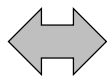
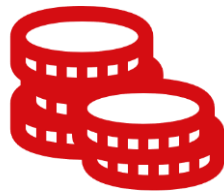


Council housing performance

Quarter 1 2025/26 (Apr to Jun 2025)



100%
Gas safety
compliance



92.4%
Rent collection
rate



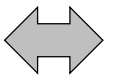
36 days
Empty home
re-let time



96.9%
Dwellings
meeting Decent
Homes standard



89%
Customer
services calls
answered



98%
Emergency
repairs within
24 hours



70%
Complaint
responses within
10 working days



90%
Repairs
helpdesk calls
answered

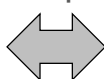


50 days
Average time to
complete routine
repairs

Performance since previous quarter is:



Improved



Same



Poorer

Quarter 1 2025/26 council housing performance – key trends

Top scores (compared to target)

1. Average re-let time excluding time spent in major works (36 days vs 42 day target)
2. Calls answered by Repairs Helpdesk (90% vs 85% target)
3. Calls answered by Housing Customer Services (89% vs 85% target)
4. Surveyed tenants satisfied with repairs: customer service (99% vs 96% target)
5. Surveyed tenants satisfied with repairs: standard of work (98% vs 96% target)

Bottom scores (compared to target)

1. Average time to complete routine repairs (50 days vs 15 day target)
2. Stage two complaints upheld (49% vs 18% target)
3. Routine repairs completed within 28 calendar days (56% vs 70% target)
4. Stage one complaints responded to within 10 working days (70% vs 80% target)
5. Lifts restored to service within 24 hours (90% vs 95% target)

Biggest improvements (since previous quarter)

1. Average time to complete routine repairs (86 to 50 days)
2. Routine repairs completed within 28 calendar days (52% to 56%)
3. Calls answered by Housing Customer Services (85% to 89%)
4. Stage two complaints upheld (51% to 49%)
5. Lifts restored to service within 24 hours (89% to 90%)

Biggest drops (since previous quarter)

1. Stage one complaints responded to within 10 working days (73% to 70%).
2. Dwellings meeting Decent Homes Standard (98.0% to 96.9%)
3. Calls answered by Repairs Helpdesk (91% to 90%)
4. Rent collected from current council tenants (93.1% to 92.4%)

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 provided by Brighton & Hove City Council. The report covers Quarter 1 (Q1) of the 2025/26 financial year and uses red, amber and green ratings, as well as trend arrows. Commentary has been included for all indicators that are red.

The ratings and trends for the quarter are as follows:



Green – on target
(11 indicators)



Improved since last time
(11 indicators)



Amber – near target
(6 indicators)



Same as last time
(6 indicators)



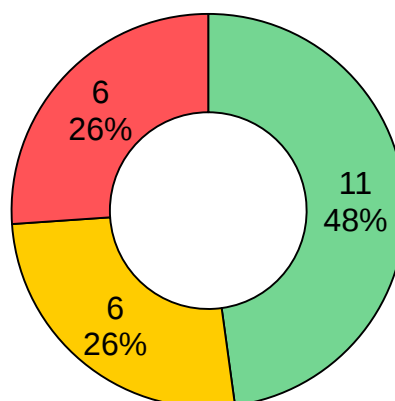
Red – off target
(6 indicators)



Poorer than last time
(6 indicators)

Performance indicators (Q1 2025/26)

- 11 are green (on target)
- 6 are amber (near target)
- 6 are red (off target)



Contents – performance areas	Page
Customer Feedback	
Compliments received	6
Stage one complaints	6
Stage two complaints	6
Private Sector Housing	
Private sector homes improved	7
Houses in Multiple Occupation (HMOs)	7
Property inspections completed	7
Requests for assistance (RFAs)	7-8
Private sector vacant dwellings returned to use	8
Housing options and homelessness	
Homelessness preventions	9
Homelessness acceptances	9
Social housing waiting list	9
Rough sleepers	9
Temporary accommodation	
Households	10
Rent collected	10
Voids (empty dwellings)	10
Gas safety compliance (Seaside Homes)	10
Housing supply	
Additional council homes	11
Right to Buy sales	12
Other additional affordable homes	13
Council housing management	
Rent collected	14
Universal Credit	14
Tenants evicted	14
Anti-social behaviour (ASB)	14
Calls and emails (Housing Customer Services)	14
Re-let times	14-15
Voids (empty dwellings)	15
Council housing maintenance	
Repairs completed in time	16
Calls, emails and online forms (Repairs Helpdesk)	16
Satisfaction with completed repairs	16
Decent Homes Standard	17
Energy efficiency rating of council homes	17

