

# Council housing performance

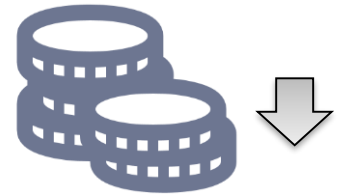
Quarter 1 2020/21 (Apr to Jun 2020)



**67**  
Compliments  
received



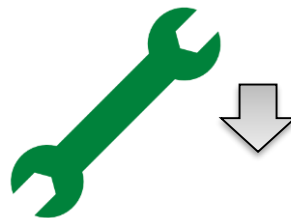
**5 weeks**  
Waiting time  
for adaptations



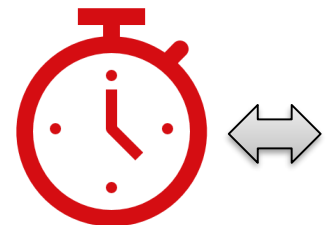
**96.27%**  
Rent collected



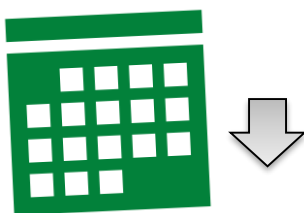
**91 days**  
Empty home  
re-let time



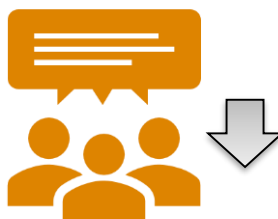
**99.4%**  
Emergency  
repairs within  
24 hours



**20 days**  
To complete  
routine repairs



**97.5%**  
Repairs  
appointments  
kept



**93%**  
Tenants  
satisfied with  
repairs



**99.79%**  
Gas safety  
compliance

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove  
City Council

# Quarter 1 2020/21 performance report – key trends

## Top 5 scores (compared to target)

1. Lifts – average time to restore service when not within 24 hours (4 days vs 7 day target)
2. Repairs completed at first visit (93.9% vs 92% target)
3. Energy efficiency rating of homes (67.5 vs 67 target)
4. Appointments kept as proportion of appointments made (97.50% vs 97% target)
5. Emergency repairs completed within 24 hours (99.40% vs 99% target)

## Bottom 5 scores (compared to target)

1. Average re-let time excluding time spent in major works (91 days vs 21 day target)
2. Average time to complete routine repairs (20 days vs 15 day target)
3. Compliments received from customers (67 vs 88 target)
4. Stage one complaints responded to within 10 working days (61% vs 80% target)
5. Lifts – average time taken to respond (2.5 hours vs 2 hour target)

## 5 biggest improvements (since previous quarter)

1. Major adaptations – average weeks taken to approve applications (14 to 5 weeks)
2. Lifts – average time to restore service when not within 24 hours (10 to 4 weeks)
3. Stage two complaints upheld (42% to 22%)
4. Lifts – average time taken to respond (4.7 to 2.5 hours)
5. Repairs completed at first visit (87.5% to 93.9%)

## 5 biggest drops (since previous quarter)

1. Average re-let time (calendar days) excluding time spent in major works (20 to 91 days)
2. Compliments received from customers (105 to 67)
3. Stage one complaints responded to within 10 working days (85% to 61%)
4. Routine repairs completed in time (99.50% to 74.50%)
5. Tenants satisfied with repairs (100% to 93%).