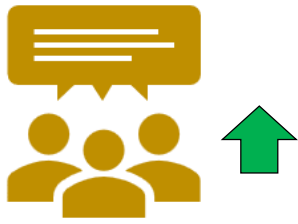
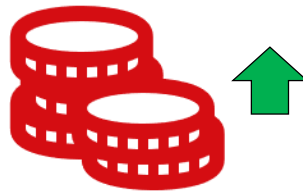


Council housing performance

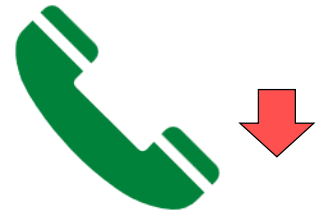
Quarter 2 2025/26 (July to Sept 2025)



75%
Complaint
responses within
10 working days



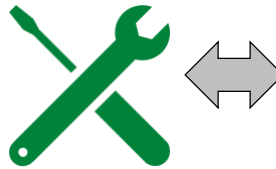
92.8%
Rent collection
rate



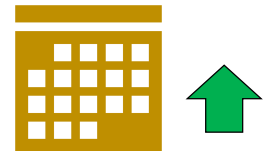
88%
Customer
services calls
answered



42 days
Empty home
re-let time



99.5%
Emergency
repairs within
24 hours



61%
Routine repairs
within 28 days



94%
Repairs
helpdesk calls
answered



97.2%
Dwellings
meeting Decent
Homes
standard

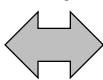


99.9%
Gas safety
compliance

Performance since previous quarter is:



Improved



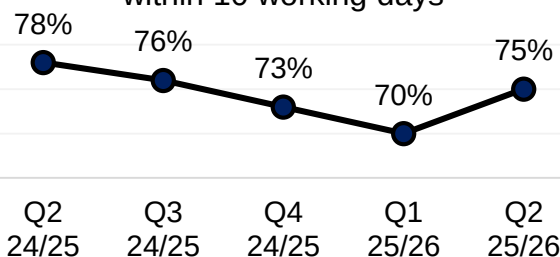
Same



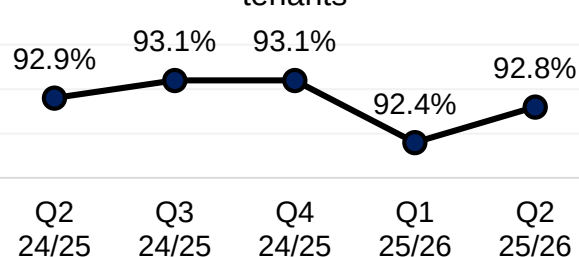
Poorer

Council housing performance – trends up to Quarter 2 2025/26

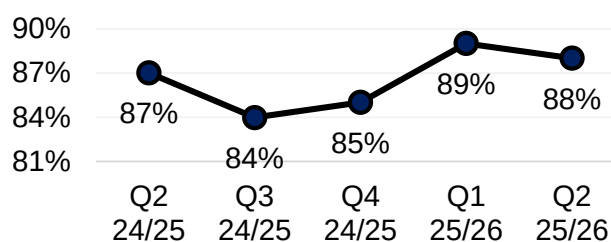
Stage one complaints responded to within 10 working days



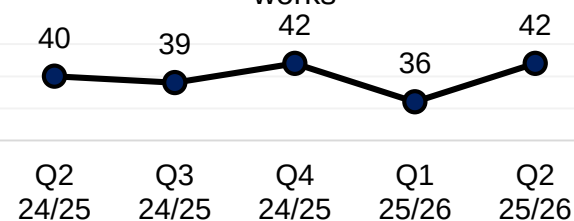
Rent collected from current council tenants



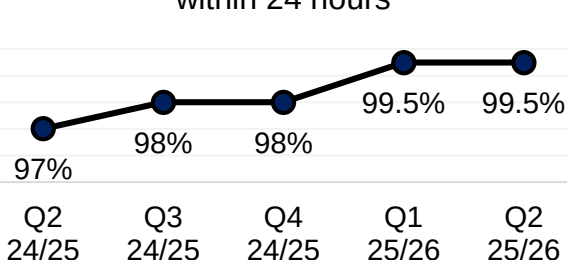
Calls answered by Housing Customer Services