Contents – performance areas	Page
Gas safety compliance (council homes)	17
Lift breakdowns	18
Council housing adaptations: time to approve applications	18
Council housing adaptations: time to complete works	18
Leaseholder disputes	19

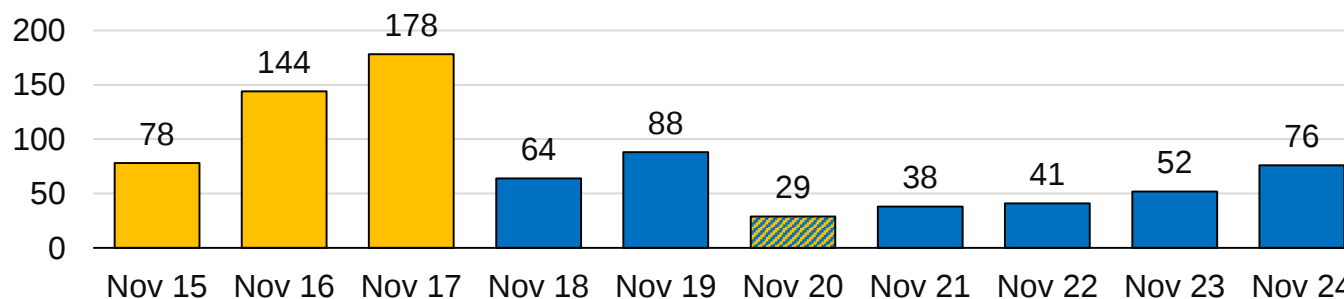
	Customer feedback (all indicators in this table are for the financial year to date)		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
	1.1	Compliments received from customers	Info	190	16	-	-
	1.2	Stage one complaints responded to within 10 working days	80% (70%)	73% (611 of 838)	70% (155 of 220)		
	1.3	Stage one complaints upheld	Info	49% (408 of 838)	50% (109 of 220)	-	-
	1.4	Stage two complaints responded to within 20 working days	Info	57% (75 of 131)	70% (19 of 27)	-	-
	1.5	Stage two complaints upheld	18% (20%)	51% (67 of 131)	49% (20 of 41)		
During 2025/26 to date, 20 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 the relevant housing service. These complaints were most commonly about delays completing repairs (30%), unhappiness with service delivery (30%) and unhappiness with the outcome of a service request (15%).							

  Private sector housing		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
2.1	New Corporate KPI: Private sector homes improved by council intervention	Info	58	34	-	-
This is a new Corporate KPI which has replaced the previous one about the proportion of HMOs where all special conditions have been met. This has been done to use an indicator which provides a more meaningful reflection of the work carried out by the Private Sector Housing team to improve the condition of private sector homes in the city. A target has not been set yet because this is a new indicator, but results for the 2025/26 financial year will be used to set targets for the next financial year. There were 34 private sector homes improved by council intervention during Q1 2025/26 of which: • 9 closed requests for assistance with Category 1 or 2 Hazards in property • 9 where the Energy Performance Certificate (EPC) rating was improved to meet at least an E rating in line with Minimum Energy Efficiency Standards (MEES) legislation • 16 Houses in Multiple Occupation (HMOs) where the special licence conditions were met.						
2.2	Total fully licensed Houses in Multiple Occupation (HMOs)	Info	1,963	2,079	-	-
2.3	Requests for assistance received (RFAs)	Info	137	127	-	-
The top categories for requests for assistance received during Q1 2025/26 were disrepair to customer's property (19%), dampness (18%) and complaints (15%).						
2.4	Property inspections completed	Info	159	171	-	-
2.5	... of which RFA visits	Info	36	31	-	-
2.6	... of which HMO licence visits	Info	123	140	-	-

  Private sector housing		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
2.7	RFA cases closed	Info	89	39	-	-
2.8	Properties with Category 1 and 2 hazards resolved through informal actions	Info	91% (10 of 11)	67% (6 of 9)	-	-
2.9	Properties with Category 1 and 2 hazards resolved through formal action	Info	9% (1 of 11)	33% (3 of 9)	-	-
2.10	Private sector vacant dwellings (for more than one year) returned into occupation	25	81	94		

