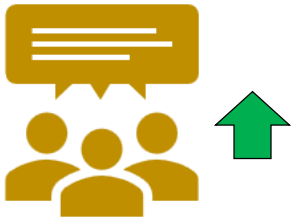
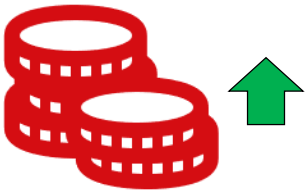
Council housing performance

Quarter 2 2026/27 (Jul to Sep 2026)



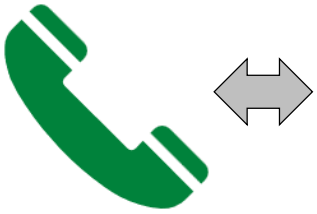
74%

Complaint responses within 10 working days



92.14%

Rent collection rate



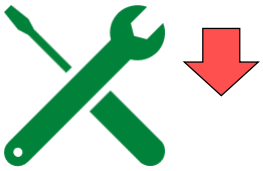
91%

Customer services calls answered



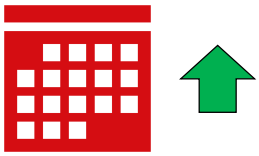
81 days

Empty home re-let time



99.0%

Emergency repairs within 24 hours



60.3%

Routine repairs within 28 days



81%

Repairs helpdesk calls answered



88.7%

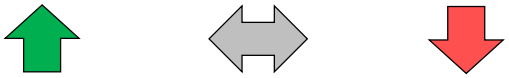
Dwellings meeting Decent Homes standard



99.99%

Gas safety compliance

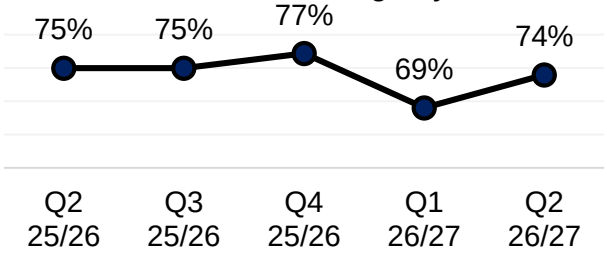
Performance since previous quarter is:



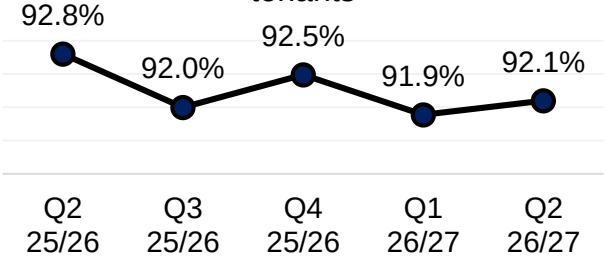
Brighton & Hove City Council

Council housing performance – trends up to Quarter 2 2026/27

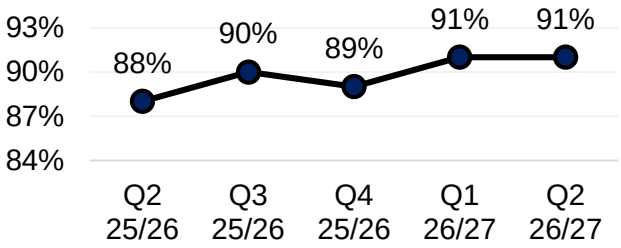
Stage one complaints responded to within 10 working days



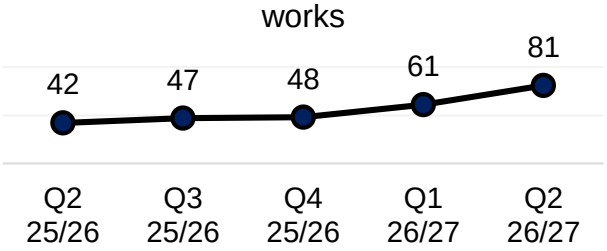
Rent collected from current council tenants



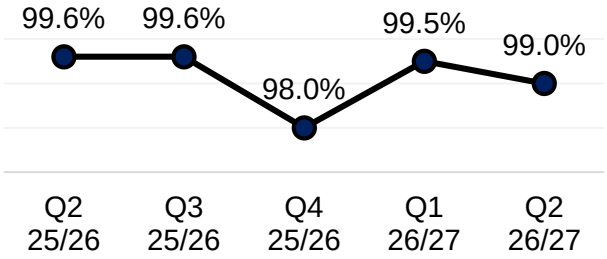
Calls answered by Housing Customer Services



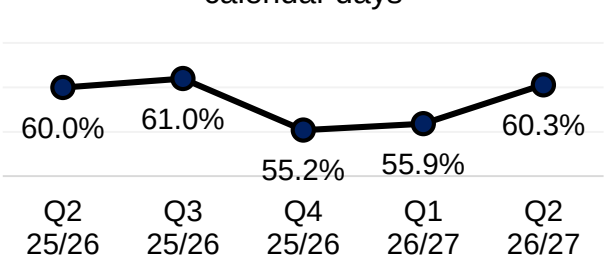
Average re-let time in calendar days excluding time spent in major works



