











our performance

Our performance 2005/6

We are continually working to improve our service to you. Here is a summary of our performance in key areas of our service for 2005/6.

Indicator	Performance 2004/5	Target for 2005/6	Performance 2005/6	How are we doing?
% calls answered		95%	95.8%	
% complaints answered in target		100%	87.84%	
% rent collected	97.94%	98.40%	97.87%	
% tenants with more than 7 weeks rent arrears	New indicator	4.62%	5.28%	
Rent arrears as % rent due	2.10%	1.90%	2.36%	
% of emergency repairs completed in target		98.74%	96%	
% of urgent repairs completed in target		98.88%	82%	
% of routine repairs completed in target		97.54%	96%	
% homes not meeting the Decent Homes Standard	66%	63%	64.68%	
Average time taken to relet empty homes	54.63 days	23 days	48.7 days	

We are focusing on areas where our performance is not meeting our targets to ensure that actions are put into place to deal with this.

For full information on all our performance information and to keep up-to-date with latest figures visit www.gloscityhomes.co.uk



Performance achieving target or above.



Performance within tolerance of target



Performance below target with action plan in place to improve.