

Council housing performance

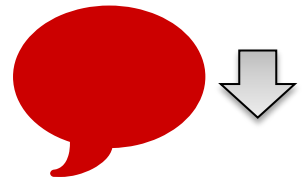
October to December 2017



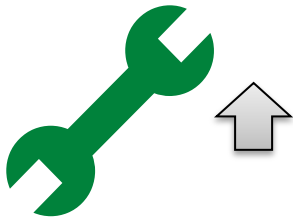
98.79%
Rent collected



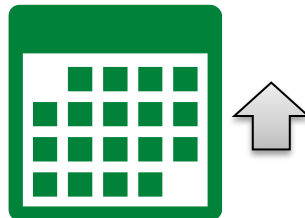
97%
Calls answered



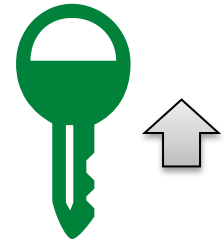
81%
Satisfaction
with ASB cases



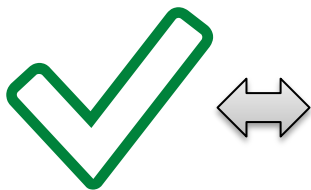
10 days
Routine repairs
completion time



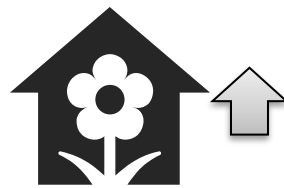
97%
Repairs
appointments
kept



19 days
Empty home
re-let time



100%
Cleaning
inspections
pass rate



83%
EDB* main bids
completed

*Estate Development Budget



95%
Five-year
tenancy visits
completed

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove
City Council