Council housing performance
Quarter 4 2024/25 (Jan to Mar 2025)

100%
Gas safety compliance

93.1%
Rent collection rate

42 days
Empty home re-let time

98%
Dwellings meeting Decent Homes standard

85%
Customer services calls answered

74.1
Average energy efficiency (rating out of 100)

73%
Complaint responses within 10 working days

92%
Repairs helpdesk calls answered

86 days
Average time to complete routine repairs

Brighton & Hove City Council

Performance since previous quarter is:

Improved Same Poorer

Quarter 4 2024/25 council housing performance – key trends

Top scores (compared to target)

1. Calls answered by Repairs Helpdesk (92% vs 85% target)
2. Surveyed tenants satisfied with repairs: customer service (99% vs 96% target)
3. Surveyed tenants satisfied with repairs: standard of work (98% vs 96% target)
4. Calls answered by Housing Customer Services (85% vs 85% target)
5. Council homes with a valid Landlord's Gas Safety Record (100% vs 100% target)

Bottom scores (compared to target)

1. Average time to complete routine repairs (86 days vs 15 day target)
2. Stage two complaints upheld (51% vs 18% target)
3. Average weeks taken to approve major adaptations (15 weeks vs 10 week target)
4. Routine repairs completed within 28 calendar days (52% vs 70% target)
5. Stage one complaints responded to within 10 working days (73% vs 80% target)

Biggest improvements (since previous quarter)

1. Average time to complete routine repairs (108 to 86 days)
2. Routine repairs completed within 28 calendar days (45% to 52%)
3. Calls answered by Housing Customer Services (84% to 85%)
4. Dwellings meeting Decent Homes Standard (97.7% to 98.0%)

Biggest drops (since previous quarter)

1. Average weeks taken to approve major adaptations (10 to 15 weeks)
2. Average re-let time excluding time spent in major works (39 to 42 days)
3. Calls answered by Repairs Helpdesk (96% to 92%)
4. Stage one complaints responded to within 10 working days (76% to 73%).
5. Lifts restored to service within 24 hours (92% to 89%)

Housing performance report
Quarter 4 and end of year 2024/25

This report provides updates on performance indicators covering a wide range of Housing services. The report covers Quarter 4 (Q4) of the 2024/25 financial year alongside year end results and uses red, amber and green ratings, as well as trend arrows. Commentary has been included for all indicators which are red.

The ratings and trends for **Q4 2024/25** are as follows:

G **Green – on target**
(9 indicators)

A **Amber – near target**
(9 indicators)

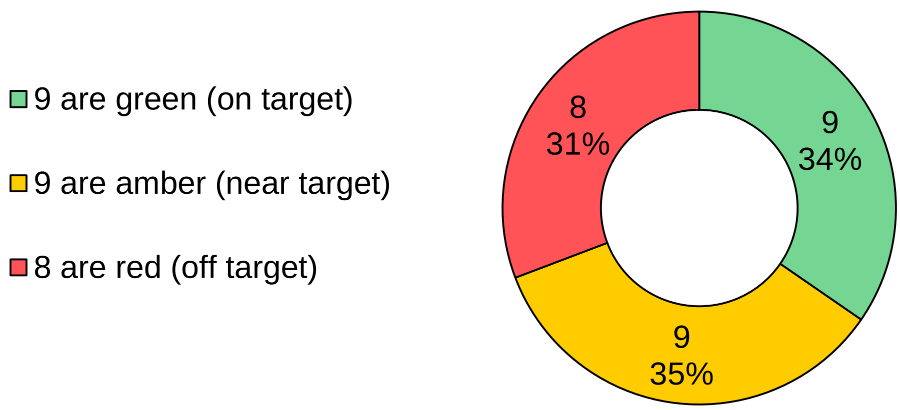
R **Red – off target**
(8 indicators)

Improved since last time
(9 indicators)

Same as last time
(5 indicators)

Poorer than last time
(12 indicators)

Performance indicators (Q4 2024/25)



The ratings and trends for the **2024/25 financial year** are as follows:

G **Green – on target**
(10 indicators)

A **Amber – near target**
(9 indicators)