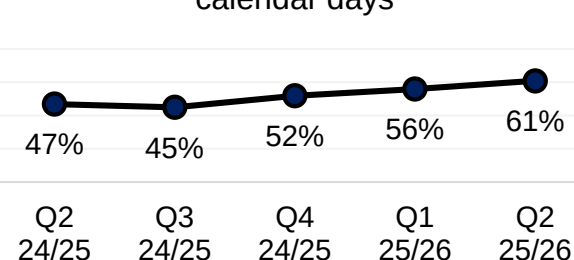
Average re-let time in calendar days excluding time spent in major works



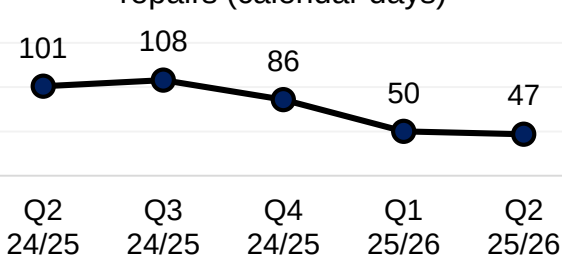
Emergency repairs completed within 24 hours



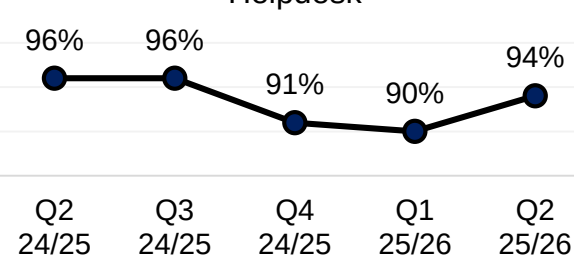
Routine repairs completed within 28 calendar days



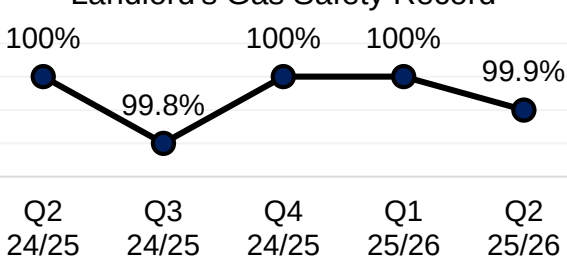
Average time to complete routine repairs (calendar days)



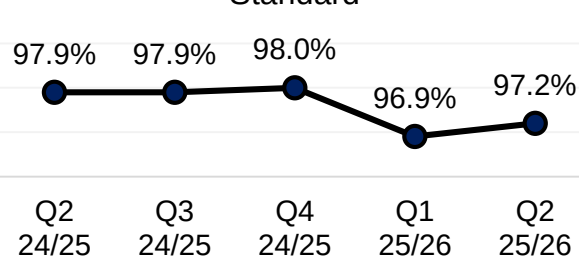
Calls answered by Repairs Helpdesk



Council homes with a valid Landlord's Gas Safety Record



Dwellings meeting Decent Homes Standard



Quarter 2 2025/26 council housing performance – key trends

Top scores (compared to target)

1. Calls answered by Repairs Helpdesk (94% vs 85% target)
2. Calls answered by Housing Customer Services (88% vs 85% target)
3. Emergency repairs completed within 24 hours (99.5% vs 99% 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 (47 days vs 15-day target)
2. Stage two complaints upheld (50% vs 18% target)
3. Average time to approve applications for disability adaptations (13 weeks vs 10-week target)
4. Routine repairs completed within 28 calendar days (61% vs 70% target)
5. Stage one complaints responded to within 10 working days (75% vs 80% target)

Biggest improvements (since previous quarter)

1. Average time to approve applications for disability adaptations (15 to 13 weeks)
2. Routine repairs completed within 28 calendar days (56% to 61%)
3. Stage one complaints responded to within 10 working days (70% to 75%)
4. Average time to complete routine repairs (50 to 47 days)
5. Calls answered by Repairs Helpdesk (90% to 94%)

Biggest drops (since previous quarter)

1. Average re-let time in calendar days excluding time spent in major works (36 to 42 days)
2. Stage two complaints upheld (49% to 50%)
3. Calls answered by Housing Customer Services (89% to 88%)
4. Council homes with a valid Landlord's Gas Safety Record (100% to 99.99%).