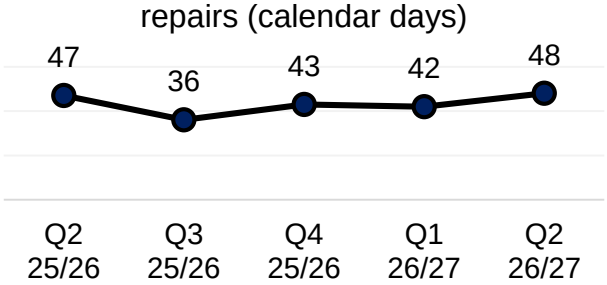
Emergency repairs completed within 24 hours



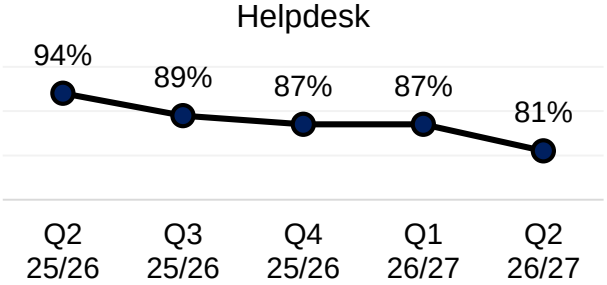
Routine repairs completed within 28 calendar days



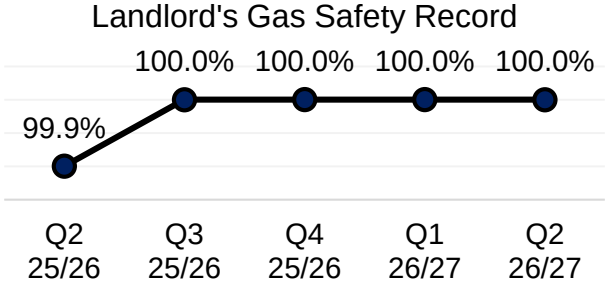
Average time to complete routine repairs (calendar days)



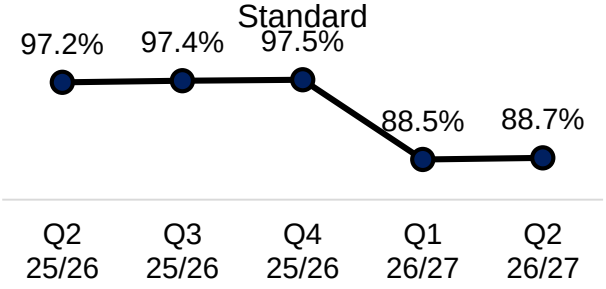
Calls answered by Repairs Helpdesk



Council homes with a valid Landlord's Gas Safety Record



Dwellings meeting Decent Homes Standard



Quarter 2 2026/27 council housing performance – key trends

Top scores (compared to target)

1. Calls answered by Housing Customer Services (91% vs 85% target)
2. Surveyed tenants satisfied with completed repairs: standard of work (98.5% vs 96% target)
3. Surveyed tenants satisfied with completed repairs: overall customer service (98.5% vs 96% target)
4. Emergency repairs completed within 24 hours (99.0% vs 99% target)

Bottom scores (compared to target)

1. Average days to complete routine repairs (48 days vs 15-day target)
2. Stage two complaints upheld (43% vs 18% target)
3. Average re-let time excluding time spent in major works (81 days vs 42-day target)
4. Average weeks taken to approve applications for disability adaptations to council homes (16 weeks vs 10-week target)
5. Routine repairs completed within 28 calendar days (60.3% vs 70% target)

Biggest improvements (since previous quarter)

1. Lifts restored to service within 24 hours (84% to 90%)
2. Stage one complaints responded to within 10 working days (70% to 74%)
3. Stage two complaints upheld (47% to 43%)
4. Routine repairs completed within 28 calendar days (56.4% to 60.3%)
5. Rent collected from current council tenants (91.89% to 92.14%)

Biggest drops (since previous quarter)

1. Average re-let time excluding time spent in major works (61 days to 81 days)
2. Average days to complete routine repairs (42 days to 48 days)
3. Calls answered by Repairs Helpdesk (87% to 81%)
4. Surveyed tenants satisfied with completed repairs: overall customer service (99.3% to 98.5%)
5. Emergency repairs completed within 24 hours (99.8% to 99.0%)

Housing performance report
Quarter 2 2026/27

This report provides updates on performance indicators covering a wide range of housing services provided by Brighton & Hove City Council. The report presents results for Quarter 2 (Q2) of the 2026/27 financial year. Red, amber and green (RAG) ratings and trend arrows are used to show performance. 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
(7 indicators)

Amber – near target
(8 indicators)

