













Our performance

March 2009

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 2007/8	Target for 2008/9	March 2009	How are we doing?
Providing a high quality repairs service				
% of emergency repairs completed in target	96.93%	99%	97.30%	
% of urgent repairs completed in target	90.84%	98%	93.84%	
% of routine repairs completed in target	91.68%	98%	94.17%	
Time taken to repair and relet empty homes	21.66 days	19 days	20.26 days	
Dealing effectively with anti social behaviour				
% of customers satisfied with the overall service	62.00%	Continuous improvement	87.9%	
Improving your home				
New kitchens	951	1122*	1209	
New bathrooms	774	1304*	1000	
Rewiring	1096	1257*	1466	
Doors and windows windows	200	271*	166	
New or replacement heating	571	808*	633	
*Target figures stated for individual improvements in 2008/9 may change depending on the outcome of property surveys				
Your neighbourhood as a good place to live				
% of tenants satisfied with their area as a good place to live	70.67%	Continuous improvement	84%	
Ensuring you can contact us easily				
% of calls answered in target	97.54%	95%	96.44%	

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 the 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.