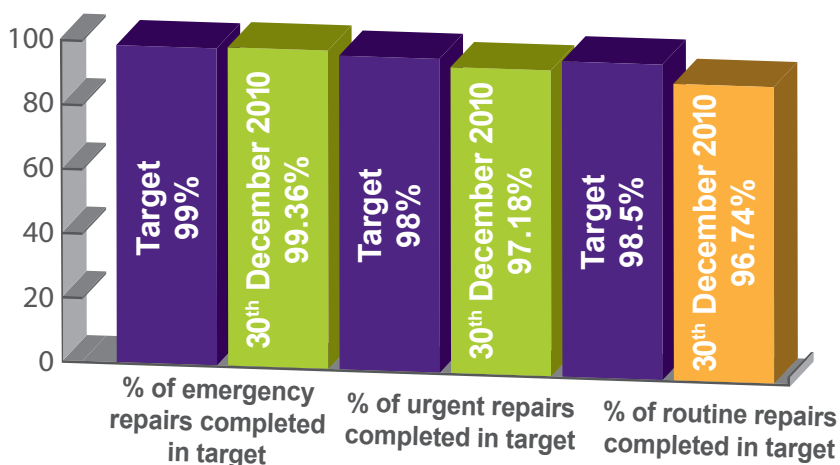


Our performance to 30th December 2010

We are continually working to improve our service to you. Here is a summary of our performance at 30th December 2010 in the areas of our service you have said are most important to you.

Providing a high quality repairs service



- Performance achieving target or above
- Performance within tolerance of target
- Performance below target with action plan in place to improve

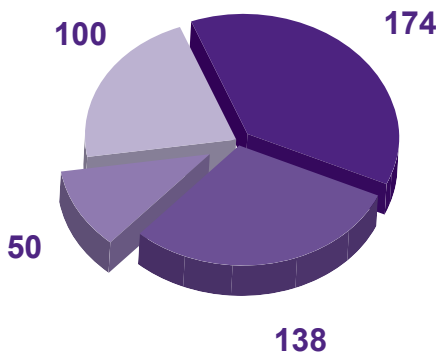
Time taken to repair and relet empty homes **17.86 days**

Number of homes with a valid gas safety certificate **100%**

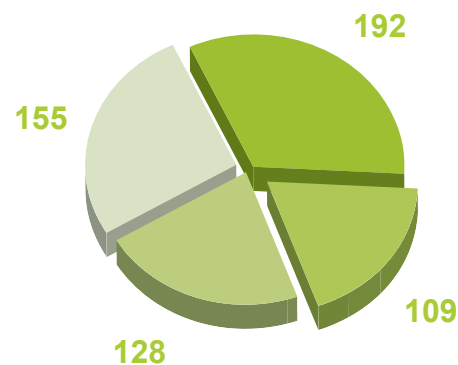
The quality of your home

- *New kitchens
- *New bathrooms
- Rewiring
- New or replacement heating

Target for 2010/11



30th December 2010



*Target figures stated for individual improvements in 2010/11 may change depending on the outcome of property surveys.

Indicator	Target for 2009/10	30th December 2010
Dealing effectively with anti social behaviour		
% of tenants satisfied with the overall service	85%	87%
Response repairs – overall service		
% of tenants who think that overall the repairs service is excellent or good	95%	96.50%
Customer services – overall service		
% of tenants who think that overall the customer service is excellent or good	95%	95.90%

We are taking action in areas where our performance is below target to ensure that improvements are made.

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