

DRAFT Committee workplan progress update and Housing performance report

Quarter 2 2021/22

This report provides updates on the Housing Committee priorities and work plan for 2019 to 2023, as well as a range of performance indicators. Delivery of a complex housing service during the Covid-19 crisis had been a challenge, and gratitude is expressed to residents for the patience and understanding they have shown.

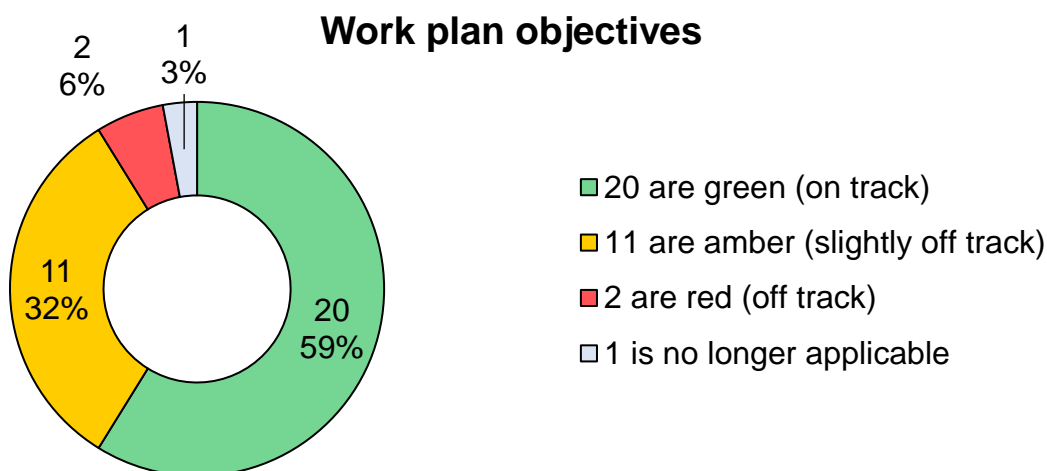
While there continue to be areas of strong performance, with 20 Housing Committee Work Plan objectives on track for delivery and 7 performance indicators on or above target, some delivery challenges remain. The report highlights actions being taken to improve services where performance has been adversely impacted by the Covid-19 pandemic.

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This housing performance report covers Quarter 2 (Q2) of the 2021/22 financial year. It uses red, amber and green ratings to provide an indication of performance.

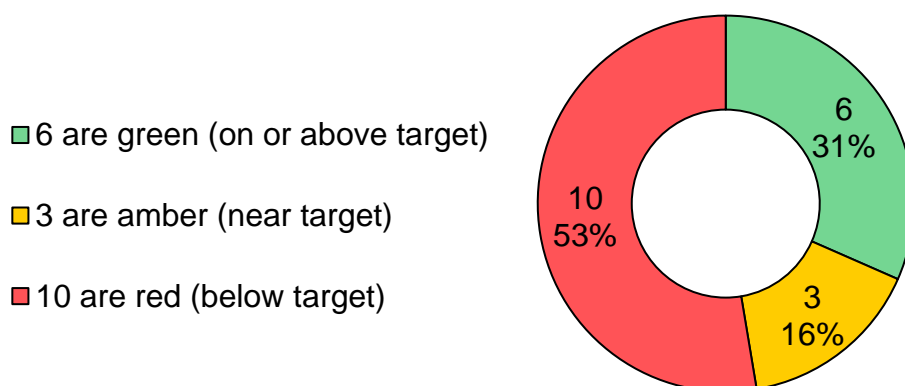
Part one provides an update of performance against the Housing Committee work plan objectives for 2019 - 2023:



Part two presents results for a range of performance indicators across Housing and similarly uses red, amber and green ratings, as well as trend arrows. Commentary has been included for indicators which are red. During Quarter 2, the ratings and trends were as follows:

- | | |
|--|---|
| <p>G Green – on or above target
(6 indicators)</p> <p>A Amber – near target
(3 indicators)</p> <p>R Red – below target
(10 indicators)</p> | <p>↑ Improved since last time
(10 indicators)</p> <p>↔ Same as last time
(2 indicators)</p> <p>↓ Poorer than last time
(7 indicators)</p> |
|--|---|

Performance indicators



Part one: Housing Committee priorities and work plan 2019-23

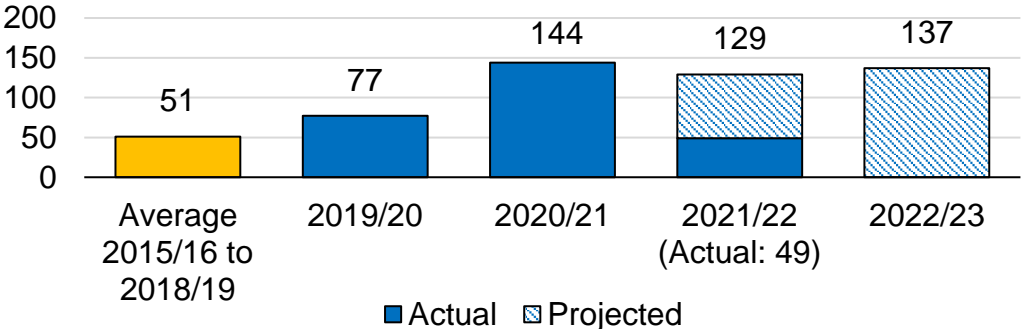
1. Provide additional affordable homes

1.1 Slightly off track: Achieve 800 additional council homes (including develop the existing Hidden Homes strategy)

Total of 518 homes projected for 2019 to 2023, including 270 already completed:

