

Council housing performance

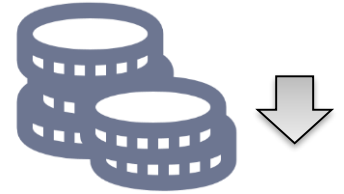
Quarter 1 2020/21 (Apr to Jun 2020)



67
Compliments
received



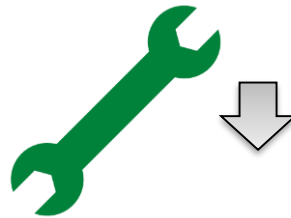
5 weeks
Waiting time
for adaptations



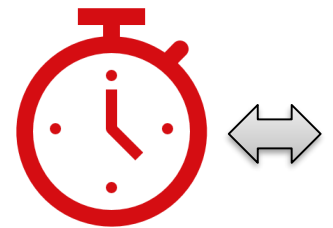
96.27%
Rent collected



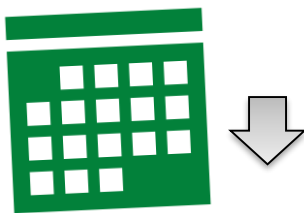
91 days
Empty home
re-let time



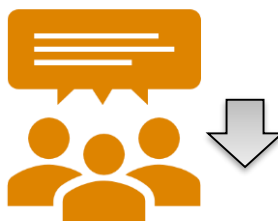
99.4%
Emergency
repairs within
24 hours



20 days
To complete
routine repairs



97.5%
Repairs
appointments
kept



93%
Tenants
satisfied with
repairs



99.79%
Gas safety
compliance

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove
City Council

Quarter 1 2020/21 performance report – key trends

Top 5 scores (compared to target)

1. Lifts – average time to restore service when not within 24 hours (4 days vs 7 day target)
2. Repairs completed at first visit (93.9% vs 92% target)
3. Energy efficiency rating of homes (67.5 vs 67 target)
4. Appointments kept as proportion of appointments made (97.50% vs 97% target)
5. Emergency repairs completed within 24 hours (99.40% vs 99% target)

Bottom 5 scores (compared to target)

1. Average re-let time excluding time spent in major works (91 days vs 21 day target)
2. Average time to complete routine repairs (20 days vs 15 day target)
3. Compliments received from customers (67 vs 88 target)
4. Stage one complaints responded to within 10 working days (61% vs 80% target)
5. Lifts – average time taken to respond (2.5 hours vs 2 hour target)

5 biggest improvements (since previous quarter)

1. Major adaptations – average weeks taken to approve applications (14 to 5 weeks)
2. Lifts – average time to restore service when not within 24 hours (10 to 4 weeks)
3. Stage two complaints upheld (42% to 22%)
4. Lifts – average time taken to respond (4.7 to 2.5 hours)
5. Repairs completed at first visit (87.5% to 93.9%)

5 biggest drops (since previous quarter)

1. Average re-let time (calendar days) excluding time spent in major works (20 to 91 days)
2. Compliments received from customers (105 to 67)
3. Stage one complaints responded to within 10 working days (85% to 61%)
4. Routine repairs completed in time (99.50% to 74.50%)
5. Tenants satisfied with repairs (100% to 93%).