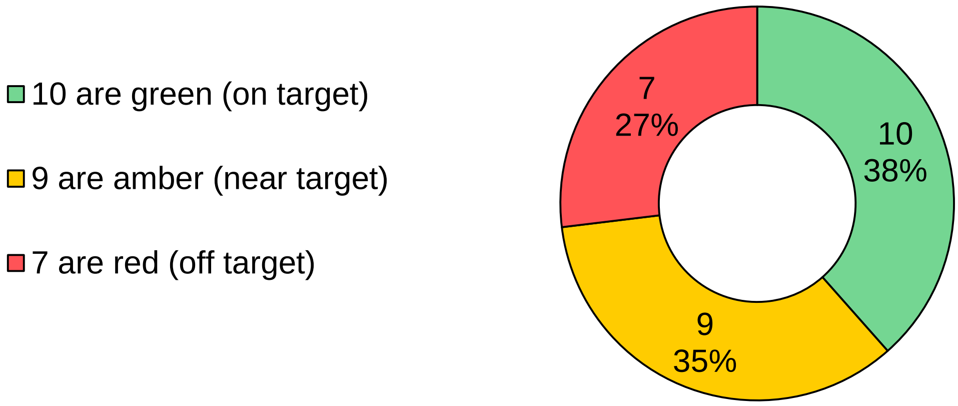
R **Red – off target**
(7 indicators)

Improved since last time
(10 indicators)

Same as last time
(3 indicators)

Poorer than last time
(13 indicators)

Performance indicators (2024/25 financial year)



Contents – performance areas

Contents – performance areas

	Customer feedback (all indicators in this table are year to date)	Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
1.1	Compliments received from customers	Info	172	190	n/a	n/a	322	190	n/a	n/a
1.2	Stage one complaints responded to within 10 working days	80% (70%)	76% (462 of 611)	73% (611 of 838)	A	⇩	84% (638 of 764)	73% (611 of 838)	A	⇩
1.3	Stage one complaints upheld	Info	53% (323 of 611)	49% (408 of 838)	n/a	n/a	55% (423 of 764)	49% (408 of 838)	n/a	n/a
1.4	Stage two complaints upheld	18% (20%)	50% (52 of 103)	51% (67 of 131)	R	⇩	45% (44 of 97)	51% (67 of 131)	R	⇩
During 2024/25, 67 stage two complaints were upheld or partly upheld following investigation by the corporate Customer Feedback team, after they were escalated following the stage one response from Housing. These complaints were most commonly about delays completing repairs (25%), lack of action following a service request (15%) and unhappiness with service delivery (15%). Further information about completion of repairs is provides on page 18 of this report.										

	Private sector housing	Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
2.1	Total fully licensed Houses in Multiple Occupation (HMOs)	Info	1,879	1,963	n/a	n/a	1,733	1,963	n/a	n/a
2.2	**Corporate KPI:** HMOs where all special conditions have been met (for licences issued over 12 months ago)	55% (50%)	48% (310 of 644)	49% (349 of 714)	R	↑	73% (1,936 of 2,641)	49% (349 of 714)	R	↓

The indicator above measures cases where the council has verified that works required via special conditions have been completed. This indicator includes HMOs covered by the national mandatory licensing scheme and the new local additional and selective licensing schemes introduced during the 2024/25 financial year. The new schemes have increased demand on the Private Sector Housing team and further recruitment is underway to resource a programme of checks to these properties. Please note the figure of 73% from Q4 2023/24 included a former additional licensing scheme which had been running for several years and was still being monitored at the time, which is why performance was higher at that time.

	Private sector housing	Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
2.3	Requests for assistance received (RFAs)	Info	168	137	n/a	n/a	638	599	n/a	n/a

The top categories for requests for assistance received during Q4 2024/25 were dampness (30%), disrepair to customer's property (18%) and disrepair to neighbouring property (5%). The top categories for the 2024/25 financial year were disrepair to customer's property (23%), dampness (20%) and requests from landlords for temporary exemptions to HMO licensing (14%).