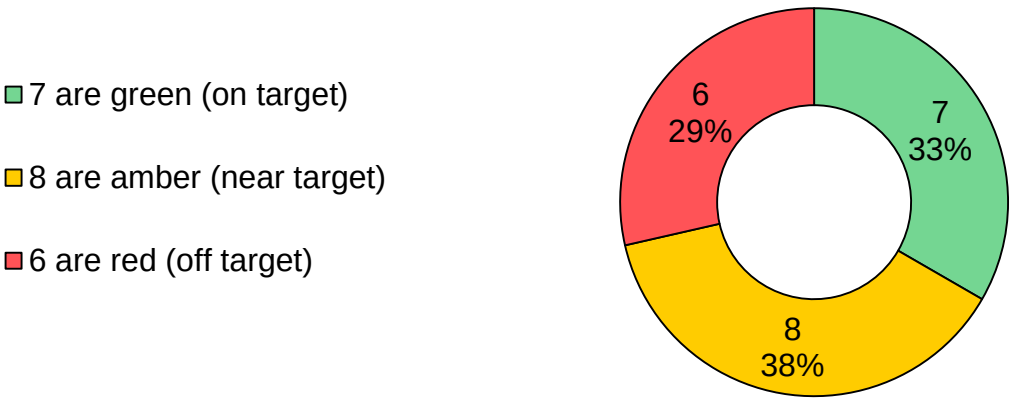
Red – off target
(6 indicators)

Improved since last time
(8 indicators)

Same as last time
(3 indicators)

Poorer than last time
(10 indicators)

RAG rating for performance indicators



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	Customer feedback (all indicators in this table are for the financial year to date)	**Target** (amber value)	**Q1 2026/27**	**Q2 2026/27**	**Status** against target	**Trend** since last quarter
1.1	Compliments received from customers	Info	180	328	-	-
A total of 328 customer compliments were logged during the 2026/27 financial year to date. Overlapping themes covering most of them included good quality work and resolution of issues (83%), polite, friendly and professional interactions with staff (81%), clear information, explanations and communication (77%), and clean and tidy working and respect for residents' homes (66%).						
1.2	Stage one complaints responded to within 10 working days	80% (70%)	70% (183 of 260)	74% (339 of 456)	A	⇧
1.3	Stage one complaints upheld	Info	61% (158 of 260)	55% (252 of 456)	-	-
The 456 Stage 1 complaints received during the 2026/27 financial year to date were most commonly about unhappiness with service delivery (21%), delays completing repairs (12%) and failure to take action following a service request (11%). Complaints were more likely to be upheld where they related to delayed outcomes, lack of information, repair delays or poor communication, and less likely to be upheld where they concerned anti-social behaviour, poor quality accommodation, or disagreement with policies and procedures.						
1.4	Stage two complaints responded to within 20 working days	Info	73% (45 of 62)	96% (122 of 127)	-	-
1.5	Stage two complaints upheld	18% (20%)	47% (29 of 62)	43% (54 of 127)	R	⇧
During the 2026/27 financial year to date, 127 Stage 2 complaints were investigated. These were most commonly about unhappiness with service delivery (16%), unhappiness with outcomes (12%) and delays completing repairs (11%). The 54 upheld complaints were more often linked to delays in repairs and providing outcomes, while those not upheld more often related to service delivery dissatisfaction, anti-social behaviour and failure to take action.						

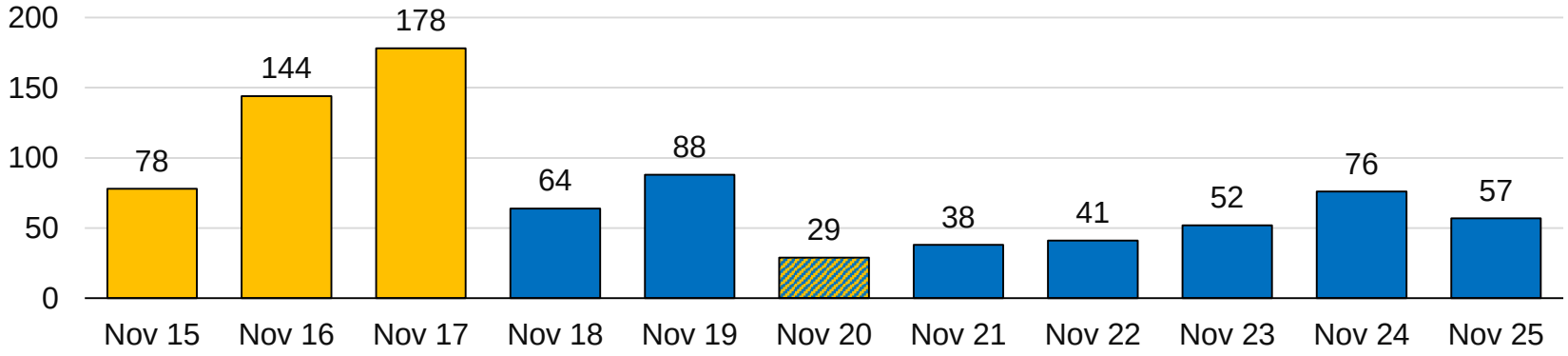
	Private sector housing	Target (amber value)	Q1 2026/27	Q2 2026/27	Status against target	Trend since last quarter
2.1	**Corporate KPI:** Private sector homes improved by council intervention	Info	37	38	-	-
Corporate update for Q2 2026/27: The number of private sector homes that have been improved due to council intervention was 75 between 1 April 2026 and 30 September 2026. The 2026/27 target is 45 homes per quarter, so latest performance is below the cumulative target of 90 homes for the first two quarters of 2026/27. Public comparator data for other Local Authorities is not available. The service is continuing to monitor the completion of works so cases can be closed and interventions recorded. The total of 75 private sector homes improved so far includes 52 homes where Category 1 and 2 hazards were identified and resolved, 1 home where the EPC was improved to minimum E rating in line with MEES, and 22 HMOs where licence conditions were confirmed as met.						
2.2	Total fully licensed Houses in Multiple Occupation (HMOs)	Info	2,896	2,870	-	-
2.3	Requests for assistance received (RFAs)	Info	86	121	-	-
The top categories for requests for assistance during Q2 2026/27 were disrepair to customers' homes (33%, up 12 percentage points from the previous quarter), dampness (17%, down 21 percentage points) and requests for temporary exemptions from HMO licensing (12%, up 11 percentage points).						
2.4	Property inspections completed	Info	135	107	-	-
2.5	… of which RFA visits	Info	32	27	-	-
2.6	… of which licensing visits	Info	103	80	-	-

