# Council housing performance

**Quarter 2 2018/19 (July to Sept 2018)** 



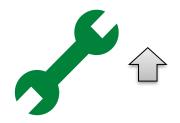
98.31% **Rent collected** 



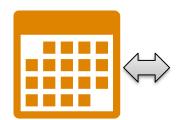
85% Calls answered



88% **Satisfaction** with ASB cases



14 days **Routine repairs** completion time



**Repairs** appointments kept



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



**Cleaning tasks** completed



99.7% Mobile warden jobs done in time



93% Five-year tenancy visits completed

Performance since previous quarter is:



Same



**Brighton & Hove City Council** Worse

# 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)**

- 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)
- 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%).