



Housing Services

City of York Council Housing Services Local Offer

This local offer (Service standard) has been reviewed and updated by the Tenant Scrutiny Panel in partnership with Housing Services.

They have based it on:

- their knowledge of their communities
- satisfaction information
- comments they have received
- discussion with Officers from the relevant service

Let us know what you think by ringing our Housing Equalities and Engagement Facilitator on 01904 552097 or emailing Julie.hood@york.gov.uk

May 2019

Service				
	2016/17	2017/18	2018/19	Trend
General				
That the way we deal with enquiries is important				
Staff should be polite and respectful	87.40%	84.93%	83.15%	Increase is good
We want to know that you listen and act on our views	73.55%	73.28%	68.56%	Increase is good
We want to know about things that affect us	77.16%	76.50%	72.23%	Increase is good
We want to know that the rent is good value for money	86.50%	84.49%	84.32%	Increase is good
Building Maintenance				
You would like any repairs to be easy to report with the repair being undertaken in a reasonable timescale:				
<ul style="list-style-type: none"> • % of urgent repairs completed within government timeframes 	96.05 %	97.56%	Data not available yet	Increase is good
<ul style="list-style-type: none"> • Of all repairs completed on time 	94.25%	94.27%	88.1%	Increase is good
<ul style="list-style-type: none"> • % of tenants satisfied with the repairs and maintenance service 	80.56%	78.72%	79.86%	Increase is good
<ul style="list-style-type: none"> • % of repairs completed right first time 	68.28%	79.58%	83.4%	Increase is good
<ul style="list-style-type: none"> • Number of council properties failing to meet the decency home standard 	298	546	Data not available yet	Decrease is good
You wanted all properties to be safe in respect of gas appliances				

• % of properties with a valid gas certificate	99.92%	99.77%	99.96%	Increase is good
New Homes				
You want homes to be offered to new tenants in a clean liveable standard				
• Average number of days to relet empty properties	20.87 days	32.9 days	Data not available yet	Decrease is good
Your Neighbourhood	2016/17	2017/18	2018/19	
That you want to live in well maintained, safe areas				
• % of tenants satisfied with their neighbourhood as a place to live	85.14%	81.89%	81.8%	Increase is good
• Number of incidents of fly tipping	2276	2151	1995	Decrease is good
• Remove offensive graffiti on Council property	2.02 days	3.54 days	5.2 days	Decrease is good
• Remove all other graffiti on Council property	5.16 days	3.33	5.8 days	Decrease is good
Development				
• Number of new affordable homes delivered in York	91	74	60	Increase is good
For future				
• % of tenants satisfied with planned maintenance work				
• % of tenants satisfied with the Tenants Choice work on their property				
• % of tenants satisfied with their new home				