	Private sector housing	Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
2.4	Property inspections completed	Info	141	159	n/a	n/a	944	651	n/a	n/a
2.5	… of which RFA inspections	Info	51	36	n/a	n/a	239	180	n/a	n/a
2.6	… of which HMO licence inspections	Info	90	123	n/a	n/a	705	471	n/a	n/a
2.7	RFA cases closed	Info	81	89	n/a	n/a	486	367	n/a	n/a

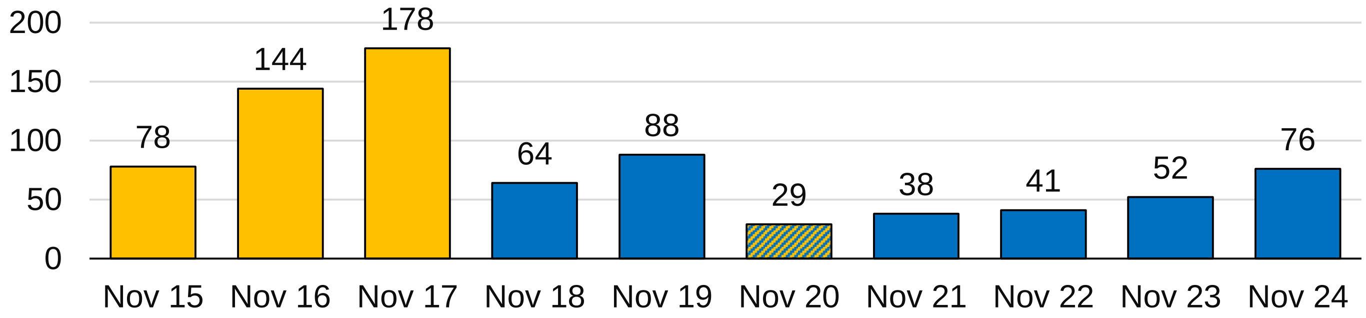
	Private sector housing	Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
2.8	Properties with Category 1 and 2 hazards resolved through informal actions	Info	90% (9 of 10)	91% (10 of 11)	n/a	n/a	93% (121 of 130)	95% (60 of 63)	n/a	n/a
2.9	Properties with Category 1 and 2 hazards resolved through formal action	Info	10% (1 of 10)	9% (1 of 11)	n/a	n/a	7% (9 of 130)	5% (3 of 63)	n/a	n/a
2.10	Private sector vacant dwellings (for more than one year) returned into occupation	9	20	81	G	↑	28	140	G	↑

	Housing adaptations	**Target** (amber value)	**Q3 2024/25**	**Q4 2024/25**	**Status** against target	**Trend** since Q3	**2023/24**	**2024/25**	**Status** against target	**Trend** since 2023/24
3.1	Private sector housing – average weeks taken to approve Disabled Facilities Grant applications	10 (26)	16	23	A	↓	17	19	A	↓
3.2	Private sector housing – average weeks taken for contractor to complete major adaptations	Info	38	34	n/a	n/a	34	34	n/a	n/a
3.3	Council housing – average weeks taken to approve applications for major adaptations	10 (26)	10	15	G	↓	11	11	A	↔
3.4	Council housing – average weeks taken for contractor to complete major adaptations	Info	13	15	n/a	n/a	15	14	n/a	n/a

The amber threshold for the two targeted indicators above is set at 26 weeks based on historic guidance timescales, with the target of 10 weeks reflecting revised guidance timescales.

	Housing options and homelessness	Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
4.1	**Corporate KPI:** Homelessness cases presenting during the prevention duty stage	50% (40%)	33% (144 of 441)	35% (138 of 399)	R	↑	40% (689 of 1,734)	32% (597 of 1,840)	R	↓
The Homelessness & Housing Options service has been undertaking a range of activities to increase the proportion of households who present to the council when at risk of homelessness (the 'prevention duty') rather than once already homeless (the 'relief duty'). These include encouraging early referrals from agencies working with people most a risk of homelessness, training staff about when the 'prevention' or 'relief' duty should apply, implementing the new Housing Allocations Policy and developing a new Homelessness & Rough Sleeping Strategy.										
4.2	**Corporate KPI:** Homelessness prevention cases closed with a successful prevention outcome	55% (45%)	68% (124 of 182)	63% (95 of 152)	G	↓	65% (482 of 737)	66% (410 of 625)	G	↑
4.3	New households with a full housing duty accepted	Info	186	87	n/a	n/a	452	601	n/a	n/a
4.4	Number of households on the housing register	Info	7,592	6,422	n/a	n/a	7,585	6,422	n/a	n/a