Housing performance report

Quarter 2 2025/26

This report provides updates on performance indicators covering a wide range of housing services provided by Brighton & Hove City Council. The report covers Quarter 2 (Q2) 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 as well as any marked 'Corporate KPI.'

The ratings and trends for the quarter are as follows:



Green – on target
(9 indicators)



Improved since last time
(11 indicators)



Amber – near target
(7 indicators)



Same as last time
(6 indicators)



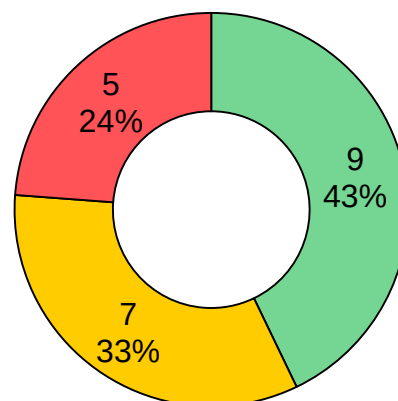
Red – off target
(5 indicators)



Poorer than last time
(4 indicators)

Performance indicators (Q2 2025/26)

- 9 are green (on target)
- 7 are amber (near target)
- 5 are red (off target)



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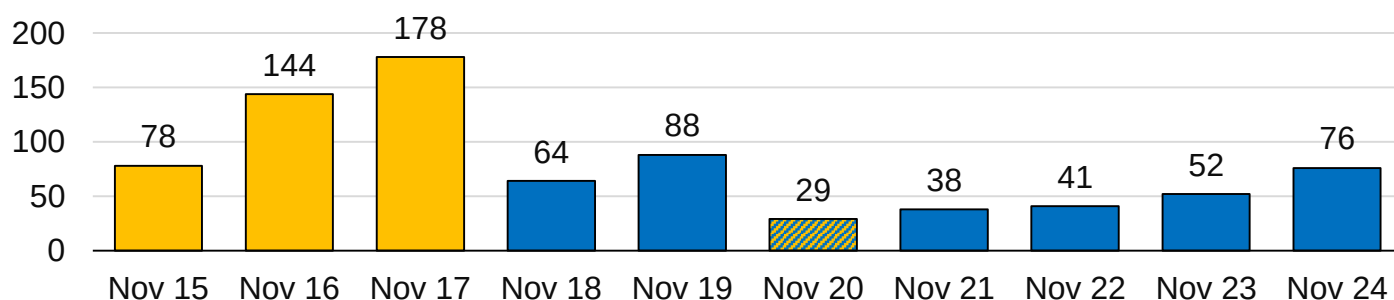
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 Customer feedback (all indicators in this table are for the financial year to date)		Target (amber value)	Q1 2025/26	Q2 2025/26	Status against target	Trend since last quarter
1.1	Compliments received from customers	Info	16	63	-	-
1.2	Stage one complaints responded to within 10 working days	80% (70%)	70% (155 of 220)	75% (284 of 380)		
1.3	Stage one complaints upheld	Info	50% (109 of 220)	50% (191 of 380)	-	-
1.4	Stage two complaints responded to within 20 working days	Info	70% (19 of 27)	78% (59 of 76)	-	-
1.5	Stage two complaints upheld	18% (20%)	49% (20 of 41)	50% (38 of 76)		
During 2025/26 to date, 38 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 unhappiness with the outcome of a service request (28%), delays completing repairs (25%) and unhappiness with service delivery (19%).						