- 2021/22: 126 homes – buy backs (79 general needs and 26 Housing First), Hidden Homes (11) and Oxford Street (10)
- 2022/23: 171 homes – buy backs (75 general needs and 10 Housing First), Hidden Homes (13), Rotherfield Crescent (3), Victoria Road (42), Hollingbury Library (13) and Frederick Street (4), Palace Place (11)
- Completion dates for 408 homes have changed from 2022/23 to early 2023/24 (including 176 Homes for Brighton & Hove dwellings)
- Regular updates on progress are provided to Housing Supply Member Board

Additional council homes per year

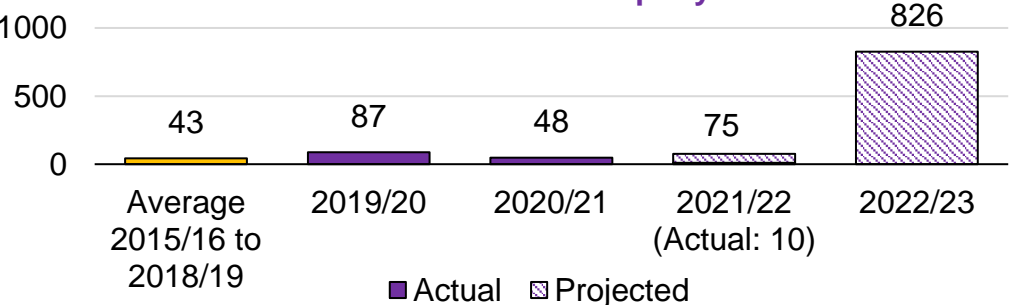


1.2 On track: Achieve 700 other additional homes (registered provider, affordable rented, shared ownership)

Total of 1,036 homes (323 rent and 713 shared ownership) projected for 2019 to 2023, including 145 already completed:

- 2021/22: 75 homes – Preston Barracks (19), Falmer Avenue (13), Hangleton Way (33) and Lions Gardens (10)
- 2022/23: 826 homes – Preston Barracks (226), Dunster Close (2), Graham Avenue (125), Lyon Close (154), Sackville Hotel (7), Sackville Estate (56) New Church Road (5), King’s House (92), Edward Street (33), School Road (104) and Longley (22)

Other additional homes per year

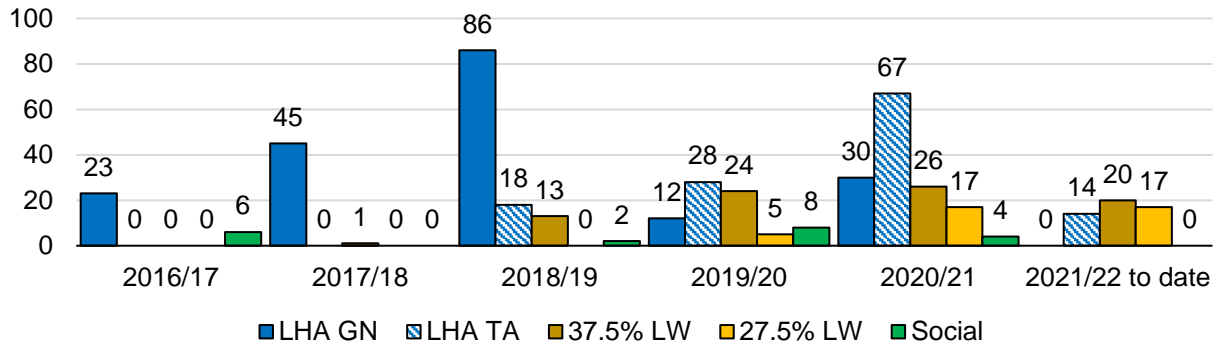


1. Provide additional affordable homes

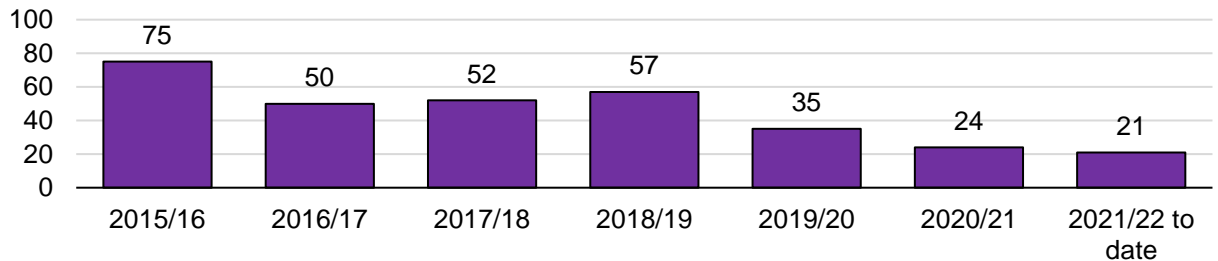
1.3 On track: Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