4.5 Rough sleeper estimates (yellow) and counts (blue)



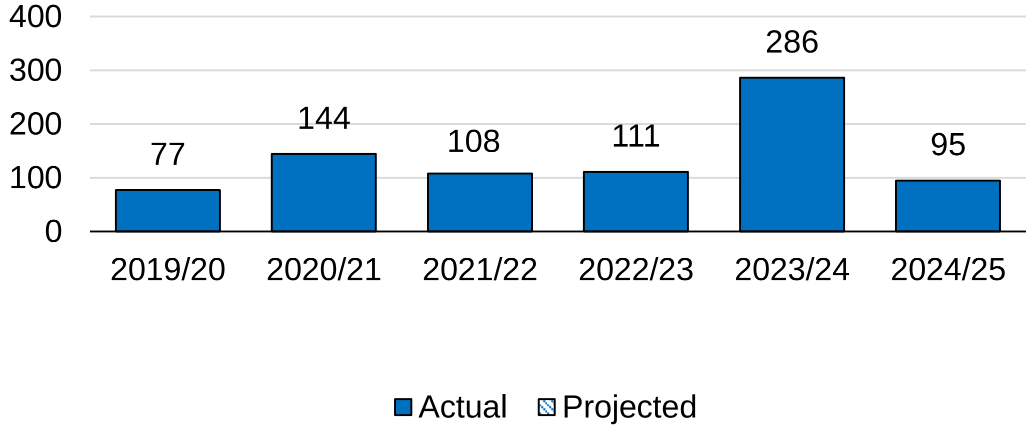
	Temporary accommodation (including emergency accommodation)	Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
5.1	**Corporate KPI:** Total households in temporary accommodation	1,770 (1,870)	1,928	1,970	R	↓	1,770	1,970	R	↓
The end year target of 1,770 was set to meet financial savings and requires coordination accross Housing and other council services. Key to this is reducing the number of households going into temporary accommodation (TA) through preventing homelessness and moving households from TA into suitable longer term social and private rented sector accommodation. There are now more households in TA nationally than ever before, which is largely due to factors such as cost of living pressures and the private rented sector becoming less affordable. The impact of this has been seen locally in Brighton & Hove, with TA numbers increasing, although generally at a slower rate than for other comparable local authorities. While move on options continue to be limited, especially for larger households, staff are taking targeted action to assist long-term occupants of TA to apply for social housing through the housing register. Furthermore, action is underway across multiple council services to bring in more affordable types of TA, such as former general needs dwellings in Large Panel System (LPS) blocks owned by the council.										
5.2	Rent collected for emergency accommodation (year to date including changes in arrears)	95% (90%)	90.8% (£3.3m of £3.7m)	94.6% (£4.7m of £5.0m)	A	↑	90.4% (£3.4m of £3.7m)	94.6% (£4.7m of £5.0m)	A	↑
5.3	Rent collected for leased properties (year to date including changes in arrears)	95% (90%)	102.0% (£4.5m of £4.4m)	97.0% (£5.7m of £5.9m)	G	↑	98.6% (£6.0m of £6.1m)	97.1% (£5.7m of £5.9m)	G	↓
The Q3 result was over 100% because successful efforts to reduce rent arrears meant that more rent was collected than was due for this period.										
5.4	Rent collected for Seaside Homes (year to date including changes in arrears)	95% (90%)	88.5% (£4.5m of £5.0m)	92.0% (£6.0m of £6.6m)	A	↑	98.0% (£5.3m of £5.4m)	92.0% (£6.0m of £6.6m)	A	↓
5.5	Void temporary accommodation dwellings	For info	80	70	n/a	n/a	63	70	n/a	n/a
There were 100 void temporary accommodation dwellings at the end March 2025, excluding 30 that were with the Empty Homes Team for works.										
5.6	Seaside Homes properties with a valid Landlord's Gas Safety Record	100% (99%)	99.8% (493 of 494)	99.6% (492 of 494)	A	↓	100% (494 of 494)	99.6% (492 of 494)	A	↓

