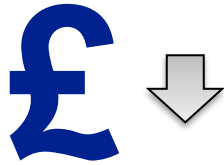


Area Panel summary: Housing Management Performance Report Quarter 2 2017/18

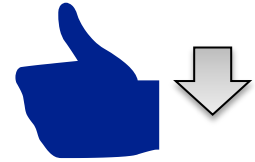
July to September 2017



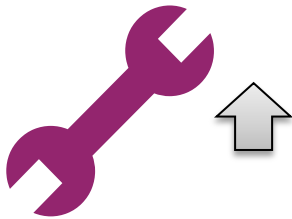
98.97%
Rent collected



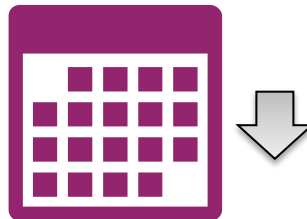
95%
Calls answered



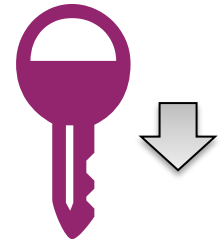
82%
Satisfaction
with ASB cases



13 days
Routine repairs
completion time



96%
Repairs
appointments
kept



23 days
Empty home
re-let time



100%
Cleaning
inspections
pass rate



99.8%
Bulk waste
removed within
target time



95%
Five-year
tenancy visits
completed

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove
City Council