17 of the 37 (46%) of new general needs council homes delivered during 2021/22 are at 27.5% Living Wage rents, and the remaining 20 (54%) are at 37.5% Living Wage rents. The temporary accommodation (TA) council homes are at Local Housing Allowance (LHA) rates.

Additional council homes by rent level



Council homes sold through the Right to Buy (RTB)



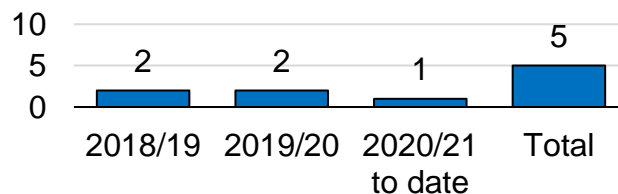
1.4 On track: Develop a policy for the council to take the role of developer on major sites

- Homes for Brighton & Hove Joint Venture is becoming a delivery company

1.5 Slightly off track: Bring a report to committee identifying suitable sites to work in partnership with Community Land Trust (CLT) for development

- 5 out of 10 sites so far identified for Community Land Trust development
- Planning applications are regularly reviewed to seek opportunities for self-build plots on large private development sites, but this has not yet yielded suitable plots

Sites identified



2. Improving private rented housing

2.1 Slightly off track: Review and resubmit selective licensing scheme proposal to improve the management and standards of private rented sector homes in the city

- Private Sector Housing Update reports went to Housing Committee in June and September 2021

2.2 Off track: Research and review an ethical loan scheme

- This work has been deferred due to Covid-19 priorities

2.3 Off track: Develop or commission an information or advice hub for private renters and consider options for a private tenants' forum

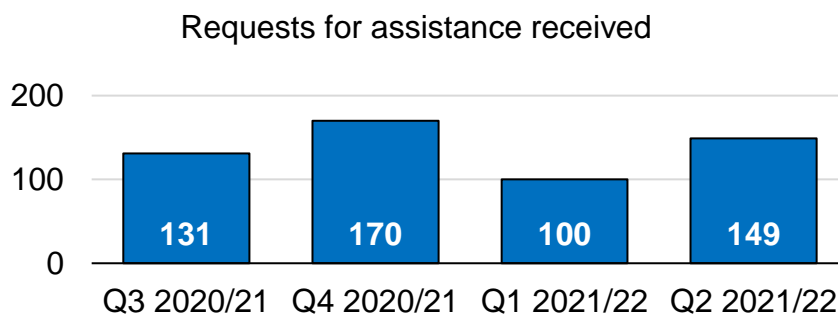
- This work has been deferred due to Covid-19 priorities

2.4 Slightly off track: Research and develop a social lettings agency

- Work was deferred due to Covid-19 response
- Private Sector Housing Update reports went to Housing Committee in June and September 2021

2.5 On track: Develop the enforcement approach to private sector housing to reflect the full range of potential options available to improve management and standards

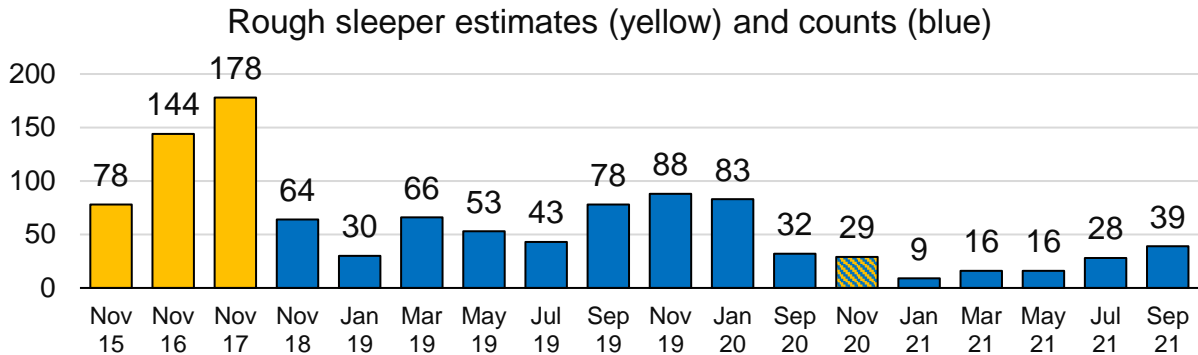
- Request for assistance top categories during Q2: 47 disrepair (32%), 18 other safety concerns (12%) and 10 nuisance from neighbour's disrepair (7%)