6.1 New supply of additional council homes

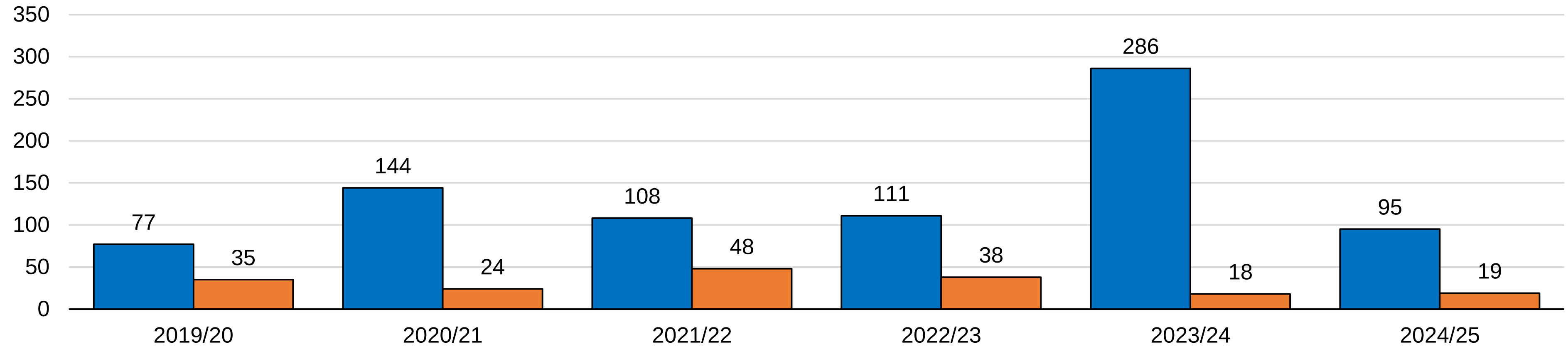
A total of 821 homes were completed between April 2019 and March 2025.

- 2019/20: 77 homes – buy backs (43), Hidden Homes (6), Kensington Street (12), Tilbury Place (15) and Devon Lodge (1 lease handed back)
- 2020/21: 144 homes – buy backs (64), Buckley Close (12), Hartington Road (38) and Hawkridge Court (30)
- 2021/22: 108 homes – buy backs (90), Hidden Homes (8) and Oxford Street (10)
- 2022/23: 111 homes – buy backs (69) and Victoria Road (42)
- 2023/24: 286 homes – buy backs (62), Homes for Brighton & Hove rented units (49 at Quay View and 127 at Coldean Lane), Hidden Homes (4), Kubic Apartments (38), Charles Kingston Gardens (2) and Grand Parade (4)
- 2024/25: 95 homes – buy backs (74), and St Aubyn's (21). This result is above the target of 78 for the 2024/25 financial year.

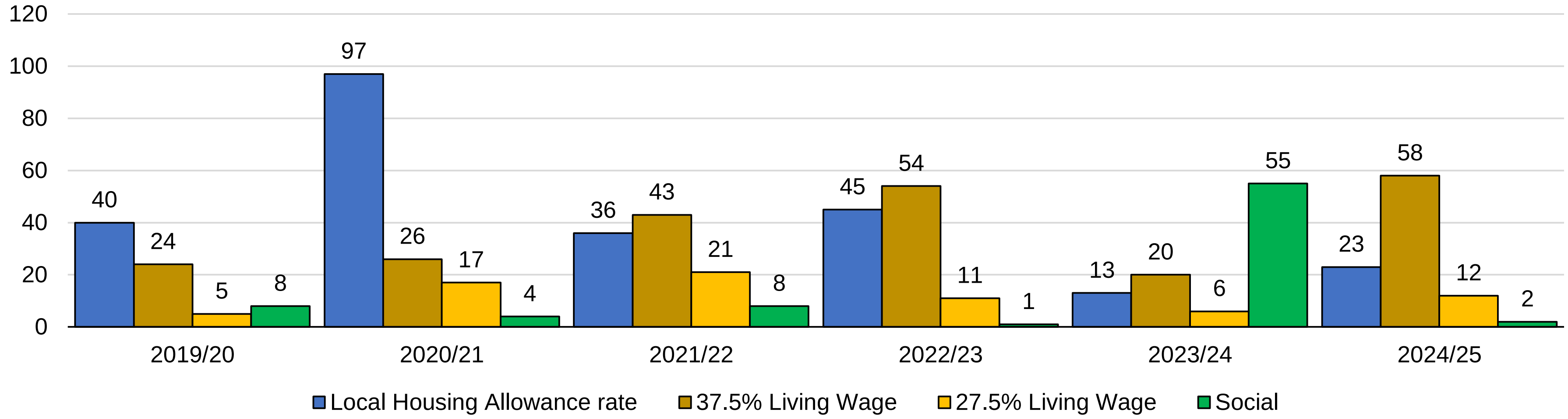
6.2 Additional council homes per year (actual and projected)



