

# Council housing performance

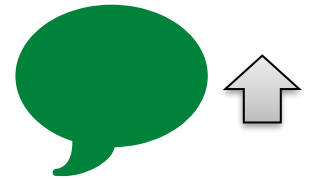
Quarter 2 2018/19 (July to Sept 2018)



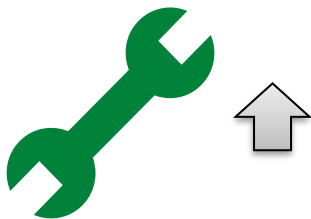
**98.31%**  
Rent collected



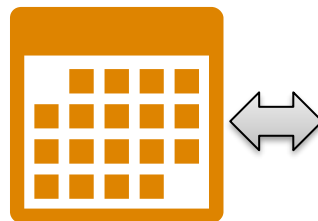
**85%**  
Calls answered



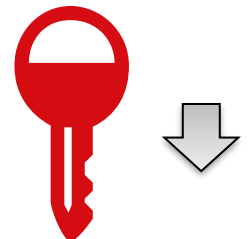
**88%**  
Satisfaction  
with ASB cases



**14 days**  
Routine repairs  
completion time



**97%**  
Repairs  
appointments  
kept



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



**97%**  
Cleaning tasks  
completed



**99.7%**  
Mobile warden  
jobs done in  
time



**93%**  
Five-year  
tenancy visits  
completed

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove  
City Council

## Quarter 2 2018/19 performance report – key trends

### Top 5 scores (compared to target)

1. Stage two complaints upheld (9% vs under 18% target)
2. Rent loss due to empty dwellings (0.78% vs 1% target)
3. Lifts – average time to restore service when not within 24 hours (6 hours vs 7 hour target)
4. Estate Development Budget main bids – quality checks (100% vs 90% target)
5. Victim satisfaction with way ASB complaint dealt with (88% vs 82% target).

### Bottom 5 scores (compared to target)

1. Repairs Helpdesk – longest wait time (13 mins vs 5 min target)
2. Lifts – average time taken (hours) to respond (3.6 hours vs 2 hour target)
3. Average re-let time, excluding time spent in major works (25 days vs 21 day target)
4. Repairs Helpdesk – calls answered within 20 seconds (66% vs 75% target)
5. Bulk waste removed within 7 working days (81% vs 92% target).

### 5 biggest improvements (since previous quarter)

1. Stage two complaints upheld (from 28% to 9%)
2. Lifts – average time to restore service when not within 24 hours (from 12 to 6 hours)
3. Stage one complaints escalated to stage two (from 16% to 10%)
4. Average time to complete routine repairs (from 16 to 14 days)
5. Rent loss due to empty dwellings (from 0.84% to 0.78%).

### 5 biggest drops (since previous quarter)

1. Lifts – average time taken (hours) to respond (from 1.9 to 3.6 hours)
2. Average re-let time, excluding time spent in major works (from 21 to 25 days)
3. Repairs Helpdesk – longest wait time (from 11 to 13 minutes)
4. Calls answered by Housing Customer Services Team (from 94% to 85%)
5. Repairs Helpdesk – calls answered within 20 seconds (from 68% to 66%).