3. Alleviating homeless and rough sleeping

3.1 On track: Develop a rough sleeping strategy (to include partnerships with community homeless and faith projects and delivery of homeless enterprise projects)

- Homeless & Rough Sleeper Strategy approved by Housing Cttee in June 2020
- Next Steps Accommodation Programme (NSAP): number of rough sleeper and other Covid placements has reduced from 258 to 134 during Q2



The November 2020 figure used a blended methodology of an estimate with a spotlight count. Please note that estimates have only been carried out at times when counts have not been. While it would have been desirable to do both simultaneously and compare them, staff capacity has not allowed this over the last few years

3.2 On track: Review/consult/adopt the Homeless Bill of Rights

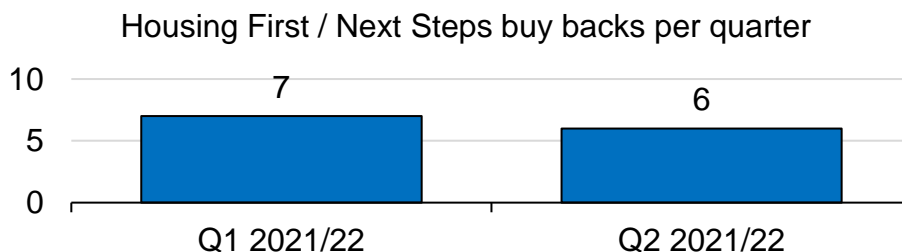
- Values of the Homeless & Rough Sleeper Strategy approved by Housing Committee in June 2020 align to the Homeless Bill of Rights. Strategy states that *'The Homeless Bill of Rights should be viewed as a standard against which the Council and its partners judge our policies and practices'*
- The Homeless Bill of Rights was adopted by full council in March 2021 and is an aspirational document against which to measure services and progress

3.3 No longer applicable: Provide a 365 day night shelter

- Night shelter was closed in early April 2020 on the advice of MHCLG and Public Health England due to Covid-19 restrictions, as it had shared facilities

3.4 On track: Expand Housing First

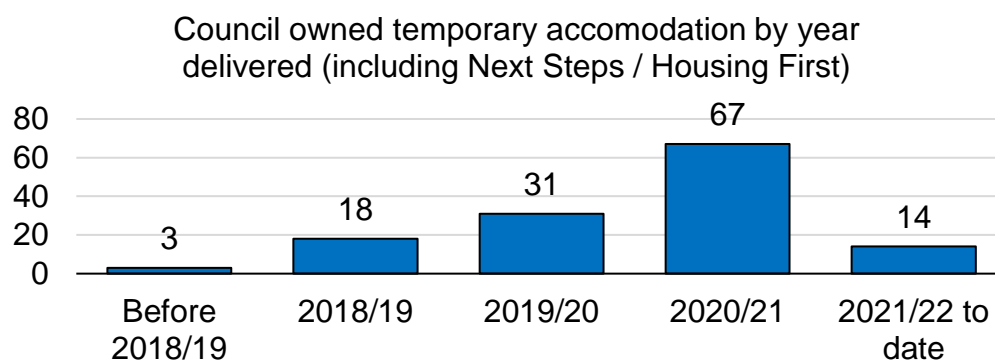
- 60 homes were used for Housing First during 2020/21
- 13 homes have been bought for Housing First during the first half of 2021/22



3. Alleviating homeless and rough sleeping

3.5 On track: Develop a strategy for the provision of council run temporary accommodation including Seaside Homes

- Hartington Road – 38 homes became ready in February 2021
- Oxford Street – completion of 10 homes expected December 2021
- Buy backs – 64 of 172 homes purchased are for temporary accommodation



3.6 On track: Develop a homeless strategy, ensuring homeless people are involved in the design and development of services which directly affect them

- Homeless & Rough Sleeper Strategy approved by Housing Cttee in June 2020
- Homeless Reduction Board has been meeting since September 2020 and its role includes monitoring progress of the aspirations contained in the Homeless Bill of Rights and making recommendations to Housing Committee
- Homeless Reduction Operational Board met for the first time in July 2021 and includes people with a lived experience of homelessness

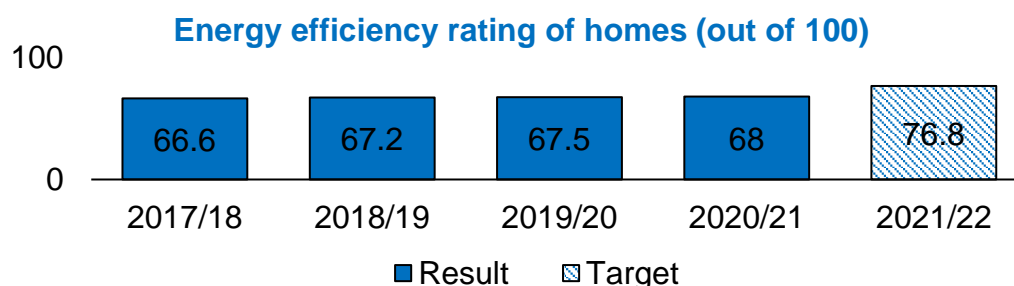
4. Achieving carbon reductions and sustainability in housing including address fuel poverty