6.3 Additonal council homes completed compared to those sold through the Right to Buy (RTB)



6.4 Additional council homes by rent level

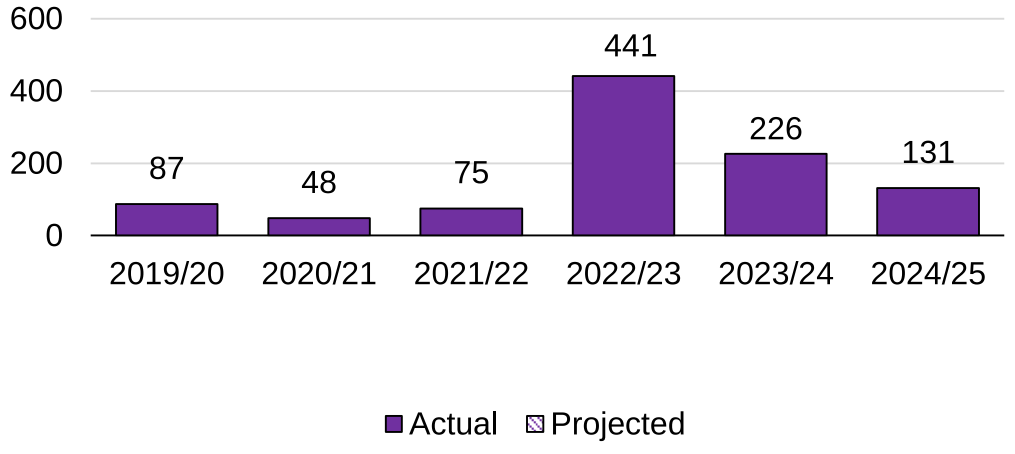


6.5 New supply of other affordable homes

A total of 1,008 homes (418 rent and 590 shared ownership) were completed between April 2019 and March 2025.

- 2019/20: 87 homes – Montpelier Place (5), Kingsway (54) and Circus Street (28)
- 2020/21: 48 homes – Freehold Terrace (8), Plumpton Road (2), Nevill Road (4) and Preston Road (34 from two providers)
- 2021/22: 75 homes – Preston Barracks (19), Falmer Avenue (13), Hangleton Way (33) and Lions Gardens (10)
- 2022/23: 441 homes – Edward Street (33), School Road (104), Preston Barracks (67), Graham Avenue (125), Sackville Hotel (7), New Church Road (5) and King's House (100)
- 2023/24: 226 homes – Homes for Brighton & Hove shared ownership units (55 at Quay View and 115 at Coldean Lane), York and Elder (22), Hove Gardens – Ellen Street (16) and Allingham Place – Ovingdean Road (18)
- 2024/25: 131 homes– Davigdor Road (5), Home X – Preston Barracks (16), St Aubyn's – Rottingdean (16), Lyon Quarter (77), Hove Central (17)

6.6 Other additional homes per year (actual and projected)



	Council housing management	Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
7.1	**Corporate KPI:** Rent collected from current council tenants	95.4% (94.9%)	93.1% (£67.2m of £72.2m)	93.1% (£68.6m of) £73.6m)	R	↔	93.5% (£60.1m of £65.1m)	93.1% (£68.6m of) £73.6m)	R	↓

