

Council housing performance

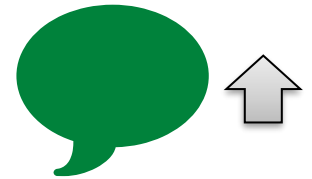
Quarter 2 2018/19 (July to Sept 2018)



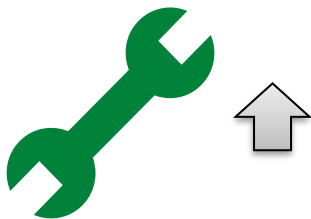
98.31%
Rent collected



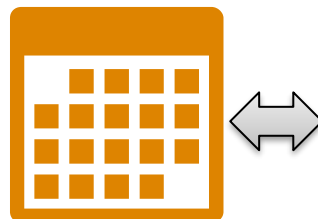
85%
Calls answered



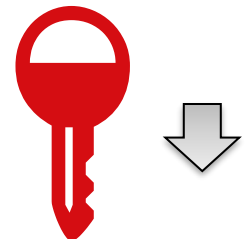
88%
Satisfaction
with ASB cases



14 days
Routine repairs
completion time



97%
Repairs
appointments
kept



25 days
Empty home
re-let time



97%
Cleaning tasks
completed



99.7%
Mobile warden
jobs done in
time



93%
Five-year
tenancy visits
completed

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove
City Council