	Private sector housing	Target (amber value)	Q1 2026/27	Q2 2026/27	Status against target	Trend since last quarter
2.7	RFA cases closed	Info	59	42	-	-
2.8	Properties with Category 1 and 2 hazards resolved through informal actions	Info	100% (28 of 28)	100% (24 of 24)	-	-
2.9	Properties with Category 1 and 2 hazards resolved through formal action	Info	0% (0 of 28)	0% (0 of 24)	-	-
2.10	Private sector vacant dwellings returned into occupation which had been vacant for more than one year	25 per quarter	96	179	G	⇧

Housing options and homelessness		Target (amber value)	Q1 2026/27	Q2 2026/27	Status against target	Trend since last quarter
4.1	**Corporate KPI:** Homelessness cases presenting during the prevention duty stage	45.0% (37.2%)	44.9% (253 of 563)	31.0% (144 of 464)	R	⇩
Corporate update for Q2 2026/27: The proportion of homelessness cases presenting during the prevention duty stage was 38.7% (397 of 1,027) between 1 April 2026 and 30 September 2026. This is below the 2026/27 target of 45.0% and also underperforms other Local Authorities within the South East of England (benchmark of 52.4%). During the previous quarter, work has continued to focus on early intervention, strengthen the prevention approach and build close working relationships with the services most likely used by people experiencing homelessness. There has been focus on working to embed early intervention across the service with partnerships built ready for additional co-location to start in Q3. Quarter 1 of this financial year saw the introduction of the Renters' Rights Act, with the service seeing a high number of households presenting with a Section 21 notice before the legislation came into effect in May 2026. There continues to be high demand for the service for those already experiencing homelessness including residents experiencing domestic abuse where keeping someone in the current accommodation is not usually an available option as the focus is on a move to a place of safety. Work in the coming quarter will continue to focus on increasing co-location alongside starting a new pilot to embed early identification of those at risk of homelessness in GP surgeries and family hubs. The service is also continuing to explore whether a predictive analytics model is right for the service and would benefit residents.						
4.2	**Corporate KPI:** Homelessness prevention cases closed with a successful prevention outcome	53.4% (52.2%)	65.8% (133 of 202)	60.7% (122 of 201)	G	⇩
Corporate update for Q2 2026/27: The proportion of homelessness prevention cases closed with a successful prevention outcome was 63.3% (255 of 403) between 1 April 2026 and 30 September 2026. Furthermore, there have been 83 early intervention cases with successful outcomes, in addition to the 255 successful prevention cases. The council's work to prevent homelessness exceeds the 2026/27 target of 53.4% and outperforms other Local Authorities covering the Core Cities in England (target is same as this benchmark). The Homelessness and Rough Sleeping Strategy was adopted by Council in December 2025 and contains the action plan for 2025 to 2030 on how the council will work with partners across the city to support residents experiencing homelessness and rough sleeping. There are key focus areas around early intervention, children, families and young people as well as working with people with multiple compound needs. An early intervention strategy and working group sits underneath the action plan to develop the next steps to further increase our prevention of homelessness for residents.						

	Housing options and homelessness	Target (amber value)	Q1 2026/27	Q2 2026/27	Status against target	Trend since last quarter
4.3	New households with a full housing duty accepted	Info	173	174	-	-
4.4	Number of households on the housing register	Info	6,046	6,244	-	-

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



	Temporary accommodation	Target (amber value)	Q1 2026/27	Q2 2026/27	Status against target	Trend since last quarter
5.1	**Corporate KPI:** Total households in temporary accommodation	Info	2,292	2,348	-	-
Corporate update for Q2 2026/27: As of 30 September 2026, there were 2,348 households in temporary accommodation, a net increase of 56 since the previous quarter. This is a trend indicator with no formal target for 2026/27, reflecting both local pressures and a broader national challenge. Across England, the number of households in temporary accommodation reached a record high of 135,580 at the end of March 2026, compared with 130,890 a year earlier, an increase of 3.6%. In this context, the city's figures represent approximately 1.7% 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. During the first six months of 2026/27, there were 255 successful prevention cases and a further 83 early intervention cases with successful outcomes, helping households avoid homelessness and reducing demand for temporary accommodation. These outcomes reflect the continuing focus on preventing homelessness at the earliest opportunity and supporting households to remain in settled accommodation. The council continues to increase the proportion of temporary accommodation delivered through its own housing stock. Compared to a year earlier, a greater proportion of households in temporary accommodation are living in council-owned accommodation, increasing from 9% to 16%, with a corresponding reduction in households accommodated through more expensive forms of privately provided temporary accommodation. This includes acquisitions through the Home Purchase Policy, the use of Large Panel Systems (LPS) properties awaiting redevelopment and the conversion of suitable empty council homes for temporary accommodation use. Together, these measures are helping to increase council-controlled supply and reduce reliance on more expensive forms of provision. 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%)	94.6% (£4.4m of £4.6m)	93.3% (£8.8m of £9.4m)	A	⇩
5.3	Void temporary accommodation dwellings	Info	234	232	-	-

