

SLE Housing Performance Management & Customer Commitment

SLE Housing aims to deliver high quality, timely, cost-effective accommodation and housing support services. We offer specifically designed apartments to empower those who need supported living to live as independently as possible in the community. SLE Housing has robust methods of monitoring performance against national housing standards and Tenants complete an annual satisfaction Survey.

SLE Housing publishes our commitments to customers to demonstrate how we are meeting regulatory standards and performing in the areas that matter most to Tenants. Performance against our commitments for the period of April 2019 to March 2020 was as follows:

Customer Commitments	Target	April 2019 - March 2020 Performance
Delivering the Home standard		
% met Decent Homes Standard	100%	100%
% of properties have received their annual gas service	100%	100%
% of blocks have a fire risk assessment	100%	100%
% of repairs completed right first time	90%	80%
% of tenants who were surveyed who were happy with the repairs service they received	90%	80%
Delivering the Neighbourhood & Community standard		
% of tenants who were surveyed and were happy with the way their ASB cases were dealt with	100%	100%
% of serious ASB cases that were responded to in one working day	100%	100%
% of tenants surveyed who were happy with the grounds maintenance service they received (score of 4 out of 5 or above given)	100%	100%
% of tenants surveyed who were happy with the internal cleaning service they received	100%	100%
Delivering the Tenancy standard		

Customer Commitments	Target	April 2019 - March 2020 Performance
The average number of days it takes to re-let an apartment from tenancy termination to new tenancy commencement	60 days	126 days
% turnover within a rolling twelve-month period	<9%	14%
Tenant Involvement & Empowerment standard		
% of formal complaints acknowledged within two working days	100%	100%
% of formal complaints responded to within ten working days	100%	
Publication of the annual report	Published on SLE Housing website	Available when published
Publication of tenant commitments on the website	To be completed after each annual period of reporting	<p>Tenant commitment table uploaded on Website.</p> <p>Newsletter regularly updated on Tenants 'blog' page.</p> <p>Tenants Forum active with staff in attendance when requested</p>

Home Standard - SLE Housing is making every effort to meet the target of repairs completed first time and to increase Tenant satisfaction with repairs and maintenance. In order to continue to improve our service we have undertaken specific steps to improve system for recording repair, logging response times and completing repairs.

Tenancy Standard – SLE Housing have contractual lease arrangements with a superior landlord (owner of the property) who is responsible for specified vacant units

for up to four months following a tenancy termination. This allows SLE Housing to identify and support new Tenants to move in.

Tenant Involvement & Empowerment Standard – SLE Housing is a relatively new organisation and although tenant numbers are low, individuals are provided with information regularly and encouraged to give feedback. We have recently conducted a satisfaction survey.

Tenant Satisfaction Survey

Results of the annual 2019/20 SLE Housing tenant survey was as follows:

Repairs and maintenance services, we provide	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
It was easy to report a repair or problem to SLE Housing				80%	20%
I feel SLE Housing arranged for a repair to be carried out within a good time frame			40%	20%	40%
I feel that repairs are done correctly the first time		20%		40%	40%
I am happy with how the repair was carried out			20%	40%	40%
I am happy with the service which was provided			20%	40%	40%

Your environment	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I am happy with the support I get in my home				60%	40%
I feel my home is kept clean and in good condition				60%	40%
The grounds around my home are kept in good condition				60%	40%
I am happy with the support and help offer by SLE Housing				80%	20%
I feel safe in my home				40%	60%

How complaints are handled	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I feel any issues around ASB are dealt with promptly				60%	40%
I feel happy with the way SLE Housing handled complaints				60%	40%
SLE Housing are timely to respond to complaints				60%	40%
I feel my issues are listened to and the correct action is taken to resolve any issues				60%	40%
I feel valued as a tenant by SLE Housing				60%	40%

Overall Satisfaction	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I am satisfied with the overall service provided by SLE Housing			20%	40%	40%
I am satisfied with the quality of my home				60%	40%
I am satisfied that SLE Housing is good at keeping me informed about services and decisions				60%	40%
I am satisfied that I am given opportunity to participate in decision making processes, where appropriate				60%	40%
I am satisfied with how SLE Housing is involved in the management of the neighbourhood.				60%	40%
I am satisfied that I receive value for money in the services provided and the quality of my accommodation				60%	40%

SLE Housing work closely with the Supported Living Provider to enable Tenants to ensure a positive living experience. There was only one formal complaint during the year, and this was resolved to the tenant’s satisfaction. The majority of Tenants were satisfied with the SLE Housing accommodation and services provided.

Having analysed performance and feedback from Tenants the SLE Housing Board are committed to

- Continuing to improve speed and quality of repairs
- Continuing to empower tenants and respond positively to suggestions for improvement

- Giving consideration to an indoor communal facility for all Tenants
- Continuing to organise celebratory and festival events that recognise diverse backgrounds and cultures Tenants and communities in Sheffield