 Housing options and homelessness		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
4.1	Corporate KPI: Homelessness cases presenting during the prevention duty stage	45% (37%)	35% (138 of 399)	35% (181 of 512)		
Work during Q1 2025/26 to improve future performance has focused on earlier intervention and working closely with the services most likely to be used by people experiencing homelessness, such as GP surgeries. Changes have also been made to the way homelessness applications are triaged. Work during Q2 2025/26 will focus on exploring predictive analytics to improve early intervention, as well as recruiting to a new Housing Advice team.						
4.2	Corporate KPI: Homelessness prevention cases closed with a successful prevention outcome	53% (52%)	63% (95 of 152)	56% (83 of 149)		
4.3	New households with a full housing duty accepted	Info	87	113	-	-
4.4	Number of households on the housing register	Info	6,422	5,757	-	-

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

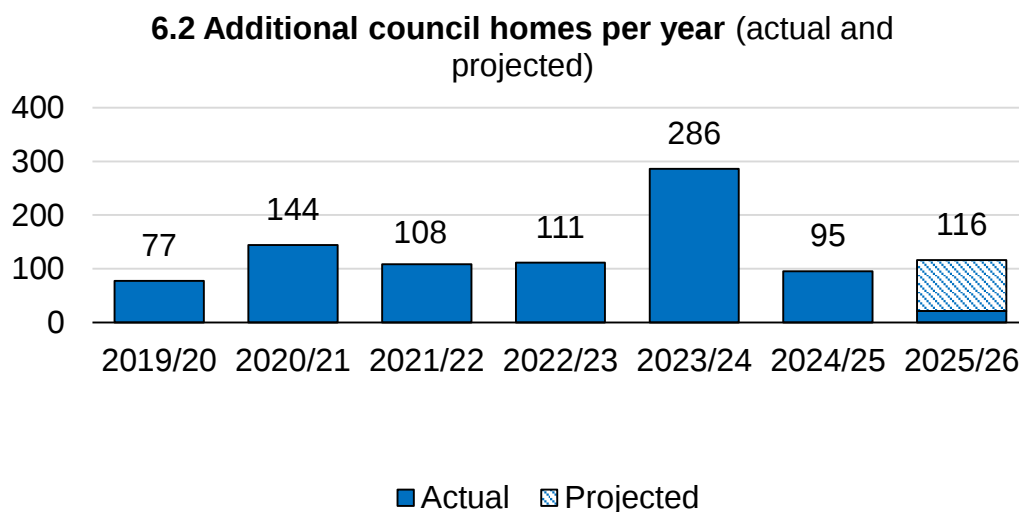


 Temporary accommodation		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
5.1	Corporate KPI: Total households in temporary accommodation	Info	1,970	2,021	-	-
This Corporate KPI does not have a formal target for 2025/26. This is because the rise in the number of households in temporary accommodation reflects both local housing pressures and a broader national challenge. The most recently available public data indicates that, across England, the number of households in temporary accommodation reached a record high of 127,890 at the end of December 2024, which was a 14% increase over 12 months.						
5.2	Rent collected for nightly booked accommodation (year to date including changes in arrears)	95% (90%)	94.6% (£4.7m of £5.0m)	97.0% (£1.3m of £1.4m)		
5.3	Rent collected for leased properties (year to date including changes in arrears)	95% (90%)	97.0% (£5.7m of £5.9m)	102.4% (£1.4m of £1.4m)		
The Q1 2025/26 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%)	92.0% (£6.0m of £6.6m)	91.0% (£1.5m of £1.6m)		
5.5	Void temporary accommodation dwellings	Info	70	87	-	-
There were 87 void temporary accommodation dwellings at the end of June 2025, excluding 18 that were with the Empty Homes Team for works.						
5.6	Seaside Homes properties with a valid Landlord's Gas Safety Record	100% (99%)	99.6% (492 of 494)	99.8% (493 of 494)		

