

# Council housing performance

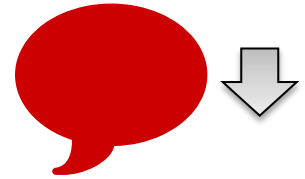
## October to December 2017



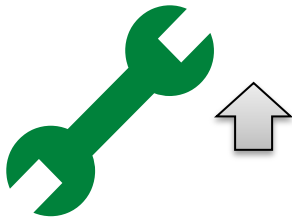
**98.79%**  
Rent collected



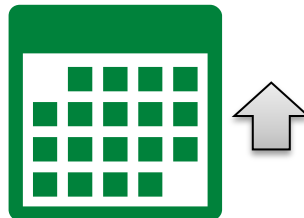
**97%**  
Calls answered



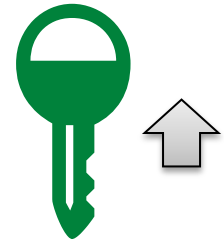
**81%**  
Satisfaction  
with ASB cases



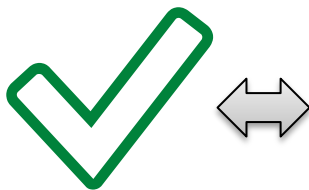
**10 days**  
Routine repairs  
completion time



**97%**  
Repairs  
appointments  
kept



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



**100%**  
Cleaning  
inspections  
pass rate



**83%**  
EDB\* main bids  
completed

\*Estate Development Budget



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

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove  
City Council