  Private sector housing		Target (amber value)	Q1 2025/26	Q2 2025/26	Status against target	Trend since last quarter
2.1	Corporate KPI: Private sector homes improved by council intervention	Info	34	36	-	-
Corporate update for 2025/26 to date (Q1 and Q2 combined): The number of private sector homes that have been improved due to council intervention was 70 between 1st April 2025 and 30th September 2025. This is a new indicator for 2025/26 and is currently being monitored (without a target) to establish a baseline ahead of setting a target for the next financial year. Public comparator data for other Local Authorities is not available. During the next quarter we will continue to monitor the completion of works to ensure cases can be closed and interventions recorded. We will continue to prioritise Minimum Energy Efficiency Standards (MEES) cases which are falling short of the required energy efficiency standards to bring about improvements in these homes.						
Further information: The result of 70 homes improved so far during the first half of 2025/26 breaks down as: • 37 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 MEES legislation • 24 Houses in Multiple Occupation (HMOs) where the special licence conditions were met.						
2.2	Total fully licensed Houses in Multiple Occupation (HMOs)	Info	2,079	2,244	-	-
2.3	Requests for assistance received (RFAs)	Info	127	88	-	-
The top categories for requests for assistance received during Q2 2025/26 were disrepair to customer's property (25%), dampness (19%) and requests for information (10%).						
2.4	Property inspections completed	Info	172	212	-	-
2.5	... of which RFA visits	Info	32	26	-	-
2.6	... of which HMO licence visits	Info	140	186	-	-
2.7	RFA cases closed	Info	39	76	-	-
2.8	Properties with Category 1 and 2 hazards resolved through informal actions	Info	67% (6 of 9)	93% (26 of 28)	-	-
2.9	Properties with Category 1 and 2 hazards resolved through formal action	Info	33% (3 of 9)	7% (2 of 28)	-	-
2.10	Private sector vacant dwellings (for more than one year) returned into occupation	25 per quarter	94	85		

 Housing options and homelessness	Target (amber value)	Q1 2025/26	Q2 2025/26	Status against target	Trend since last quarter
4.1 Corporate KPI: Homelessness cases presenting during the prevention duty stage	45% (37%)	36% (196 of 543)	34% (153 of 452)		
Corporate update for 2025/26 to date (Q1 and Q2 combined): The proportion of homelessness cases presenting during the prevention duty stage was 35.08% (349 of 995) between 1st April 2025 and 30th September 2025. This is below target and slightly underperforms other Local Authorities within the South East of England (benchmark of 37.52%). Work has continued to focus on early intervention, strengthen the prevention approach and continuing to build close working relationships with the services most likely used by people experiencing homelessness. Recruitment is underway for the new staff within the Housing Advice and Triage service, to further increase the work of the service to be moved into an early intervention space. It is aimed that this team will be in place by the end of Q3 2025/26. Work in the coming quarter will continue to focus on exploring predictive analytics to improve early intervention, with this pilot now under way, as well as embedding the new staff and looking at how cases are triaged across the service.					
4.2 Corporate KPI: Homelessness prevention cases closed with a successful prevention outcome	53% (52%)	57% (90 of 159)	63% (118 of 188)		
Corporate update for 2025/26 to date (Q1 and Q2 combined): The proportion of homelessness prevention cases closed with a successful prevention outcome was 59.94% (208 of 347) between 1st April 2025 and 30th June 2025. The council's work to prevent homelessness continues to exceed target and outperform other Local Authorities within the South East of England (benchmark of 52.19%) The new Homelessness and Rough Sleeping Strategy is now in consultation for partners and residents to comment and provide input. This new strategy has proposed prevention of homelessness and rough sleeping as a key priority and will continue to drive the council's work to prevent homelessness.					
4.3 New households with a full housing duty accepted	Info	114	181	-	-
4.4 Number of households on the housing register	Info	5,757	5,862	-	-