The methodology for the indicator above excludes rent loss from voids but factors in changes to the amount of rent arrears over time. The Q3 collection rate was a forecast for 2024/25 and the Q4 rate is the actual result for the financial year. Universal Credit (UC) managed migration has resumed and expanded which means hundreds more tenants are moving from Housing Benefit (HB) to UC which increases the caseload for staff to recover the arrears which tend to build up following this switch: around 900 tenants are known to have been migrated over during 2024/25. The Department of Work and Pensions plans to move all benefit claimants to UC by March 2026, thereby completing the rollout. This is in addition to wider cost of living pressures and changes affecting tenants' ability to pay rent, including changes to eligibility for benefits such as Pension Credit and Winter Fuel Payments. The Income Management service is placing greater emphasis on early intervention and prevention. To promote and increase the uptake of debt advice among tenants, the service is now a member of the Money Adviser Network which provides instant debt advice. The service continues to focus on early contact and all new tenants are being contacted by an income specialist, with over 550 new tenants contacted during 2024/25, and a dedicated officer has been recruited into the service tasked specifically to provide advice and support to tenants moving to UC. Furthermore, the service has worked closely with the council’s Welfare, Revenue and Benefits Service (WRBS) and the Seniors Housing service to increase the uptake of Pension Credit, thereby making them automatically eligible for Winter Fuel Payments, or otherwise supporting them to access the local Brighton & Hove Fuel Payment scheme for older people struggling with energy costs.

7.2	Evictions due to rent arrears	Info	3	2	n/a	n/a	0	7	n/a	n/a
7.3	Evictions due to anti-social behaviour (ASB)	Info	1	0	n/a	n/a	3	3	n/a	n/a
7.4	ASB cases opened	Info	164	209	n/a	n/a	675	785	n/a	n/a

There were also 349 open ASB cases on 31 March 2025, 83% of which had been opened during 2024/25 and 17% before then.

7.5	ASB cases closed	Info	152	154	n/a	n/a	614	636	n/a	n/a
7.6	Average days to close ASB cases	Info	97	151	n/a	n/a	122	135	n/a	n/a

The Housing service wishes for residents to report ASB, so the number of cases can be driven by reporting as well as incidents and the service welcomes the former.

Council housing management		Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
7.7	Calls answered by Housing Customer Services	85% (80%)	84% (4,944 of 5,908)	85% (5,653 of 6,636)	G	⇧	87% (22,193 of 25,628)	86% (22,395 of 25,920)	G	⇩
7.8	Emails received by Housing Customer Services	Info	5,191	8,713	n/a	n/a	23,600	26,645	n/a	n/a
7.9	Number of council homes let	Info	110	179	n/a	n/a	753	584	n/a	n/a
7.10	… of which new council homes let for the first time	Info	34	48	n/a	n/a	256	140	n/a	n/a
7.11	… of which re-lets of previously occupied council homes	Info	76	122	n/a	n/a	497	444	n/a	n/a
7.12	Average 'key to key' re-let time in calendar days including time spent in major works	Info	73	79	n/a	n/a	108	85	n/a	n/a
7.13	Average re-let time in calendar days excluding time spent in major works	42 (49)	39	42	G	⇩	56	40	G	⇧
7.14	Void council dwellings (includes new properties)	Info	119	119	n/a	n/a	137	119	n/a	n/a

The indicator above provides a snapshot of void council owned dwellings on the last day of the period, whether they were available to let or not (e.g. because they were undergoing major works at the time). Please note that although the snapshot number of voids was 119 at the end of both Q3 and Q4 2024/25 these were mostly different dwellings, with only 20 dwellings void on both 31 December 2024 and 31 March 2025.

