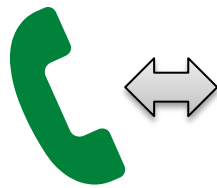


Council housing performance

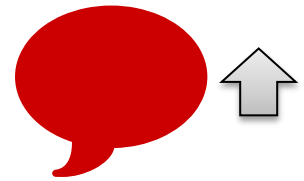
January to March 2018



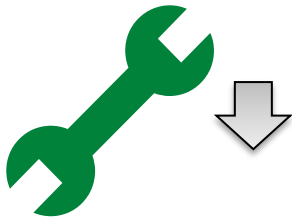
98.66%
Rent collected



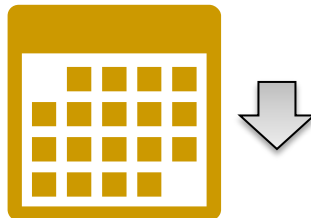
97%
Calls answered



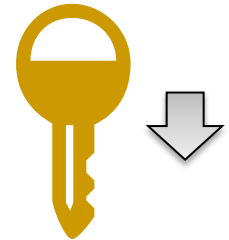
83%
Satisfaction
with ASB cases



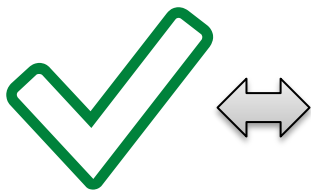
13 days
Routine repairs
completion time



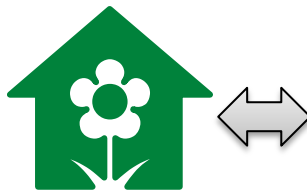
97%
Repairs
appointments
kept



22 days
Empty home
re-let time



100%
Cleaning
inspections
pass rate



99%
Mobile warden
jobs done in
time



92%
Five-year
tenancy visits
completed

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove
City Council