4.1 On track: Develop an action plan to set out how we will work collaboratively to ensure housing contributes to making the city carbon neutral by 2030

- A report on 'Housing action towards carbon neutral 2030' was approved at Housing Committee in January 2021
- A further 'Carbon Reduction in Housing' report was considered at Housing Committee in November 2021, with a costed retrofit plan towards carbon neutral by 2030 to follow in 2022
- Second phase of the Local Authority Delivery Scheme (LAD2) to deliver retrofit measures to local homes will focus on council homes pending confirmation of scheme delivery and timelines

4.2 Slightly off track: Develop a new PV and energy efficiency strategy for council homes to include standards for new homes

- Standards for new council homes are guided by the revised new build specification – minimum Energy Performance Certificate rating of A
- Procurement of domestic solar PV programme on council homes (1,000 by 2023) expected to start in 2022 once additional project management support recruited
- However, some installs will likely happen through LAD2 prior to this



4.3 On track: Review the energy efficiency and provision on all new developments

- A report providing an 'Update on Sustainability Measures for New Homes and Housing Supply Sustainability Policy' went to Housing Committee in January 2021 and the committee endorsed a draft New Build Housing Sustainability Policy
- Victoria Road new build scheme will pilot a low energy 'microgrid' heating and electricity solution integrating ground source heat pumps and solar panels to reduce residents' bills

4.4 On track: Investigate and report the possibility of bulk buying PV panels and other energy saving resources

- Round 1 of the Solar Together Sussex (STS) scheme was launched in Autumn 2020, to date approximately 70 installs have been completed
- Round 2 of STS was launched in September 2021. Over 7,000 homes registered across Sussex and a local supplier has been appointed to begin installations in the new year

5. Improving council housing and community involvement

5.1 Slightly off track: Work with tenants to develop a 'decent environment' standard

- Delayed due to service pressures and other priorities due to Covid-19

5.2 On track: Develop a fire safety programme in conjunction with tenants and residents

- Sprinklers are now fitted as standard in all council new build homes
- Sprinkler systems at St James's House and Essex Place – currently reviewing following feedback from residents
- Council is working to consider the likely impacts of the proposed Building Safety legislation including proposed resident engagement strategy for building safety
- Fire Risk Assessments are carried out regularly to council housing buildings
- Currently engaging consultancy services to support a review of the new building safety guidance and implementation

5.3 On track: Review and develop a new tenant and community involvement policy/strategy for housing, ensuring we learn from the lived experience of our clients, meet the 'Involvement and Empowerment' standard and that co-production is at the heart of our tenant and resident involvement work

- New Tenant and Leaseholder Engagement Strategy was approved at Housing Committee in March 2021

5.4 On track: Extend participatory budgeting

- Report approved at March 2021 Housing Committee including development of a policy for extending participatory budgeting

5.5 Slightly off track: Develop the work undertaken with leaseholders to develop a new leasehold involvement policy, setting out how leaseholders can be supported to be more proactively involved in capital works and other leasehold matters

- Consultation with leaseholders on new planned maintenance and improvement programme contracts has concluded and contracts are now operating. Leaseholders are being consulted where the council has plans to undertake works under these contracts on a block-by-block basis
- Engagement with tenants and leaseholders is underway for proposed projects that will be tendered through the major works framework.
- The council is continuing to update tenants and leaseholders that sit on the 'task and finish' group that is working on the programme. Online sessions are now operating for this group
- The council has completed a survey of all leaseholders and will share the results of this with the Leaseholder Action Group shortly

6. Enabling more affordable home ownership

6.1 On track: Work with Community Land Trust (CLT) to develop self-build opportunities

- CLT focus is on affordable rented homes which are likely to be self-build

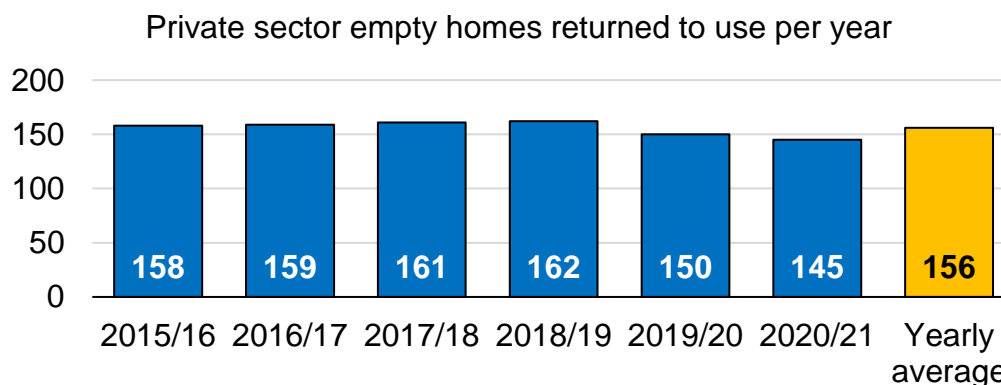
6.2 On track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- 721 shared ownership homes are projected for development by March 2023
- The Living Wage Joint Venture, Homes for Brighton & Hove, has started construction on its first two sites totalling 346 homes
- Homes for Brighton & Hove is becoming a delivery company, with 168 Hyde shared ownership homes and 178 rented homes (176 council and 2 Hyde) expected for completion in 2023/24

