



**Brighton & Hove  
City Council**

***Brighton and Hove City Council***



***Housing: Repairs and Maintenance report***

*Period: 10/11*

## SCORECARDS

| <b>Housing: Repairs and Maintenance</b>  |             |               |               |  |
|--|-------------|---------------|---------------|--|
| <b>PERFORMANCE INDICATOR</b>   | <b>UNIT</b> | <b>TARGET</b> | <b>ACTUAL</b> | <b>STATUS</b>  |
| HLPI E1 Time taken to complete repairs to empty properties                                       | Days        | 12.00         | 6.00          | <br>Green   |
| HLPI E2 Orders which pass post-inspection (empty properties) %                                   | %           | 97.00         | 99.30         | <br>Green   |
| HLPI R1 (BV 72) Right to repair: performance in carrying out statutory repairs (%)               | %           | 97.00         | 98.89         | <br>Green   |
| HLPI R2 (BV 73) - Non-right to repair: average time taken to complete (days)                     | Days        | 15.00         | 9.00          | <br>Green   |
| HLPI R3 Orders completed within target time: emergency (%)                                       | %           | 97.00         | 98.50         | <br>Green |
| HLPI R4 Orders completed within target time: urgent (%)  | %           | 97.00         | 94.31         | <br>Red   |
| HLPI R5 Orders completed within target time: routine (%)   | %           | 97.00         | 99.88         | <br>Green |
| HLPI R6 Resident Satisfaction: respondents who rate the repairs service as good or excellent (%) | %           | 95.00         | 96.42         | <br>Green |
| HLPI R7 Orders which pass post-inspection (%)  | %           | 95.00         | 98.48         | <br>Green |
| HLPI R8 % of repairs completed right first time  | %           | 85.00         | 98.48         | <br>Green |

**SCORECARDS****Housing: Repairs and Maintenance**

|   |   |              |              |  |
|---|---|--------------|--------------|--|
| <b>HLPI R9 Responsive repairs; appointments made and kept (%)</b> | % | <b>95.00</b> | <b>94.69</b> | <br>Amber |
| <b>NI158 - % non-decent council homes</b>                         | % | <b>32.50</b> | <b>34.71</b> | <br>Red   |

There has been a 0.95% improvement in total decency during the last month.