	Council housing maintenance	Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
8.1	Emergency repairs completed within 24 hours	99% (97%)	98% (3,310 of 3,391)	98% (3,256 of 3,337)	A	↔	95% (13,656 of 14,318)	97% (12,836 of 13,169)	A	↑
8.2	**Corporate KPI:** Routine repairs completed within 28 calendar days	70% (58%)	45% (3,661 of 8,112)	52% (4,016 of 7,780)	R	↑	46% (10,321 of 22,333)	47% (13,509 of 28,620)	R	↑
8.3	Average days to complete routine repairs	15 (17.5)	108	86	R	↑	94	97	R	↓

Repairs completed recently have included jobs from a backlog of older routine jobs, which is being reduced but with the effect that jobs which had been part of this backlog exceeded their target timescales once completed. The proportion of routine council housing repairs completed within 28 calendar days was 47% (13,509 of 28,620) during 2024/25. This is impacted by the number of very old routine jobs among those completed (6,095 were originally issued before 1 April 2024). Of the 22,525 newer jobs issued on or after 1 April 2024, 59% (13,292 of 22,525) were completed within 28 days, which is closer to the 70% target. Although the Repairs & Maintenance service has experienced a higher volume of repair requests compared to when it was first introduced in April 2020, it has managed to decrease the backlog of routine jobs during Q4 2024/25. The backlog of routine repairs, as measured by a snapshot of the number of jobs that had been open for more than 28 days on a given date, decreased from 6,950 on 31 December 2024 to 4,134 on 31 March 2025.

8.4	Calls answered by Repairs Helpdesk	85% (80%)	96% (17,109 of 17,924)	92% (17,651 of 19,319)	G	↓	93% (65,985 of 70,994)	94% (66,159 of 70,185)	G	↑
8.5	Emails received by Repairs Helpdesk	Info	6,498	5,391	n/a	n/a	19,987	22,800	n/a	n/a
8.6	Online forms received by Repairs Helpdesk	Info	763	693	n/a	n/a	2,433	3,146	n/a	n/a

The indicator above now includes repairs raised by directly by tenants using the Housing Online service, which have been an increasingly large proportion of total online forms received by the Repairs Helpdesk during 2024/25.

	Council housing maintenance	Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
8.7	Surveyed tenants satisfied with completed repairs: standard of work	96% (92%)	99% (2,141 of 2,167)	98% (1,640 of 1,677)	G	⇩	98% (5,075 of 5,185)	99% (8,981 of 9,112)	G	⇧
8.8	Surveyed tenants satisfied with completed repairs: overall customer service	96% (92%)	99% (2,135 of 2,167)	99% (1,652 of 1,677)	G	⇔	98% (5,072 of 5,185)	99% (8,987 of 9,112)	G	⇧
8.9	**Corporate KPI:** Council dwellings meeting Decent Homes Standard	100% (96.3%)	97.9% (11,926 of 12,177)	98.0% (11,933 of 12,181)	A	⇧	97.2% (11,711 of 12,046)	98.0% (11,933 of 12,181)	A	⇧
8.10	**Corporate KPI:** Energy efficiency rating of council homes (out of 100)	77.2 (72.8)	74.1	74.1	A	⇔	74.1	74.1	A	⇔
8.11	Council dwellings with a valid Landlord's Gas Safety Record	100% (99%)	100% (11,280 of 11,280)	100% (11,279 of 11,279)	G	⇔	99.99% (11,358 of 11,359)	100% (11,279 of 11,279)	G	⇧
The indicator above includes council dwellings served by a communal gas boiler (1,253) as well as those with their own gas supply (10,026).										
8.12	Lifts restored to service within 24 hours	95% (90%)	92% (137 of 149)	89% (160 of 179)	R	⇩	91% (611 of 673)	91% (576 of 633)	A	⇔
Figures show 19 lifts were restored outside the 24-hour target during Q4 2024/25. Each lift averaged 10 days to repair with the longest lasting 29 days. For comparison, 57 lifts experienced similar delays during the year. They were restored in 9 days on average, with the longest repair taking 31 days. The council is working with the contractor to source critical spare parts, to reduce delays in future.										

	Leaseholder disputes	Q3 2024/25	Q4 2024/25
9.1	Stage one disputes opened	68	15
9.2	Stage one disputes closed	21	30
9.3	Active stage one disputes (end quarter)	82	67
9.4	Stage two disputes opened	4	7
9.5	Stage two disputes closed	2	7
9.6	Active stage two disputes (end quarter)	4	4
9.7	Stage three disputes opened	1	4
9.8	Stage three disputes closed	1	0
9.9	Active stage three disputes (end quarter)	5	9