7. Make fuller use of shared housing capacity

7.1 Slightly off track: Review our empty homes policy to ensure 650 empty homes are brought back into use

- Progress restricted by Covid-19 restrictions – 58 homes brought back into use during 2021/22 to date



7.2 On track: Develop a policy to incentivise households to relinquish council tenancies as an alternative to right to buy

- Currently researching and scoping to develop a policy for Housing Committee by December 2021

7.3 Slightly off track: Investigate the possibility of supporting a 'lodger' scheme and report to Committee

- Committee report due for March 2021 – deferred due to Covid-19 priorities

7.4 On track: Undertake an impact assessment of short-term holiday lets and Air BnB in the city and consider options that may inform an approach to alleviate the most detrimental issues arising

- Report on Regulation of Short-Term Holiday Lets was agreed at Tourism, Equalities, Communities & Culture and Housing committees in March 2020. It included using existing powers to deal with complaints, ensuring coordinated approach to enforcement between services and lobbying central government for enhanced enforcement powers and a national registration scheme
- A new system is now in place for the public to report issues with short term holiday lets, so that relevant council teams can take appropriate enforcement action where possible

8. Alleviating poverty

8.1 Slightly off track: Ensure the in house repairs services include measures to: provide opportunities for young people to develop skills for example through apprenticeships; maximise community benefits, including through use of local firms and labour for supply chain as well as planned and major works; and, develop pathways to employment that are inclusive in offering opportunities to all the communities we serve

- Due to the Covid-19 outbreak, the planned and major works procurement was paused as were other areas of the programme, including taking on apprentices
- Some existing apprentices were moved to empty property works so they could physically distance while working, but it has not yet been possible to recruit many additional apprentices
- However, the service is currently recruiting two electrical apprentices

8.2 Slightly off track: Review arrears policy to ensure all action is taken at the earliest stage, support given and eviction is used as a last resort

- Business Process Review of income collection, including arrears policies, has been delayed while resources have been diverted to the Covid-19 response
- Rent collection from council tenants during Q2 is to be confirmed (TBC)
- No tenants evicted during Q2

8.3 On track: Develop an arrears policy for temporary accommodation, which gives tenants the same level of support and assistance as those in permanent accommodation

- Policy is in place for long term temporary accommodation which matches that in council owned housing








Part two: Performance indicators

The council is responsible for managing 11,716 council owned homes and 2,316 leaseholder homes, as well as providing temporary accommodation for 2,012 households.







There are several indicators which 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. Once this work is complete, we intend to be able to retrospectively provide results starting from this time in future versions of this report.

These indicators are as follows:




- Council housing – average weeks taken to approve applications and commence works
- Rent collected from council tenants
- UC tenants in arrears who have an alternative payment arrangement
- Arrears of UC tenants as a proportion of total arrears
- Surveyed ASB victims satisfied with how their case was handled
- New ASB cases reported
- Closed ASB cases
- Average days taken to resolve ASB cases
- Active ASB cases (quarter end)
- Emergency repairs completed within 24 hours
- Routine repairs completed within 28 calendar days
- Average time to complete routine repairs (calendar days)
- Appointments kept as proportion of appointments made
- Tenants satisfied with standard of repair work
- Repairs completed at first visit.

	Customer feedback – all Housing services	Target	Q1 2021/22	Q2 2021/22	Status against target	Trend since Q1
9.1	 Compliments received from customers	Info	73	59	n/a	n/a
9.2	 Stage one complaints responded to within 10 working days	80%	81% (83 of 102)	85% (84 of 99)		
9.3	Stage one complaints upheld	Info	58% (59 of 102)	46% (46 of 99)	n/a	n/a
9.4	Stage two complaints upheld	18%	9% (1 of 11)	47% (9 of 19)		




There is an increased focus on how complaints are handled across the council, especially on improving the overall quality of complaint responses in the early stages of the complaints process, in order to reduce the need for cases to be escalated from stage one to stage two for further investigation.











  Private sector housing	Target	Q1 2021/22	Q2 2021/22	Status against target	Trend since Q1	
10.1	New licences issued for Houses in Multiple Occupation (HMOs)	Info	56	147	n/a	n/a
10.2	HMOs where all special conditions have been met (for licences issued over 12 months ago)	47%	52.38% (1,069 of 2,041)	53.05% (1,019 of 1,921)		
10.3	Private sector empty homes returned to use	32	32	26		




The Q1 figure above has increased from 28 to 32 since last reported. This is because Council Tax records have identified more homes brought back in use during this period, and there is a reporting lag between the date they were back in use and the date this could be confirmed.

