

# Council housing performance

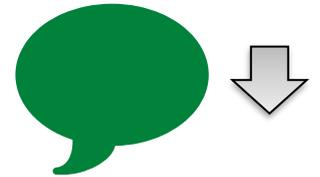
Quarter 4 2018/19 (Jan to Mar 2019)



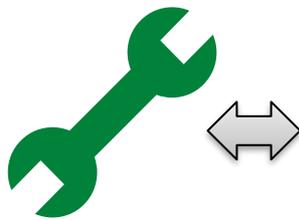
**97.81%**  
Rent collected



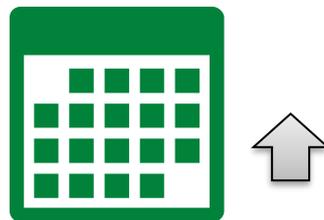
**91%**  
Calls answered



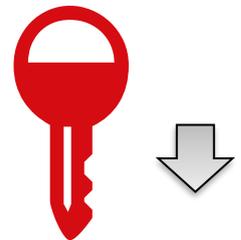
**85%**  
Satisfaction  
with ASB cases



**12 days**  
Routine repairs  
completion time



**97%**  
Repairs  
appointments  
kept



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



**98%**  
Cleaning tasks  
completed



**98%**  
Mobile warden  
jobs done in  
time



**93%**  
Five-year  
tenancy visits  
completed

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove  
City Council

# Quarter 3 2018/19 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. Rent loss due to empty dwellings (0.74% vs 1% target)
3. Average time to complete routine repairs (12 calendar days vs 15 day target)
4. Stage one complaints responded to within 10 working days (90% vs 80% target)
5. Victim satisfaction with way ASB case dealt with (85% vs 82% target).

## Bottom 5 scores (compared to target)

1. Repairs Helpdesk – longest wait time (22 mins vs 5 min target)
2. Rechargeable debt collected (end year result: 5.35% vs 20% target)
3. Average re-let time, excluding time spent in major works (33 days vs 21 day target)
4. Stage one complaints escalated to stage two (15% vs 10% target)
5. Repairs Helpdesk – calls answered within 20 seconds (53% vs 75%).

## 5 biggest improvements (since previous quarter)

1. Lifts – average time to restore service when not within 24 hours (9 to 5 days)
2. Stage two complaints upheld (28% to 20%)
3. Stage one complaints escalated to stage two (17% to 15%)
4. Calls answered by Housing Customer Services Team (85% to 91%)
5. Rent loss due to empty dwellings (0.78% to 0.74%).

## 5 biggest drops (since previous quarter)

1. Repairs Helpdesk – longest wait time (8 to 22 mins)
2. Average re-let time, excluding time spent in major works (24 to 33 days)
3. Repairs Helpdesk – calls answered within 20 seconds (72% to 53%)
4. Former tenant arrears collected (24.77% to 20.71%)
5. Bulk waste removed within 7 working days (87% to 78%).