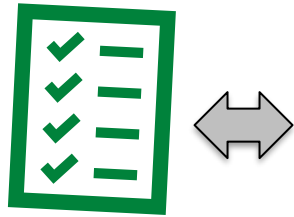
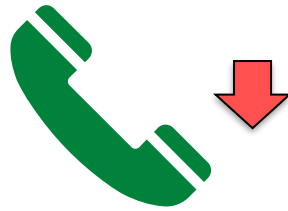


# Council housing performance

Quarter 2 2021/22 (Jul to Sep 2021)



**100%**  
Gas safety  
compliance



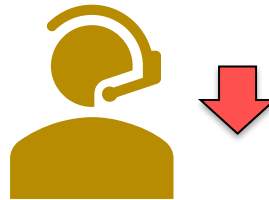
**93%**  
Repairs calls  
answered



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



**92.9%**  
Dwellings  
meeting Decent  
Homes standard



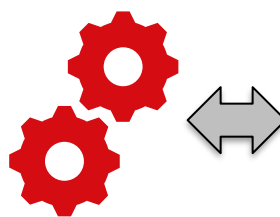
**87%**  
Customer  
services calls  
answered



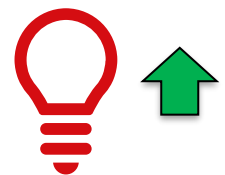
**97%**  
Tenancies  
sustained



**85%**  
Complaint  
responses within  
10 working days



**91%**  
Lifts restored to  
service within  
24 hours

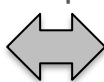


**68.1**  
Energy efficiency  
rating out of 100

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove  
City Council

## Quarter 2 2021/22 council housing performance – key trends

### Top scores (compared to target)

1. Calls answered by Repairs Helpdesk (93% vs 85% target)
2. Tenancies sustained following difficulties (97% vs 90% target)
3. Stage one complaints responded to within 10 working days (85% vs 80% target)
4. Council homes with a valid Landlord's Gas Safety Record (100% vs 100% target)

### Bottom scores (compared to target)

1. Average re-let time excluding time spent in major works (66 days vs 21 day target)
2. Stage two complaints upheld (47% vs 18% target)
3. Lifts – average time to restore service when not within 24 hours (9 days vs 7 day target)
4. Energy efficiency rating of homes out of 100 (68.1 vs 76.8 target)
5. Dwellings meeting Decent Homes Standard (92.9% vs 100% target)

### Biggest improvements (since previous quarter)

1. Average re-let time excluding time spent in major works (88 to 66 days)
2. Tenancies sustained following difficulties (92% to 97%)
3. Stage one complaints responded to within 10 working days (81% to 85%)
4. Dwellings meeting Decent Homes Standard (92.1% to 92.9%)
5. Energy efficiency rating of homes out of 100 (68.0 to 68.1)

### Biggest drops (since previous quarter)

1. Stage two complaints upheld (9% to 47%)
2. Lifts – average time taken to restore service when not within 24 hours (9 to 12 days)
3. Calls answered by Housing Customer Services (87% to 82%)
4. Calls answered by Repairs Helpdesk (94% to 93%)

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