

# Council housing performance

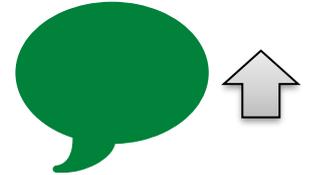
Quarter 3 2019/20 (Oct to Dec 2019)



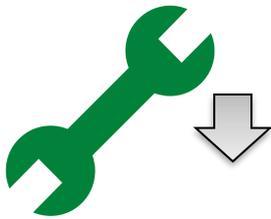
**97.00%**  
Rent collected



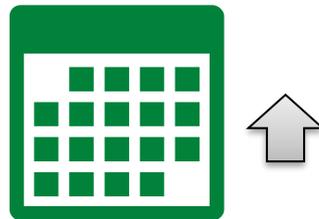
**88%**  
Calls answered



**95%**  
Satisfaction  
with ASB cases



**13 days**  
Routine repairs  
completion time



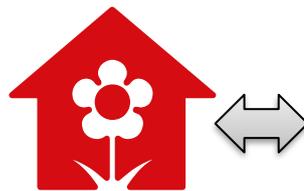
**97.8%**  
Repairs  
appointments  
kept



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



**97%**  
Cleaning tasks  
completed



**82%**  
Bulk waste  
removed within  
7 working days



**92%**  
Five-year  
tenancy visits  
completed

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove  
City Council

# Quarter 3 2019/20 performance report – key trends

## Top 5 scores (compared to target)

1. Average re-let time, excluding time spent in major works (17 days vs 21 day target)
2. Lifts – average time to restore service when not within 24 hours (6 days vs 7 day target)
3. Average time to complete routine repairs (13 days vs 15 day target)
4. Victim satisfaction with way closed ASB case dealt with (95% vs 85% target)
5. Lifts – average time taken (hours) to respond (1.9 days vs 2 day target).

## Bottom 5 scores (compared to target)

1. Repairs Helpdesk – longest wait time (50 minutes vs 5 minute target)
2. Repairs Helpdesk – calls answered within 20 seconds (27% vs 75% target)
3. Stage one complaints escalated to stage two (16% vs 10% target)
4. Repairs Helpdesk – calls answered (57% vs 90% target)
5. Stage two complaints upheld (21% vs 18% target).

## 5 biggest improvements (since previous quarter)

1. Average re-let time, excluding time spent in major works (20 to 17 days)
2. Stage one complaints responded to within 10 working days (64% to 72%)
3. Victim satisfaction with way closed ASB case dealt with (90% to 95%)
4. Empty properties passing post-inspection (91.1% to 93.8%)
5. Responsive repairs passing post-inspection first time (93.80% to 95.90%).

## 5 biggest drops (since previous quarter)

1. Stage two complaints upheld (8% to 21%)
2. Repairs Helpdesk – calls answered within 20 seconds (65% to 27%)
3. Repairs Helpdesk – calls answered (91% to 57%)
4. Rent loss due to empty dwellings (0.61% to 0.97%)
5. Repairs Helpdesk – longest wait time (34 to 50 minutes).