

# Council housing performance

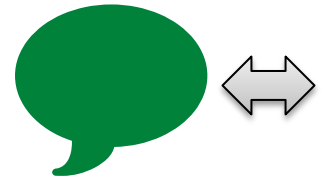
## Quarter 1 2018/19 (April to June 2018)



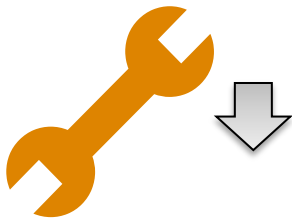
**98.56%**  
Rent collected



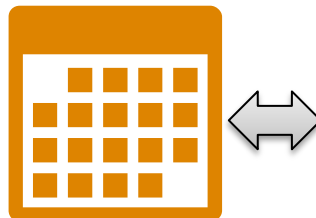
**95%**  
Repairs calls  
answered



**83%**  
Satisfaction  
with ASB cases



**16 days**  
Routine repairs  
completion time



**97%**  
Repairs  
appointments  
kept



**21 days**  
Empty home  
re-let time



**97%**  
Cleaning tasks  
completed



**98%**  
Mobile warden  
jobs done in  
time



**92%**  
Five-year  
tenancy visits  
completed

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove  
City Council

# Quarter 1 2017/18 performance report – key trends

## Top 5 scores (compared to target)

1. Rent loss due to empty dwellings (0.84% vs 1% target)
2. Estate Development Budget main bids – quality checks (100% vs 90% target)
3. Repairs Helpdesk – calls answered (95% vs 90% target)
4. Lifts – average time taken (hours) to respond (1 hour 55 mins vs 2 hour target)
5. Planned works passing post-inspection (100% vs 97% target).

## Bottom 5 scores (compared to target)

1. Repairs Helpdesk – longest wait time (11 mins vs 5 min target)
2. Lifts – average time to restore service when not within 24 hours (7 days vs 2 day target)
3. Stage one complaints escalated to stage two (16% vs 10% target)
4. Stage two complaints upheld (28% vs 18% target)
5. Bulk waste removed within 7 working days (80% vs 92% target).

## 5 biggest improvements (since previous quarter)

1. Lifts – average time taken (hours) to respond (from 2 hours 45 mins to 1 hour 55 mins)
2. Rent loss due to empty dwellings (from 1.06% to 0.84%)
3. Repairs Helpdesk – longest wait time (from 13 mins to 11 mins)
4. Average re-let time, excluding time spent in major works (from 22 to 21 days)
5. Lifts restored to service within 24 hours (from 93.8% to 95.2%).

## 5 biggest drops (since previous quarter)

1. Lifts – average time to restore service when not within 24 hours (from 2 to 12 days)
2. Stage one complaints escalated to stage two (from 10% to 16%)
3. Average time to complete routine repairs (from 13 to 16 days)
4. Stage one complaints responded to within 10 working days (from 86% to 70%)
5. Stage two complaints upheld (from 25% to 28%).