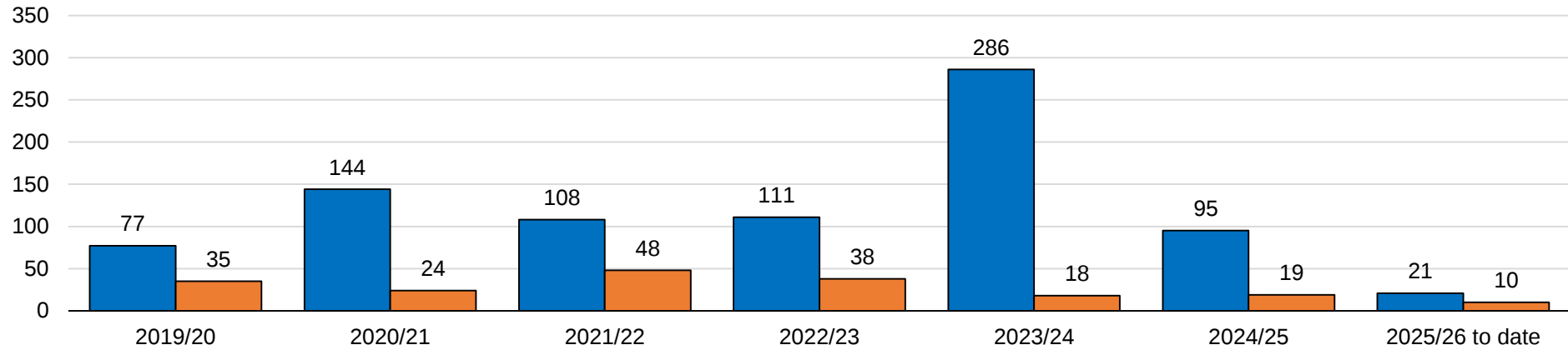
6.1 New supply of additional council homes

A total of 821 homes were completed between April 2019 and March 2025 and a further 116 are projected for completion during the 2025/26 financial year.

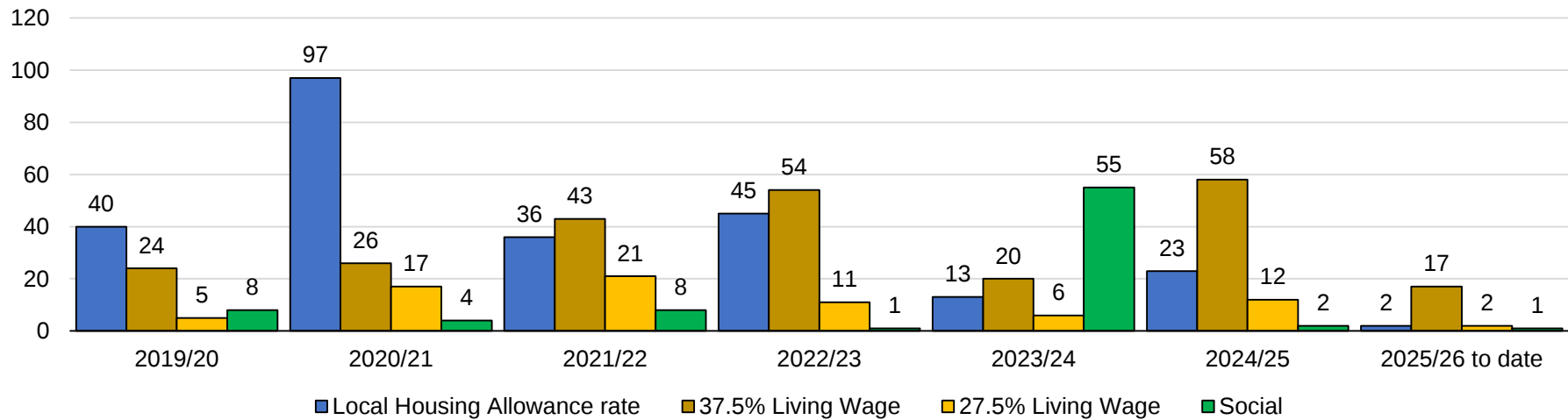
- 2019/20: 77 homes – buy backs (43), Hidden Homes (6), Kensington Street (12), Tilbury Place (15) and Devon Lodge (1)
- 2020/21: 144 homes – buy backs (64), Buckley Close (12), Hartington Road (38) and Hawkridge Court (30)
- 2021/22: 108 homes – buy backs (90), Hidden Homes (8) and Oxford Street (10)
- 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).
- 2025/26: 116 homes – buy backs (72), Martin Road (1), Frederick Street (4), Palace Place (11) and Brickfields (28). This projection is above the target of 110 for the 2024/25 financial year.