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



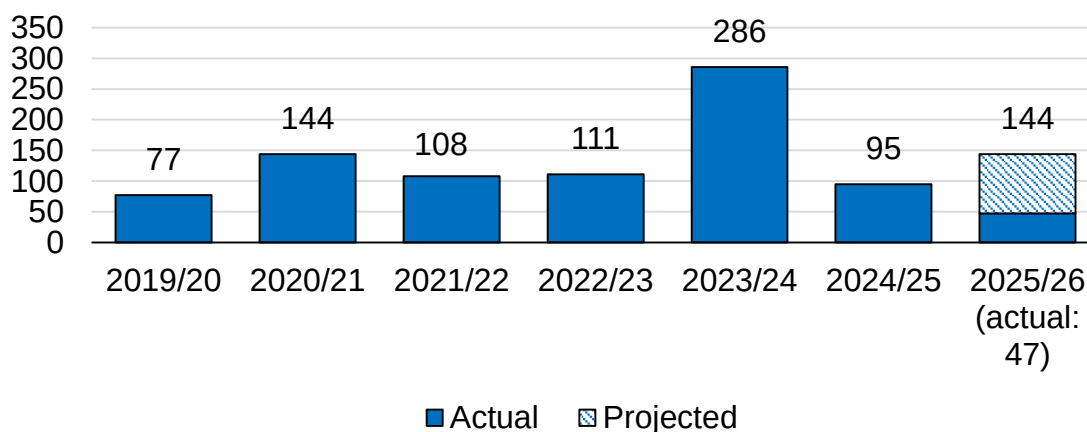
 Temporary accommodation		Target (amber value)	Q1 2025/26	Q2 2025/26	Status against target	Trend since last quarter
5.1	Corporate KPI: Total households in temporary accommodation	Info	2,021	2,125	-	-
Corporate update for 2025/26 to date: As of 30th September 2025, there were 2,125 households in temporary accommodation — an increase of 155 since 31st March 2025. While this is a trend indicator with no formal target, the rise reflects both local pressures and a broader national challenge. Across England, the number of households in temporary accommodation reached a record high of 131,140 at the end of March 2025 — a 12% increase compared to a year before. In this context, the city's figures represent approximately 1.6% of the national total, despite having a smaller population share. This suggests a disproportionately high demand for temporary accommodation locally, underscoring the acute housing pressures facing the area. The council continues to prioritise early intervention and prevention, as evidenced by strong performance under the prevention duty. However, the sustained increase in temporary accommodation use highlights the need for continued investment in long-term housing solutions. This work remains central to the council's commitment to building a fair and inclusive city, with homes for everyone, and aligns with national efforts to reduce homelessness through expanded access to affordable housing and strengthened prevention strategies.						
5.2	Rent collected for temporary accommodation (year to date including changes in arrears)	95% (90%)	96.5% (£4.2m of £4.4m)	97.1% (£8.6m of £8.9m)		
The indicator above merges three previously reported indicators to simplify these reports and to provide an overall picture of rent collection across temporary accommodation rather than different types of it.						
5.3	Void temporary accommodation dwellings	Info	87	105	-	-
There were 105 void temporary accommodation dwellings at the end of September 2025, excluding 24 that were with the Empty Homes Team for works.						
5.4	Seaside Homes properties with a valid Landlord's Gas Safety Record	100% (99%)	99.8% (493 of 494)	99.8% (493 of 494)		

6.1 New supply of additional council homes

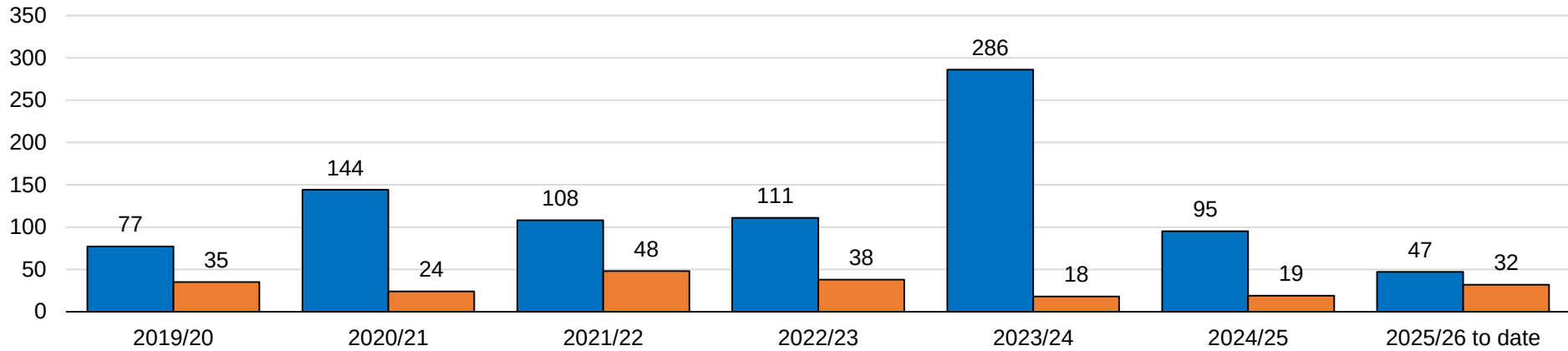
A total of 821 homes were completed between April 2019 and March 2025 and a further 144 are projected for completion during the 2025/26 financial year.