 Housing adaptations	Target	Q1 2021/22	Q2 2021/22	Status against target	Trend since Q1	
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	23.6	21.3		

A high number of private sector clients have chosen to defer making the grant application and have works start due to Covid-19, and there have been restrictions on visits to clients' homes. Alongside remote working to progress applications, staff are reassuring clients of the health and safety measures put in place by staff and contractors, and rescheduling deferred applications.

 Housing Needs – Housing Options and allocations	Target	Q1 2021/22	Q2 2021/22	Status against target	Trend since Q1	
12.1	Households prevented from becoming homeless (by council and partner agencies)	424	404	445		
12.2	New households accepted as homeless	Info	49	77	n/a	n/a
12.3	Number of households on the social housing waiting list	Info	4,800	TBC	n/a	n/a

 Housing Needs – temporary accommodation	Target	Q1 2021/22	Q2 2021/22	Status against target	Trend since Q1	
13.1	Total households in temporary accommodation (homeless and through service level agreements)	Info	2,113	2,012	n/a	n/a
13.2	Rent collected for emergency accommodation (year to date including loss from empty homes)	89.21%	73.90% (£1.2m of £1.6m)	73.30% (£2.6m of £3.6m)		
This indicator includes rent loss from empty emergency accommodation dwellings, which is higher than usual while people who were placed in response to Covid-19 are moved on from 'block booked' accommodation such as hotels and hostels, ahead of handing some of them back. The collection rate excluding this type of rent loss is 94.89% which is above target.						
13.3	... as above but excluding rent loss from empty homes	For info	92.56% (£1.2m of £1.2m)	94.89% (£2.6m of £2.8m)	n/a	n/a
13.4	Rent collected for leased temporary accommodation properties (year to date)	96.10%	94.57% (£1.6m of £1.6m)	87.28% (£3.3m of £3.8m)		
A new reporting system has recently been developed for this indicator following the switchover of our main housing management IT system, and we will closely monitor trends into the second half of the current financial year.						
13.5	... as above but excluding rent loss from empty homes	For info	99.60% (£1.6m of £1.6m)	93.33% (£3.3m of £3.6m)	n/a	n/a
13.6	 Rent collected for Seaside Homes (year to date)	91.00%	90.31% (£1.1m of £1.3m)	90.74% (£2.6m of £2.7m)		
13.7	... as above but excluding rent loss from empty homes	For info	94.30% (£1.1m of £1.2m)	95.49% (£2.6m of £2.6m)	n/a	n/a
13.8	Empty temporary accommodation homes	For info	135	115	n/a	n/a
13.9	Seaside Homes with a valid Landlord's Gas Safety Record	100%	99.3% (423 of 426)	99.8% (425 of 426)		
13.10	Leased properties with a valid Landlord's Gas Safety Record	For info	91.4% (571 of 625)	89.1% (554 of 622)	n/a	n/a
The indicator above does not have a target given that the role of the council when it comes to leased properties is to monitor progress and remind landlords to arrange gas safety checks, whereas the council's gas contractor carries out checks in Seaside and council homes.						

 Council housing – supply		Q1 2021/22	Q2 2021/22
14.1	 Additional council homes	24	27
14.2	... at Local Housing Allowance (LHA) rents	33% (8 of 24)	22% (6 of 27)
*All six homes at LHA rates from Q2 were buy backs for use as temporary housing			
14.3	... at 37.5% Living Wage rents	42% (10 of 24)	37% (10 of 27)
14.4	... at 27.5% Living Wage rents	25% (6 of 24)	41% (11 of 27)
14.5	...at social rents	0% (0 of 24)	0% (0 of 27)
14.6	Council homes sold through the Right to Buy	10	11
Of the 21 homes sold during 2021/22 to date, 10 were for leasehold (flats) and 11 were for freehold (houses)			
14.7	Net change in the number of council homes – all rent levels	+14	+16
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	-4	0
14.9	 Total council owned homes	11,700	11,716
Total stock of 11,716 includes 10,706 general needs, 877 seniors housing and 133 temporary housing (including dwellings not yet handed over).			