	Temporary accommodation	Target (amber value)	Q1 2026/27	Q2 2026/27	Status against target	Trend since last quarter
There were 232 void temporary accommodation dwellings on 30 September 2026, of which 172 (74%) became void during Q2 2026/27. This indicator covers all types of temporary accommodation voids, including those undergoing works, and provides a breakdown of their status. Of the 232 voids, 103 were newly acquired or handed over dwellings (44%), 89 were being prepared for works (38%), 15 were undergoing works (6%), 9 were ready to let (4%), 1 was void for another reason (less than 1%) and 15 were with a block booked accommodation provider (6%). The relatively high number of temporary accommodation voids reflects a recent overall expansion of council owned and block booked provision, both of which help reduce reliance on comparatively more expensive spot purchased accommodation.						
5.4	Seaside Homes properties with a valid Landlord's Gas Safety Record	100% (99%)	99.6% (492 of 494)	100% (494 of 494)	G	⇧

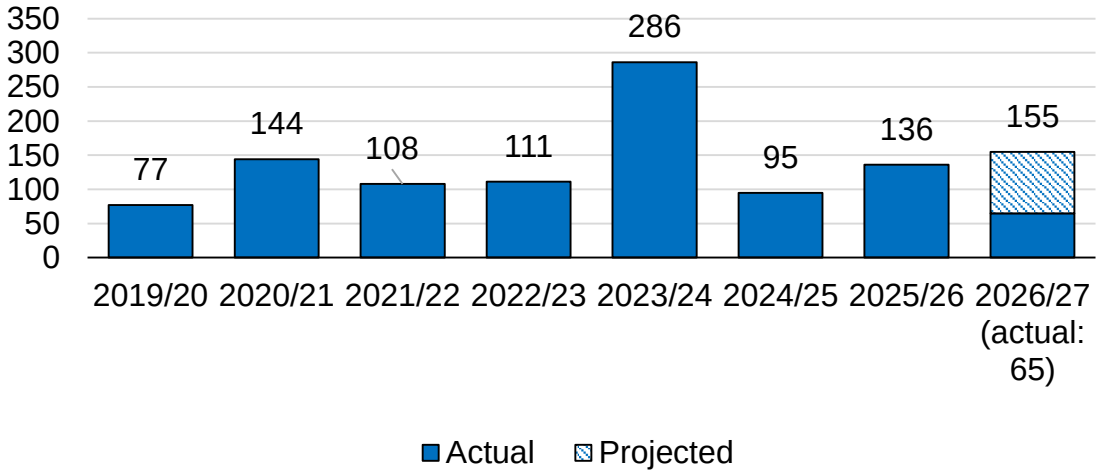
17

6.1 New supply of additional council homes

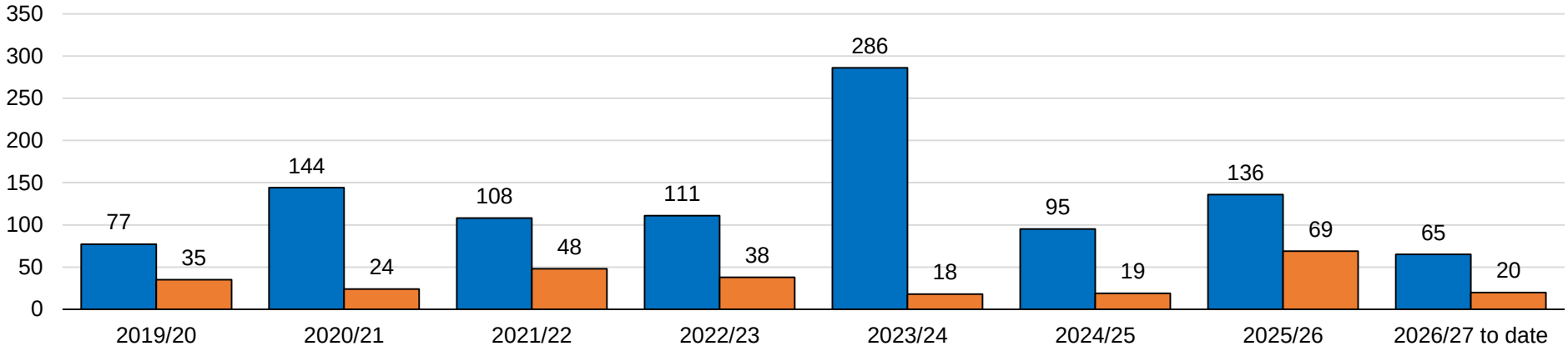
A total of 957 additional council homes were completed between 2019/20 and 2025/26, with a further 158 projected for 2026/27:

- 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 Aubyns, Rottingdean (21)
- 2025/26: 136 homes – buy backs (118), Martin Road (1), Palace Place (11), and St Aubyns, Rottingdean (6). In addition to these council homes, the council also completed the new Brickfields development, which is a supported-living scheme in Hove providing 28 fully accessible, affordable apartments for people with physical disabilities and acquired brain injuries.
- 2026/27: 158 homes – Home Purchase Programme (135), former Hollingbury Library site (9), Frederick Street (4), Foredown Road (1), Vale Avenue (1), Shenfield Way (3) and Beech Grove (5). This projected performance is slightly below the target of 159 for the financial year.

