

We are continually working to improve our service to you. Here is a summary of our current performance in the areas of our service you have said are most important to you.

| Indicator | Performance 2008/9 | Target for 2009/10 | January 2010 | How are we doing? |
|---|--------------------|--------------------|--------------|-------------------|
| Providing a high quality repairs service | | | | |
| % of emergency repairs completed in target | 97.30% | 99% | 99.50% | Green |
| % of urgent repairs completed in target | 93.84% | 98% | 92.17% | Red |
| % of routine repairs completed in target | 94.17% | 98.5% | 94.95% | Orange |
| Time taken to repair and relet empty homes | 20.26 days | 18 days | 18.13 days | Orange |
| Number of homes with a valid gas safety certificate | 100% | 100% | 99.78% | Orange |
| The quality of your home | | | | |
| New kitchens | 1209 | 587 | 455 | Green |
| New bathrooms | 1000 | 511 | 408 | Green |
| Rewiring | 1466 | 630 | 535 | Green |
| Doors and windows | 166 | 361 | 602 | Green |
| New or replacement heating | 633 | 436 | 404 | Green |
| Walk in showers | | 115 | 88 | Green |
| *Target figures stated for individual improvements in 2009/10 may change depending on the outcome of property surveys | | | | |
| Dealing effectively with anti social behaviour | | | | |
| % of customers satisfied with the overall service | 87.9% | 80% | 88.00% | Green |
| Response repairs – overall service | | | | |
| % of tenants who think that overall the repairs service is excellent or good | 82.00% | 90% | 92.03% | Green |
| Customer Services – overall service | | | | |
| % of tenants who think that overall the customer service is excellent or good | 84.00% | 90% | 96.21% | Green |

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

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