14.10 Council housing – buy backs (Home Purchase and Next Steps / Housing First)

Buy backs by application date	2017/18	2018/19	2019/20	2020/21	2021/22 to date	Total
Total applications	5	53	88	158	85	389
Of which, became purchases	2	32	53	78	7	172
Council declined	1	13	11	15	5	45
Owner declined offer	1	5	12	15	6	39
Owner withdrew	1	3	12	30	18	64
Outcome pending	0	0	0	20	49	69

Completed buy backs by rent level	2017/18	2018/19	2019/20	2020/21	2021/22 to date	Total
Completed purchases	1	13	43	64	51	172
... general needs social rent	0	0	1	4	0	5
... general needs 27.5% Living Wage	0	0	5	17	17	39
... general needs 37.5% Living Wage	1	5	24	14	20	64
... temporary housing at LHA rates	0	8	13	29	14	64












Summary of all buy backs since start of programmes, September 2017


















Total purchases	Social rent	27.5% LWR	37.5% LWR	LHA rate	No. rent reserve applied	Total rent reserve applied	Net modelled subsidy (surplus) over all properties to date (£)
172*	5	39	64	64	26 **	£1.233m ***	£104,000

* Of which 154 are flats (4 studio, 58 one bed, 78 two bed, 14 three bed) and 18 are houses (3 two bed, 14 three bed, 1 four bed)


** Following Housing Committee decision to use rent reserve to keep rents as low as possible

*** Applied during 2019/20 – a further £827k is anticipated to be used during 2021/22

 Council housing – management		Target	Q1 2021/22	Q2 2021/22	Status against target	Trend since Q1
15.1	 Tenants known to claim Universal Credit (UC)	Info	25% (2,837 of 11,292)	24% (2,717 of 11,290)	n/a	n/a
15.2	Tenants evicted due to rent arrears	Info	0	0	n/a	n/a
15.3	Tenants evicted due to anti-social behaviour (ASB)	Info	0	0	n/a	n/a
15.4	 Calls answered by Housing Customer Services	85%	87% (4,573 of 5,271)	82% (5,385 of 6,596)		
15.5	Average call answering time (seconds) for Housing Customer Services	Info	97	TBC	n/a	n/a
15.6	Tenancies sustained following difficulties	90%	92% (22 of 24)	97% (31 of 32)		
15.7	 Average re-let time (calendar days) excluding time spent in major works	21	88 (108 lets)	66 (103 lets)		
<p>Recovery efforts are continuing to tackle the backlog of empty council homes, and many of those let during Q2 had been empty for long periods of time with 59% undergoing major works. This means that although the re-let time including major works has increased to 206 days, the re-let time excluding major works has decreased to 66 days. Three new members of staff are expected to start between November 2021 and January 2022 to boost capacity to let empty homes.</p>						
15.8	Average 'key to key' empty period (calendar days) including time spent in major works	Info	122 (108 lets)	206 (103 lets)	n/a	n/a
15.9	 Empty general needs and seniors council homes (includes new homes)	274	268	273	n/a	n/a
15.10	Empty council owned temporary accommodation homes (includes new homes not yet handed over)	Info	27	15	n/a	n/a

 Council housing – repairs and maintenance		Target	Q1 2021/22	Q2 2021/22	Status against target	Trend since Q1
16.1	 Calls answered by Repairs Helpdesk	85%	94% (19,144 of 20,277)	93% (19,888 of 21,410)		
16.2	Average call answering time (seconds) for Repairs Helpdesk	Info	45	TBC	n/a	n/a
16.3	 Dwellings meeting Decent Homes Standard	100%	91.9% (10,750 of 11,700)	92.9% (10,884 of 11,716)		
<p>The stock condition survey identified many dwellings which did not meet the standard, and there was a lack of planned installations of new kitchens and bathrooms through 2020 due to Covid restrictions, shortages of supplies and components, and the mobilisation of new contractors. However, performance has increased since kitchen and bathroom replacements resumed under new contracts, focusing on empty homes (in order to reduce the backlog) then occupied homes.</p>						
16.4	Energy efficiency rating of homes (out of 100)	76.8	68.0	68.1		
<p>A very ambitious target was set in line with performance by other local authorities (the median for our HouseMark peer group was 76.8 at the end of March 2021). A retrofit plan is being prepared for Housing Committee to show how Housing can contribute to the Carbon Neutral 2030 objective, and a programme to install solar panels on 1,000 council homes is to begin in 2022.</p>						
16.5	 Council homes with a valid Landlord's Gas Safety Record	100%	100% (10,043 of 10,043)	100% (10,017 of 10,017)		
16.6	 Lifts restored to service within 24 hours	95%	91% (215 of 236)	91% (292 of 321)		
<p>There have been delays in repairing some lifts due to aging equipment and difficulty sourcing spare parts. Aging equipment is being modernised at Seniors schemes during 2021/22 and 2022/23; and the lift contractor will investigate potential to retain a greater stock of critical spares from European supply chains.</p>						
16.7	Lifts – average time taken (days) to restore service when not within 24 hours	7	9	12		

New performance indicators relating to planned and major works are currently being developed and will accompany future versions of these performance reports.

 Leaseholder disputes		Q1 2021/22	Q2 2021/22
17.1	Stage one disputes opened	0	7
17.2	Stage one disputes closed	3	4
17.3	Active stage one disputes (end quarter)	19	22
17.4	Stage two disputes opened	3	0
17.5	Stage two disputes closed	1	0
17.6	Active stage two disputes (end quarter)	3	3
17.7	Stage three disputes opened	0	0
17.8	Stage three disputes closed	0	1
17.9	Active stage three disputes (end quarter)	2	1