- 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: 144 homes – buy backs (100), Martin Road (1), Frederick Street (4), Palace Place (11) and Brickfields (28). This projection is above the target of 110 for the financial year.

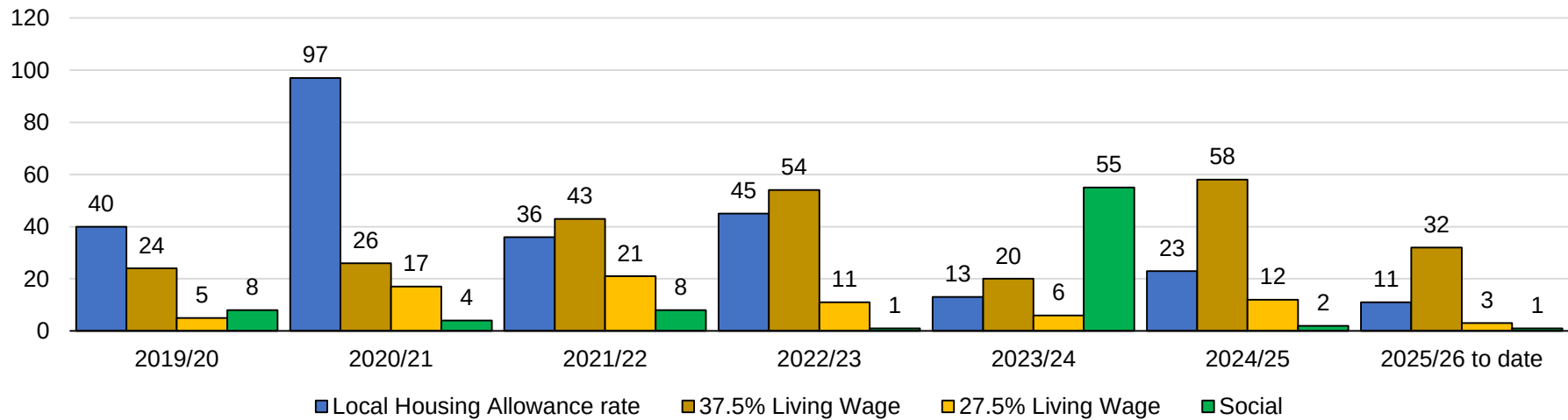
6.2 Additional council homes per year (actual and projected)



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



6.4 Additional council homes by rent level

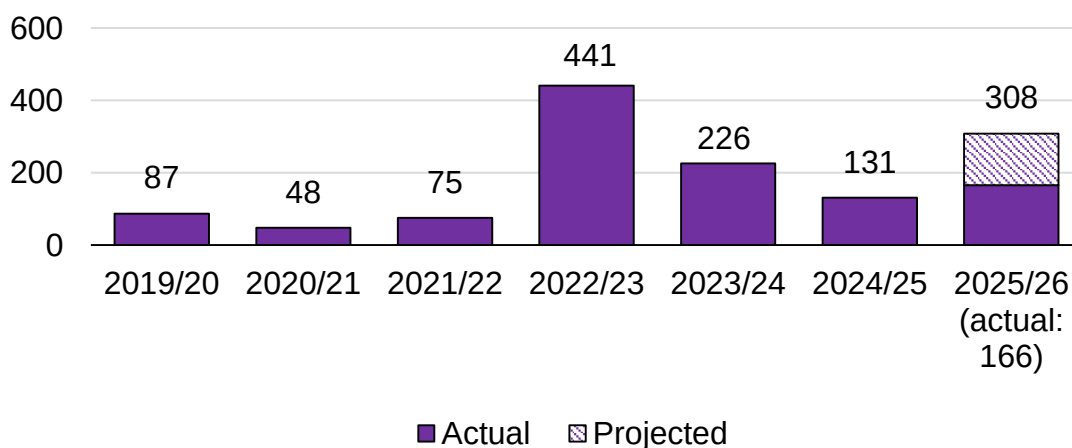


6.5 New supply of other affordable homes

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)