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



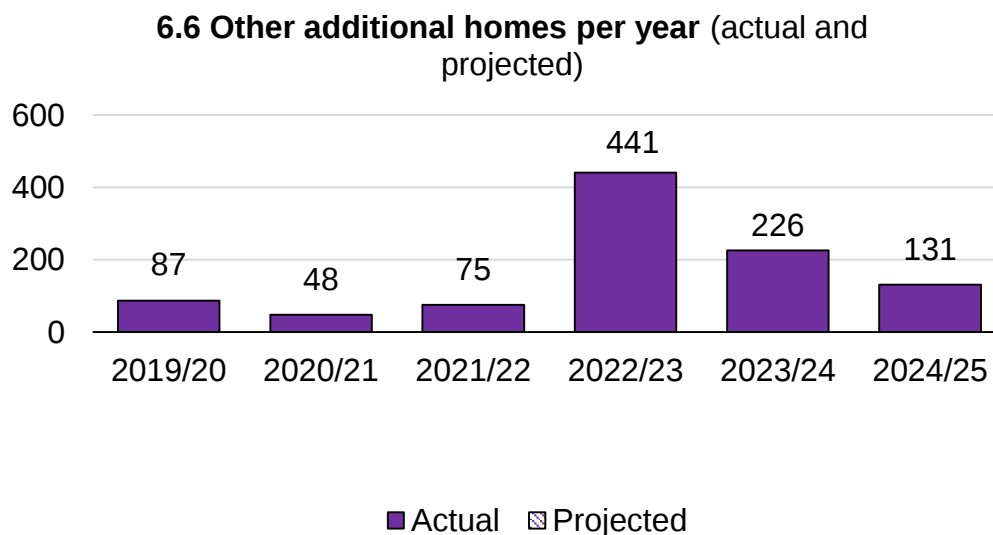
6.4 Additional council homes by rent level



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 and a further 308 homes (149 rent and 159 shared ownership) are projected for completion during the 2025/26 financial year.

- 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 (18)
- 2024/25: 131 homes – Davigdor Road (5), Home X – Preston Barracks (16), St Aubyn's – Rottingdean (16), Lyon Quarter (77), Hove Central (17)
- 2025/26: 308 homes – Lyon Quarter (77), Coombe Farm (59), Home X – Preston Barracks (89), KAP Site – Newton Road (14), Wellesbourne – Preston Park (30) and Moda – Hove (39)



 Council housing management		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
7.1	Corporate KPI: Rent collected from current council tenants	95.4% (94.9%)	93.1% (£68.6m of £73.6m)	92.4% (£70.4m of £76.2m)		
The Q4 2024/25 collection rate for the indicator above was the result for the whole of the previous financial year and the Q1 2025/26 rate is a forecast for the rest of the current financial year. The transition from Housing Benefit (HB) to Universal Credit (UC) has significantly accelerated and impacted rent collection through increasing the caseload for Income Management staff to recover the rent arrears that often build up following this switch. Around 490 tenants switched in Q1 2025/26 alone compared to around 900 during the whole of the 2024/25 financial year. The Department of Work and Pensions (DWP) plans to move all working age benefit claimants to UC by March 2026. The latest group of tenants switching includes those with higher levels of vulnerability who previously received Employment Support Allowance (ESA) and require more intensive support through the transition. In response, the Income Management team has focused on early intervention and prevention, including through membership of the Money Adviser Network (which enables tenants to access instant debt advice), making early contact with new tenants and those transitioning to UC to establish payment plans from the outset, and increasing the use of direct payments to provide a more reliable source of income from tenants on UC.						
7.2	Evictions due to rent arrears	Info	2	0	-	-
7.3	Evictions due to anti-social behaviour (ASB)	Info	0	0	-	-
7.4	ASB cases opened	Info	209	219	-	-
There were also 411 open ASB cases on 30 June 2025.						
7.5	ASB cases closed	Info	154	124	-	-
7.6	Average days to close ASB cases	Info	151	129	-	-
The Housing service wishes for residents to report ASB, so the number of cases can be driven by both reporting and incidents, and the service welcomes the former.						

 Council housing management		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
7.7	Calls answered by Housing Customer Services	85% (80%)	85% (5,653 of 6,636)	89% (4,808 of 5,392)		
7.8	Emails received by Housing Customer Services	Info	8,713	6,283	-	-
7.9	Number of council homes let	Info	170	115	-	-
7.10	... of which first lets of new council homes	Info	48	15	-	-
7.11	... of which re-lets of previously let homes	Info	122	100	-	-
7.12	Average 'key to key' re-let time in calendar days including time spent in major works	Info	79	76	-	-
7.13	Average re-let time in calendar days excluding time spent in major works	42 (49)	42	36		
7.14	Void council dwellings (includes new properties)	Info	131	126	-	-
The indicator above provides a snapshot of void council owned dwellings on the last day of the period, whether they were available or unavailable to let. There were 126 void council housing dwellings at the end of June 2025, including 52 that were with the Empty Homes Team for works (41% of total voids at the time).						

