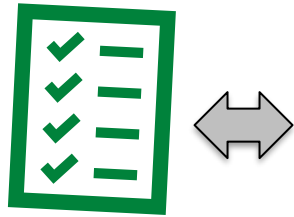
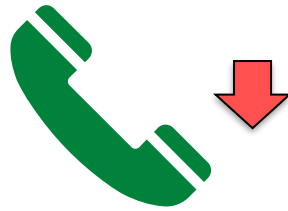


Council housing performance

Quarter 2 2021/22 (Jul to Sep 2021)



100%
Gas safety
compliance



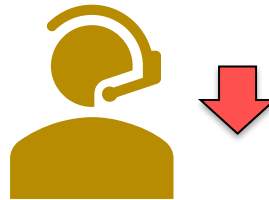
93%
Repairs calls
answered



66 days
Empty home
re-let time



92.9%
Dwellings
meeting Decent
Homes standard



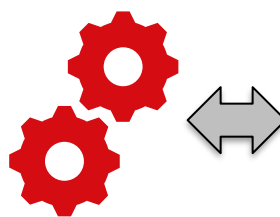
87%
Customer
services calls
answered



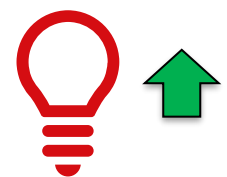
97%
Tenancies
sustained



85%
Complaint
responses within
10 working days



91%
Lifts restored to
service within
24 hours



68.1
Energy efficiency
rating out of 100

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove
City Council

Quarter 2 2021/22 council housing performance – key trends

Top scores (compared to target)

1. Calls answered by Repairs Helpdesk (93% vs 85% target)
2. Tenancies sustained following difficulties (97% vs 90% target)
3. Stage one complaints responded to within 10 working days (85% vs 80% target)
4. Council homes with a valid Landlord's Gas Safety Record (100% vs 100% target)

Bottom scores (compared to target)

1. Average re-let time excluding time spent in major works (66 days vs 21 day target)
2. Stage two complaints upheld (47% vs 18% target)
3. Lifts – average time to restore service when not within 24 hours (9 days vs 7 day target)
4. Energy efficiency rating of homes out of 100 (68.1 vs 76.8 target)
5. Dwellings meeting Decent Homes Standard (92.9% vs 100% target)

Biggest improvements (since previous quarter)

1. Average re-let time excluding time spent in major works (88 to 66 days)
2. Tenancies sustained following difficulties (92% to 97%)
3. Stage one complaints responded to within 10 working days (81% to 85%)
4. Dwellings meeting Decent Homes Standard (92.1% to 92.9%)
5. Energy efficiency rating of homes out of 100 (68.0 to 68.1)

Biggest drops (since previous quarter)

1. Stage two complaints upheld (9% to 47%)
2. Lifts – average time taken to restore service when not within 24 hours (9 to 12 days)
3. Calls answered by Housing Customer Services (87% to 82%)
4. Calls answered by Repairs Helpdesk (94% to 93%)

Please note there are fewer indicators to compare than usual because several are temporarily absent from this report while work is underway to develop new reporting systems following the switchover of our main housing management IT system since the start of July 2021. Please see the full version of the performance report for more information.