6.6 Other additional homes per year (actual and projected)



 Council housing management		Target (amber value)	Q1 2025/26	Q2 2025/26	Status against target	Trend since last quarter
7.1	Corporate KPI: Rent collected from current council tenants	95.92% (94.19%)	92.39% (£70.4m of £76.2m)	92.75% (£70.7m of £76.2m)		
The Q1 and Q2 results for this indicator are forecasts for the 2025/26 financial year. Corporate update for 2025/26 to date: As of 30th September 2025, the proportion of rent collected from current tenants of council owned homes is forecasted at 92.75% (£70,714,266 of £76,239,153) for the 2025/26 financial year. This collection rate currently underperforms the target of 95.92%, which has been set to match the benchmark from Housemark for Local Authority social landlords with 10,000 or more homes. The managed migration to Universal Credit (UC) has accelerated significantly, with around 900 tenants known to have moved from Housing Benefit (HB) to UC during 2024/25. This trend has continued into the current financial year, with approximately 921 tenants migrating in the first and second quarters alone. This increase is part of the Department for Work and Pensions' broader plan to transition all working-age legacy benefit claimants to UC by March 2026. This shift has had a notable impact on rent arrears. The transition from HB to UC often results in a build-up of rent arrears. The latest group of tenants includes many who receive Employment Support Allowance (ESA), so include individuals with higher levels of vulnerability, requiring more intensive support to navigate the complexities of the UC system. In response, the Income Management team has strengthened its focus on early intervention and prevention. Additionally, income officers are now making early contact with all new tenants and those who have recently migrated to UC, helping to establish payment plans from the outset. A Senior Income Advisor has also been in post since June 2025 to help resolve the most complex UC migration cases. The team has also increased direct payments from UC. During 2025/26 to date, this has averaged £1.75 million per calendar month across 3,600 revenue accounts. This represents a significant shift in how rent is collected and has helped to mitigate the risk of arrears by ensuring more consistent income flows.						
7.2	Evictions due to rent arrears	Info	0	0	-	-
7.3	Evictions due to anti-social behaviour (ASB)	Info	0	1	-	-
7.4	ASB cases opened	Info	223	207	-	-
There were also 374 live ASB cases on 30th September 2025, including those opened before Q2.						
7.5	ASB cases closed	Info	124	198	-	-
7.6	Average days to close ASB cases	Info	129	182	-	-
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.						
7.7	Calls answered by Housing Customer Services	85% (80%)	89% (4,808 of 5,392)	88% (5,156 of 5,878)		
7.8	Emails received by Housing Customer Services	Info	6,283	6,649	-	-

 Council housing management		Target (amber value)	Q1 2025/26	Q2 2025/26	Status against target	Trend since last quarter
7.9	Number of council homes let	Info	115	126	-	-
7.10	... of which first lets of new council homes	Info	15	27	-	-
7.11	... of which re-lets of previously let homes	Info	100	99	-	-
7.12	Average 'key to key' re-let time in calendar days including time spent in major works	Info	76	72	-	-
7.13	Average re-let time in calendar days excluding time spent in major works	42 (49)	36	42		
7.14	Void council dwellings (includes new properties)	Info	126	129	-	-
The indicator above provides a snapshot of void council owned dwellings on the last day of the period, whether or not they were available to let. There were 129 void council housing dwellings on 30 th September 2025, including 67 that were with the Empty Homes Team for works (52% of total voids at the time).						