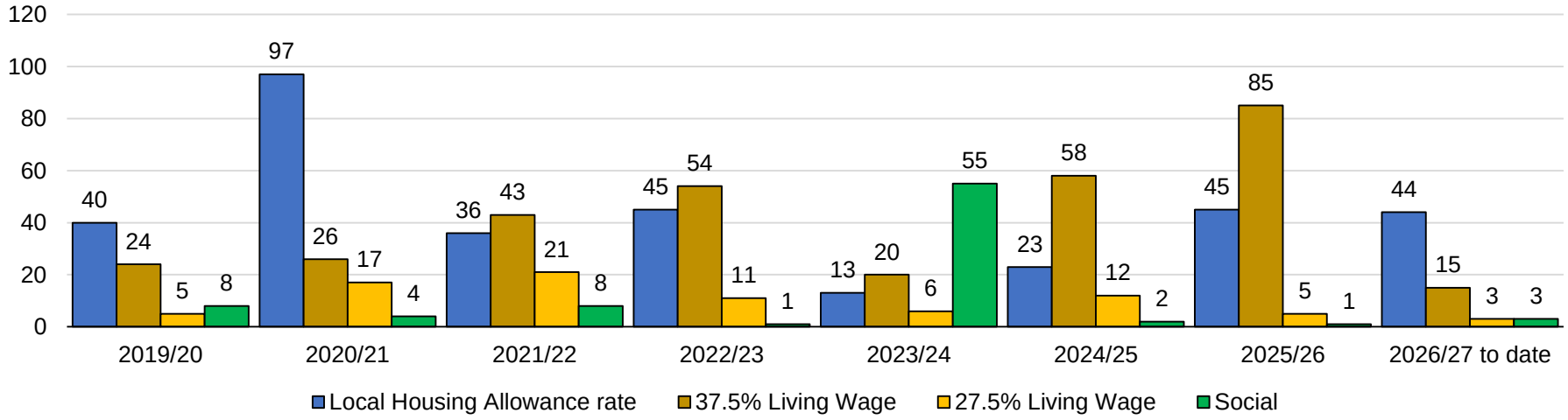
6.2 Additional council homes per year (actual and projected)



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



6.4 Additional council homes by rent level

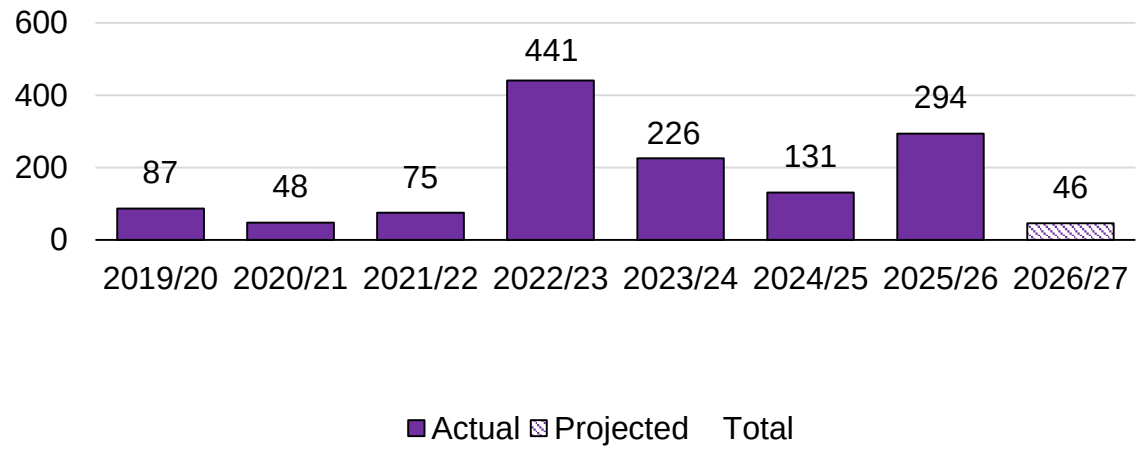


6.5 New supply of other affordable homes

A total of 1,302 additional affordable homes (567 rent and 735 shared ownership) were completed by housing providers between 2019/20 and 2025/26, with a further 46 projected for 2026/27:

- 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 Aubyns, Rottingdean (16), Lyon Quarter (77), Hove Central (17)
- 2025/26: 294 homes – Lyon Quarter (77), Coombe Farm (59), Home X Preston Barracks (89), Wellesbourne, Preston Park (30) and Moda, Hove (39)
- 2026/27: 46 homes – KAP site, Newtown Road, Hove (32 affordable rented and 14 shared ownership)

