Council housing performance

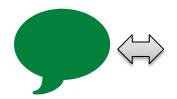
Quarter 1 2018/19 (April to June 2018)



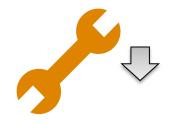
98.56% Rent collected



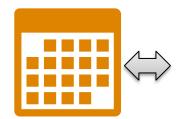
95%
Repairs calls
answered



83%
Satisfaction
with ASB cases



16 days
Routine repairs
completion time



97%
Repairs
appointments
kept



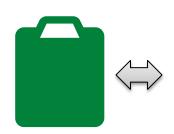
21 days
Empty home
re-let time



97% Cleaning tasks completed



98%
Mobile warden
jobs done in
time



92%
Five-year
tenancy visits
completed

Performance since previous quarter is:







Brighton & Hove
City Council

Quarter 1 2017/18 performance report – key trends

Top 5 scores (compared to target)

- 1. Rent loss due to empty dwellings (0.84% vs 1% target)
- 2. Estate Development Budget main bids quality checks (100% vs 90% target)
- 3. Repairs Helpdesk calls answered (95% vs 90% target)
- 4. Lifts average time taken (hours) to respond (1 hour 55 mins vs 2 hour target)
- 5. Planned works passing post-inspection (100% vs 97% target).

Bottom 5 scores (compared to target)

- 1. Repairs Helpdesk longest wait time (11 mins vs 5 min target)
- 2. Lifts average time to restore service when not within 24 hours (7 days vs 2 day target)
- Stage one complaints escalated to stage two (16% vs 10% target)
- 4. Stage two complaints upheld (28% vs 18% target)
- 5. Bulk waste removed within 7 working days (80% vs 92% target).

5 biggest improvements (since previous quarter)

- 1. Lifts average time taken (hours) to respond (from 2 hours 45 mins to 1 hour 55 mins)
- 2. Rent loss due to empty dwellings (from 1.06% to 0.84%)
- 3. Repairs Helpdesk longest wait time (from 13 mins to 11 mins)
- 4. Average re-let time, excluding time spent in major works (from 22 to 21 days)
- 5. Lifts restored to service within 24 hours (from 93.8% to 95.2%).

5 biggest drops (since previous quarter)

- 1. Lifts average time to restore service when not within 24 hours (from 2 to 12 days)
- 2. Stage one complaints escalated to stage two (from 10% to 16%)
- 3. Average time to complete routine repairs (from 13 to 16 days)
- 4. Stage one complaints responded to within 10 working days (from 86% to 70%)
- 5. Stage two complaints upheld (from 25% to 28%).