 Council housing maintenance		Target (amber value)	Q1 2025/26	Q2 2025/26	Status against target	Trend since last quarter
8.1	Corporate KPI: Emergency repairs completed within 24 hours	99% (97%)	99.5% (2,784 of 2,797)	99.5% (2,861 of 2,874)		
Corporate update for 2025/26 to date (Q1 and Q2 combined): The proportion of emergency repairs completed within 24 hours was 99.54% (5,645 of 5,671) for repairs completed between 1st April 2025 and 30th September 2025. This is above the target and outperforms most other Local Authority social landlords with 10,000 or more homes (benchmark of 93.7%).						
8.2	Corporate KPI: Routine repairs completed within 28 calendar days	70% (58%)	56% (4,233 of 7,546)	61% (4,676 of 7,668)		
Corporate update for 2025/26 to date (Q1 and Q2 combined): The proportion of routine repairs completed within 28 calendar days was 58.56% (8,909 of 15,214) for repairs completed between 1st April 2025 and 30th September 2025. This is below the target and underperforms most other Local Authority social landlords with 10,000 or more homes (benchmark of 78.8%). The proportion of routine council housing repairs completed within 28 calendar days is impacted by the number of old routine jobs among those completed, with 3,683 originally issued before 2025/26. Of the 11,531 jobs issued during 2025/26 to date, 73.98% (8,531 of 11,531) were completed within 28 days, which is above 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 2,496 on 30 September 2025.						
8.3	Average days to complete routine repairs	15 (17.5)	50	47		
The average time taken to complete routine repairs is also impacted by the old routine jobs among those completed. Please see the update above for more information about recent progress.						
8.4	Calls answered by Repairs Helpdesk	85% (80%)	90% (15,568 of 17,387)	94% (15,325 of 16,349)		
8.5	Emails received by Repairs Helpdesk	Info	4,825	5,761	-	-
8.6	Online forms received by Repairs Helpdesk	Info	705	884	-	-
8.7	Surveyed tenants satisfied with completed repairs: standard of work	96% (92%)	98% (1,333 of 1,367)	98% (2,213 of 2,253)		
8.8	Surveyed tenants satisfied with completed repairs: overall customer service	96% (92%)	99% (1,349 of 1,367)	99% (2,225 of 2,253)		

 Council housing maintenance		Target (amber value)	Q1 2025/26	Q2 2025/26	Status against target	Trend since last quarter
8.9	Corporate KPI: Council dwellings meeting Decent Homes Standard	100% (96.3%)	96.9% (11,830 of 12,204)	97.2% (11,873 of 12,212)		
Corporate update for 2025/26 to date: The proportion of council owned homes that meet the government's Decent Homes standard was 97.22% (11,873 of 12,212) on 30th September 2025. This is below the target of 100% but outperforms most other Local Authority social landlords with 10,000 or more homes (benchmark of 94.8%). Our reporting is more consistent as a result of council employed stock condition surveyors who are undertaking surveys to areas not previously visited for some years. Several teams within Housing are collaborating to enhance the stock condition data and further staff training on recording it has been undertaken. Housing IT systems are now embedded and managed to ensure data is kept up to date which has improved reporting.						
8.10	Corporate KPI: Council homes that have an EPC rating of A to C	91.2% (90.8%)	89.2%	89.2%		
Corporate update for 2025/26 to date: • Warm Homes: Social Housing Fund – Grant Funding Agreement signed and all conditions met, contract with delivery partner signed and mobilised, engagement with first tranche of households began September 2025. Initial surveys to be arranged October 2025. • Solar PV programme – installs continued at planned rate 6 to 8 per week • Whole house retrofit pilot – 13 houses surveyed and 2 properties retrofitted as part of pilot to establish model for future embedded programme linked to heating and hot water planned programme (previous gas boiler programme) • Engagement sessions taking place with seniors housing schemes as first step on developing decarbonisation plans for each scheme						
8.11	Council dwellings with a valid Landlord's Gas Safety Record	100% (99%)	100% (10,032 of 10,032)	99.99% (10,031 of 10,032)		
8.12	Lifts restored to service within 24 hours	95% (90%)	90% (159 of 177)	90% (154 of 171)		
8.13	Average weeks taken to approve applications for disability adaptations to council homes	10 (26)	15	13		
8.14	Average weeks taken for contractor to complete disability adaptations to council homes	Info	20	16	-	-

 Leaseholder disputes		Q1 2025/26	Q2 2025/26
9.1	Stage one disputes opened	21	24
9.2	Stage one disputes closed	31	29
9.3	Active stage one disputes (end quarter)	17	12
9.4	Stage two disputes opened	10	13
9.5	Stage two disputes closed	10	10
9.6	Active stage two disputes (end quarter)	6	9
9.7	Stage three disputes opened	6	3
9.8	Stage three disputes closed	7	3
9.9	Active stage three disputes (end quarter)	6	6