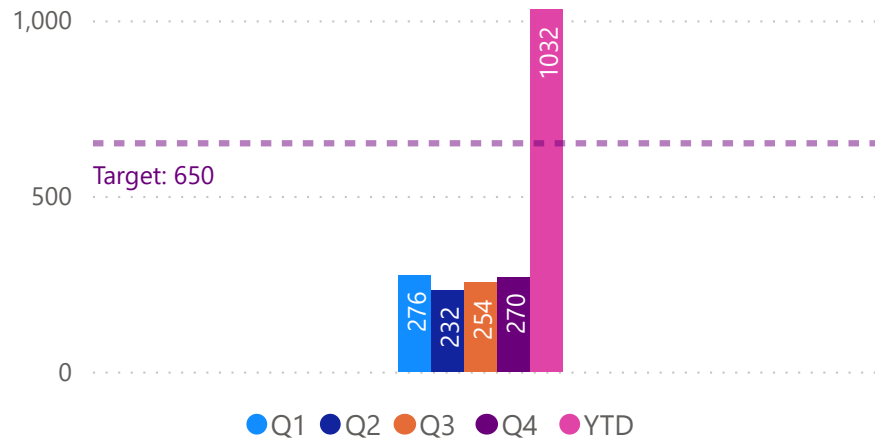
Number of homeless presentations



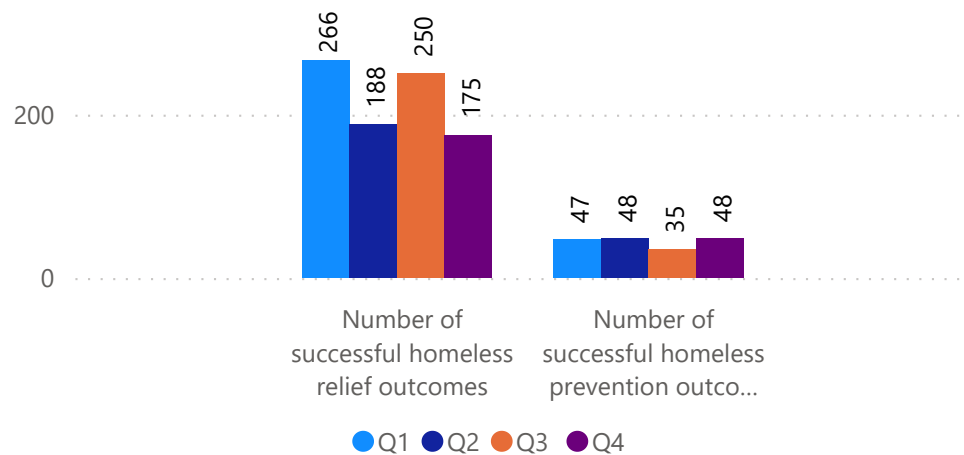
Number of households in SCC Temporary Accommodation



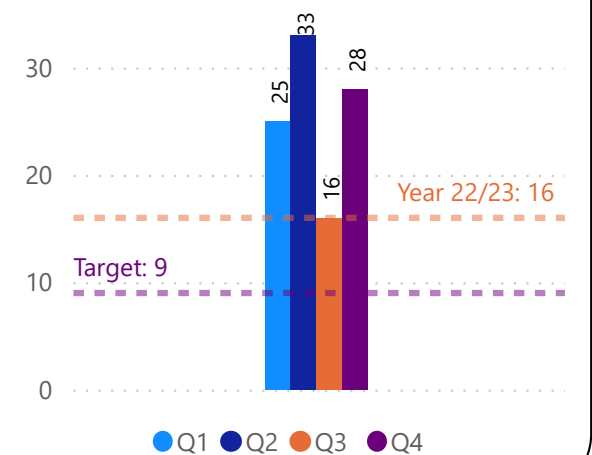
Number of full homelessness duty acceptances



Number of successful homeless relief & prevention outcomes



Number of rough sleepers identified at monthly count



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