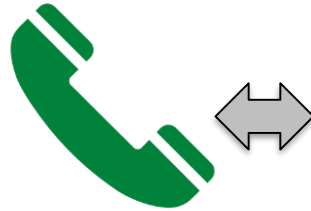


# Council housing performance

Quarter 3 2021/22 (Oct to Dec 2021)



**100%**  
Gas safety  
compliance



**93%**  
Repairs calls  
answered



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



**96.9%**  
Dwellings  
meeting Decent  
Homes standard



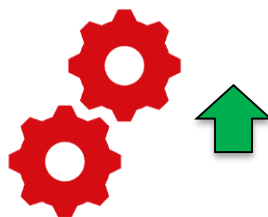
**90%**  
Customer  
services calls  
answered



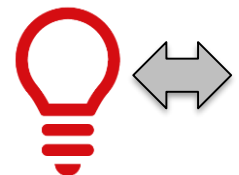
**92%**  
Tenancies  
sustained



**82%**  
Complaint  
responses within  
10 working days



**92%**  
Lifts restored to  
service within  
24 hours

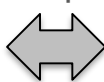


**68.1**  
Energy efficiency  
rating of homes  
(out of 100)

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove  
City Council

## Quarter 3 2021/22 council housing performance – key trends

### Top scores (compared to target)

1. Calls answered by Repairs Helpdesk (93% vs 85% target)
2. Calls answered by Housing Customer Services (90% vs 85% target)
3. Stage one complaints responded to within 10 working days (82% vs 80% target)
4. Tenancies sustained following difficulties (92% vs 90% target)
5. Council homes with a valid Landlord's Gas Safety Record (100% vs 100% target)

### Bottom scores (compared to target)

1. Average re-let time excluding time spent in major works (89 days vs 21 day target)
2. Stage two complaints upheld (43% vs 18% target)
3. Energy efficiency rating of homes out of 100 (68.1 vs 76.8 target)
4. Lifts restored to service within 24 hours (92% vs 95% target)
5. Dwellings meeting Decent Homes Standard (96.9% vs 100% target)

### Biggest improvements (since previous quarter)

1. Calls answered by Housing Customer Services (82% to 90%)
2. Stage two complaints upheld (47% to 43%)
3. Dwellings meeting Decent Homes Standard (92.9% to 96.9%)
4. Lifts restored to service within 24 hours (91% to 92%)

### Biggest drops (since previous quarter)

1. Average re-let time excluding time spent in major works (66 to 89 days)
2. Tenancies sustained following difficulties (97% to 92%)
3. Stage one complaints responded to within 10 working days (85% to 82%)

Please note there are fewer indicators to compare than usual because several are temporarily absent from this report while work is underway to develop new reporting systems following the switchover of our main housing management IT system since the start of July 2021. Please see the full version of the performance report for more information.