



**Brighton & Hove
City Council**

Brighton and Hove City Council











Housing: Repairs and Maintenance report

Period: 10/11





SCORECARDS

Housing: Repairs and Maintenance

PERFORMANCE INDICATOR	UNIT	TARGET	ACTUAL	STATUS
HLPI E1 Time taken to complete repairs to empty properties	Days	12.00	6.00	 Green
HLPI E2 Orders which pass post-inspection (empty properties) %	%	97.00	99.30	 Green
HLPI R1 (BV 72) Right to repair: performance in carrying out statutory repairs (%)	%	97.00	98.89	 Green
HLPI R2 (BV 73) - Non-right to repair: average time taken to complete (days)	Days	15.00	9.00	 Green
HLPI R3 Orders completed within target time: emergency (%)	%	97.00	98.50	 Green
HLPI R4 Orders completed within target time: urgent (%)	%	97.00	94.31	 Red
HLPI R5 Orders completed within target time: routine (%)	%	97.00	99.88	 Green
HLPI R6 Resident Satisfaction: respondents who rate the repairs service as good or excellent (%)	%	95.00	96.42	 Green
HLPI R7 Orders which pass post-inspection (%)	%	95.00	98.48	 Green
HLPI R8 % of repairs completed right first time	%	85.00	98.48	 Green

SCORECARDS

Housing: Repairs and Maintenance

HLPI R9 Responsive repairs; appointments made and kept (%)	%	95.00	94.69	 Amber
NI158 - % non-decent council homes	%	32.50	34.71	 Red

There has been a 0.95% improvement in total decency during the last month.

