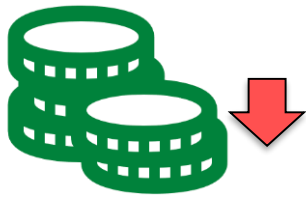


Council housing performance

Quarter 4 2020/21 (Jan to Mar 2021)



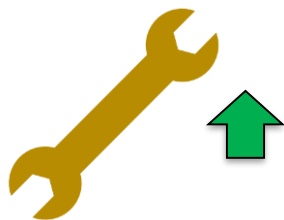
96.40%
Rent collected



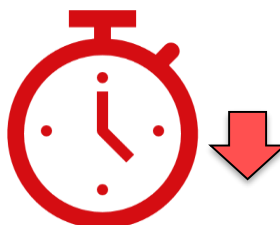
5.6 weeks
Waiting time
for adaptations



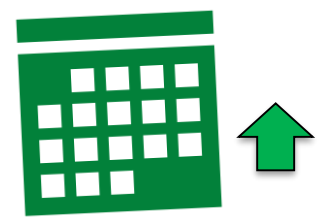
105 days
Empty home
re-let time



98.3%
Emergency
repairs within
24 hours



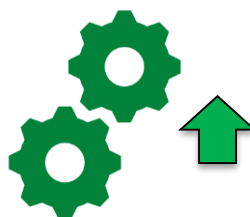
41 days
To complete
routine repairs



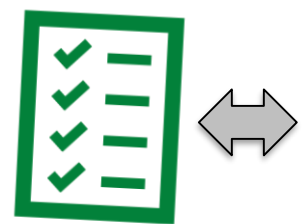
97.9%
Repairs
appointments
kept



96%
Tenants
satisfied with
repairs



96%
Lifts restored to
service within
24 hours

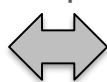


100%
Gas safety
compliance

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove
City Council

Quarter 4 2020/21 council housing performance – key trends

Top 5 scores (compared to target)

1. Major adaptations – average time to approve applications (5.6 weeks vs 10 week target)
2. Lifts – average time to restore service when not within 24 hours (5 days vs 7 day target)
3. Rent collected from council tenants (96.40% vs 95% target)
4. Lifts restored to service within 24 hours (96% vs 95% target)
5. Repairs appointments kept (97.9% vs 97% target)

Bottom 5 scores (compared to target)

1. Average re-let time excluding time spent in major works (105 days vs 21 day target)
2. Average time to complete routine repairs (41 days vs 15 day target)
3. Lifts – average time taken to respond (2.8 hours vs 2 hour target)
4. Routine repairs completed within 28 calendar days (65.9% vs 92% target)
5. Dwellings meeting Decent Homes Standard (91.88% vs 100% target)

5 biggest improvements (since previous quarter)

1. Lifts – average time taken to restore service when not within 24 hours (7 to 5 days)
2. Lifts restored to service within 24 hours (88% to 96%)
3. Major adaptations – average time to approve applications (6.0 to 5.6 weeks)
4. Tenants satisfied with repairs (95% to 96%)
5. Repairs appointments kept (97.3% to 97.9%)

5 biggest drops (since previous quarter)

1. Average time to complete routine repairs (32 to 41 days)
2. Average re-let time excluding time spent in major works (87 to 105 days)
3. Routine repairs completed within 28 calendar days (77.0% to 65.9%)
4. Lifts – average time taken to respond (2.6 to 2.8 hours)
5. Dwellings meeting Decent Homes Standard (93.68% to 91.88%)