6.6 Other additional homes per year (actual and projected)



	Council housing management	Target (amber value)	Q1 2026/27	Q2 2026/27	Status against target	Trend since last quarter
7.1	**Corporate KPI:** Rent collected from current council tenants	95.92% (94.12%)	91.89% (£73.8m of £80.3m)	92.14% (£75.8m of £82.3m)	R	⇧
Corporate update for Q2 2026/27: As of 30 September 2026, the proportion of rent collected from current tenants of council owned homes is forecast to be 92.14% (£75,791,134 of £82,253,850) for the 2026/27 financial year. This is a slight increase compared to the previous quarter's forecast of 91.89%. This collection rate currently underperforms the 2026/27 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. With the completion of the Universal Credit (UC) managed migration programme, and the movement of 1,171 tenants during the last financial year, a significant change in how tenants receive benefits and pay their rent has now largely concluded. While the migration programme is substantially complete, a small number of tenants remain to transition. The longer-term impacts of migration continue to be felt, and support for affected tenants is now being delivered as part of a business-as-usual approach. To address current levels of rent arrears, a Rent Collection Action Plan has been introduced, this is focused on prevention and early intervention. The action plan aims to identify and address payment issues at the earliest opportunity, while ensuring that the most serious cases are managed appropriately with the necessary care and support. It also recognises the ongoing impact of UC and wider welfare reforms, promotes a 'rents first' and income maximisation culture, and supports the delivery of resident-focused services. There is a continued significant increase in direct payments from UC, which reflects a substantial shift in the way rent is collected and has helped to mitigate the risk of arrears by providing a more consistent and reliable method of payment.					
7.2	Evictions due to rent arrears	Info	2	1	-	-
7.3	Evictions due to anti-social behaviour (ASB)	Info	0	0	-	-
7.4	ASB cases opened	Info	232	244	-	-
7.5	ASB cases closed	Info	175	192	-	-
7.6	Average days to close ASB cases	Info	141	179	-	-

	Council housing management	Target (amber value)	Q1 2026/27	Q2 2026/27	Status against target	Trend since last quarter
7.7	Calls answered by Housing Customer Services	85% (80%)	91% (5,461 of 6,032)	91% (5,558 of 6,117)	G	⇔
7.8	Emails received by Housing Customer Services	Info	7,371	8,244	-	-
7.9	Number of council homes let	Info	68	94	-	-
7.10	… of which first lets of new council homes	Info	30	21	-	-
7.11	… of which re-lets of previously occupied council homes	Info	38	73	-	-
7.12	Average 'key to key' re-let time in calendar days including time spent in major works	Info	106	117	-	-
7.13	Average re-let time in calendar days excluding time spent in major works	42 (49)	61	81	R	⇩
Although re-let volumes increased from 38 properties in Q1 2026/27 to 73 in Q2 2026/27, this remained below the 99 properties re-let during Q2 2025/26. The average re-let time for the latest quarter was affected by a greater concentration of longer-running standard voids, particularly two-bedroom properties and houses. Performance will be closely monitored to ensure that, as re-let activity increases, average re-let times also reduce.						
7.14	Void council dwellings (includes new properties)	Info	150	131	-	-
There were 131 void council housing dwellings on 30 September 2026, of which 69% (91 of 131) became void during Q2 2026/27. Of the 131 voids, 10 were newly acquired or handed over dwellings (8%), 51 were being prepared for works (39%), 54 were undergoing works (41%) and 16 were ready to let (12%) on this date.						

	Council housing maintenance	Target (amber value)	Q1 2026/27	Q2 2026/27	Status against target	Trend since last quarter
8.1	**Corporate KPI:** Emergency repairs completed within 24 hours	99% (97%)	99.8% (3,387 of 3,395)	99.0% (3,357 of 3,392)	G	⇩
Corporate update for Q2 2026/27: The proportion of emergency repairs completed within 24 hours was 99.37% (6,744 of 6,787) for repairs completed between 1 April 2026 and 30 September 2026. This is above the 99% target and outperforms most other Local Authority social landlords with 10,000 or more homes (benchmark of 93.7%). We are committed to maintaining safe and well-maintained homes by continuing to achieve a high proportion of emergency repairs completed within 24 hours.						
8.2	**Corporate KPI:** Routine repairs completed within 28 calendar days	70% (58%)	56.4% (3,800 of 6,741)	60.3% (4,148 of 6,875)	A	⇧
Corporate update for Q2 2026/27: The proportion of routine repairs completed within 28 calendar days was 58.37% (7,948 of 13,616) for repairs completed between 1 April 2026 and 30 September 2026. This is below the 70% target and underperforms most other Local Authority social landlords with 10,000 or more homes (benchmark of 83.5%). Performance has improved compared with the first quarter of the year but remains below target. The Repairs & Maintenance service continues to experience significant increases in demand, driven in part by the introduction of Awaab's Law and rising volumes of responsive repairs. To address this, the service is actively increasing capacity through a combination of additional contractor support, recruitment of directly employed resources, and investment in apprenticeship and trainee programmes. We are also expanding proactive planned maintenance programmes in areas such as electrical, plumbing and drainage works, allowing issues to be addressed before they result in repeat responsive repairs. These measures are intended to reduce demand pressures, improve repair completion times and support sustained improvement in performance. The service is working hard to reduce our oldest outstanding repairs, and has a team set up to contact all tenants that have been waiting over 28 days for a repair starting with the oldest first.						
8.3	Average days to complete routine repairs	15 (17.5)	42	48	R	⇩
The average time taken to complete routine repairs can be impacted when jobs that have been outstanding for a long period are completed, increasing the average even when more recent repairs are being completed more quickly. While the Q2 2026/27 result of 48 days is slightly higher than the previous quarter, the longer-term position still shows a significant improvement, with the average having more than halved between 2024/25 (97 days) and 2025/26 (45 days).						

