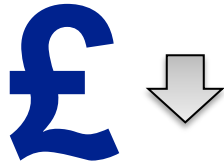
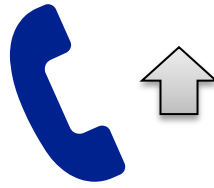


# Area Panel summary: Housing Management Performance Report Quarter 2 2017/18

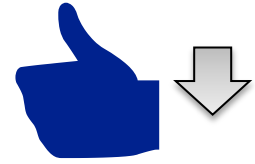
July to September 2017



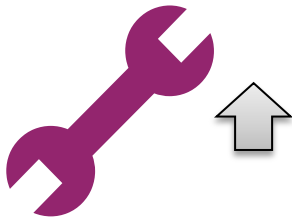
**98.97%**  
Rent collected



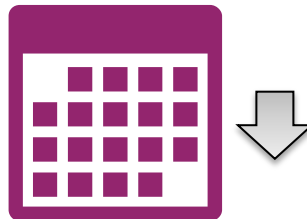
**95%**  
Calls answered



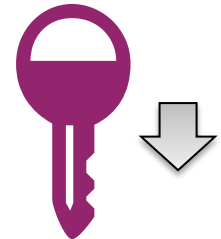
**82%**  
Satisfaction  
with ASB cases



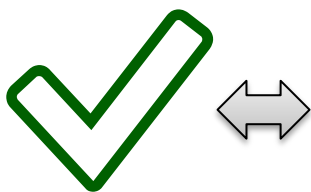
**13 days**  
Routine repairs  
completion time



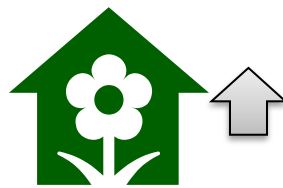
**96%**  
Repairs  
appointments  
kept



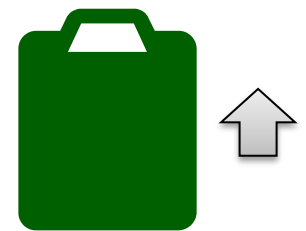
**23 days**  
Empty home  
re-let time



**100%**  
Cleaning  
inspections  
pass rate



**99.8%**  
Bulk waste  
removed within  
target time



**95%**  
Five-year  
tenancy visits  
completed

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove  
City Council