 Council housing maintenance		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
8.1	Corporate KPI: Emergency repairs completed within 24 hours	99% (97%)	98% (3,256 of 3,337)	99% (2,900 of 2,925)		
8.2	Corporate KPI: Routine repairs completed within 28 calendar days	70% (58%)	52% (4,016 of 7,780)	56% (4,208 of 7,459)		
8.3	Average days to complete routine repairs	15 (17.5)	86	50		
The time taken to complete routine repairs (both the proportion within 28 days and the average number of days) is impacted by the number of old routine jobs among those completed, with 1,062 originally issued during previous quarters. Of the 6,397 jobs issued during Quarter 1 2025/26, 60% (3,833 of 6,397) were completed within 28 days, which is closer to the 70% target. Although the Repairs and Maintenance service has experienced a higher volume of repair requests compared to when it was first introduced in April 2020, it has recently managed to decrease the backlog of routine jobs, as measured by a snapshot of the number of jobs that had been open for more than 28 days on a given date, from 4,134 on 31 March 2025 to 2,898 on 30 June 2025.						
8.4	Calls answered by Repairs Helpdesk	85% (80%)	91% (17,651 of 19,319)	90% (15,568 of 17,387)		
8.5	Emails received by Repairs Helpdesk	Info	5,391	4,825	-	-
8.6	Online forms received by Repairs Helpdesk	Info	693	705	-	-

 Council housing maintenance		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
8.7	Surveyed tenants satisfied with completed repairs: standard of work	96% (92%)	98% (1,640 of 1,677)	98% (1,333 of 1,367)		
8.8	Surveyed tenants satisfied with completed repairs: overall customer service	96% (92%)	99% (1,652 of 1,677)	99% (1,349 of 1,367)		
8.9	Corporate KPI: Council dwellings meeting Decent Homes Standard	100% (96.3%)	98.0% (11,933 of 12,181)	96.9% (11,830 of 12,204)		
8.10	Corporate KPI: Council homes that have an EPC rating of A to C	91.2% (90.8%)	89.2% (10,868 of 12,181)	89.2% (10,888 of 12,204)		
This is a new Corporate KPI which has replaced the previous one about the average energy efficiency rating of council homes. This has been done to align with how energy efficiency standards are expected to be measured in future once central government has concluded its consultation on these standards. Although current performance is below the target set for 2025/26, actions being taken to meet it by the end of the financial year include the following: continued solar PV programme which will see a further 350 to 400 systems installed in 2025/26, targeting the least energy efficient houses and bungalows. The first phase of the 'Warm Homes: Social Housing Fund' project will be delivered, this will see 100 homes currently with Energy Performance Certificate (EPC) ratings of D or below improved to a minimum of EPC rating C over the next 3 years. The external decorations planned programme will also identify opportunities for improving insulation of walls as part of these works. Five trial properties have been identified for whole house retrofit, the results from these trials will inform a further programme of works, targeting less energy efficient homes.						
8.11	Council dwellings with a valid Landlord's Gas Safety Record	100% (99%)	100% (10,026 of 10,026)	100% (10,032 of 10,032)		

 Council housing maintenance		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
8.12	Lifts restored to service within 24 hours	95% (90%)	89% (160 of 179)	90% (159 of 177)		
8.13	Average weeks taken to approve applications for major disability adaptations to council homes	10 (26)	15	15		
8.14	Average weeks taken for contractor to complete major disability adaptations to council homes	Info	15	20	-	-

 Leaseholder disputes		Q4 2024/25	Q1 2025/26
9.1	Stage one disputes opened	15	21
9.2	Stage one disputes closed	30	31
9.3	Active stage one disputes (end quarter)	27	17
9.4	Stage two disputes opened	7	10
9.5	Stage two disputes closed	7	10
9.6	Active stage two disputes (end quarter)	6	6
9.7	Stage three disputes opened	4	6
9.8	Stage three disputes closed	0	7
9.9	Active stage three disputes (end quarter)	8	6