	Council housing maintenance	Target (amber value)	Q1 2026/27	Q2 2026/27	Status against target	Trend since last quarter
8.4	Calls answered by Repairs Helpdesk	85% (80%)	87% (14,418 of 16,642)	81% (13,418 of 16,486)	A	⇩
8.5	Emails received by Repairs Helpdesk	Info	4,884	5,651	-	-
8.6	Online forms received by Repairs Helpdesk	Info	473	439	-	-
8.7	Surveyed tenants satisfied with completed repairs: standard of work	96% (92%)	99.0% (1,128 of 1,139)	98.5% (1,181 of 1,199)	G	⇩
8.8	Surveyed tenants satisfied with completed repairs: overall customer service	96% (92%)	99.3% (1,131 of 1,139)	98.5% (1,184 of 1,199)	G	⇩
8.9	**Corporate KPI:** Council dwellings meeting Decent Homes Standard	100% (96.3%)	88.5% (10,860 of 12,275)	88.7% (10,929 of 12,316)	R	⇧

Corporate update for Q2 2026/27: The proportion of council owned homes that meet the government's Decent Homes Standard was 88.7% (10,929 of 12,316) as of 30 September 2026. This is below the 2026/27 target of 100% and underperforms most other Local Authority social landlords with 10,000 or more homes (benchmark of 94.7%). Over the last three months there has been a slight improvement in the reported proportion of homes meeting the Decent Homes Standard, from 88.5% at the end of June. The council is continuing to improve its understanding of stock condition as asset data continues to be updated and strengthened. Our reporting is more consistent as a result of council employed stock condition surveyors who are undertaking surveys to a wide variety of homes and locations, with an additional full time surveyor added to the team in September. Several teams within Housing are collaborating to enhance the stock condition data and ensure it is as accurate as possible, supported by implementation of the Asset Management Plan and ongoing work to engage residents and improve data quality. For example, new elements are being fully updated following works in the asset database, 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. To enhance our asset data and give a better and more robust understanding of our stock, we are appointing external surveyors to undertake a 100% stock condition survey of our properties over a 12-18 month period. The survey is scheduled to start in December 2026 and will include significant resident engagement. The asset management system will be updated as the data is collected and work progresses.

	Council housing maintenance	Target (amber value)	Q1 2026/27	Q2 2026/27	Status against target	Trend since last quarter
8.10	**Corporate KPI:** Council homes that have an EPC rating of A to C	91.2% (90.8%)	89.2%	89.2%	A	⇔
Corporate update for Q2 2026/27: Over 1,000 solar photovoltaic (PV) installations completed as part of three-year programme that reached its conclusion in July 2026. Warm Homes Social Housing Fund project progressing with first batches of Year 2 properties identified and contacted, 16 homes have completed retrofit surveys and 3 have had works completed against target of 44 homes for Year 2. Property identification and resident sign-up remain the biggest challenges, with a larger pool of homes having to be accessed at this stage than previously anticipated. Walter May House communal heating and hot water partial decarbonisation completed, including large solar PV system and battery storage installed, next seniors housing scheme identified for decarbonisation and initial resident engagement completed. Updated Housing Revenue Account (HRA) Energy Plan drafted setting out targets and outline plan for future Minimum Energy Efficiency Standards (MEES) compliance. Warm Homes Local Grant spend in the city has significantly increased after social media marketing campaign with over £900k grant being spent on eligible private sector homes in the city to date. Collective Solar PV purchasing scheme progressed with contract awarded to delivery partner by West Sussex County Council (on behalf of all partners) with an aim for the first round to begin in this calendar year.					
8.11	Council dwellings with a valid Landlord's Gas Safety Record	100% (99%)	100% (9,959 of 9,959)	99.99% (9,919 of 9,920)	A	↓
8.12	Lifts restored to service within 24 hours	95% (90%)	84% (167 of 198)	90% (150 of 166)	A	↑
8.13	Average weeks taken to approve applications for disability adaptations to council homes	10 (26)	16	16	A	⇔
8.14	Average weeks taken for contractor to complete disability adaptations to council homes	Info	25	18	-	-

	Leaseholder disputes	Q1 2026/27	Q2 2026/27
9.1	Stage one disputes opened	2	5
9.2	Stage one disputes closed	21	8
9.3	Active stage one disputes (end quarter)	13	10
9.4	Stage two disputes opened	8	4
9.5	Stage two disputes closed	18	9
9.6	Active stage two disputes (end quarter)	7	2
9.7	Stage three disputes opened	4	2
9.8	Stage three disputes closed	2	1
9.9	Active stage three disputes (end quarter)	10	11