

our performance



May 2008

We are continually working to improve our service to you. Here is a summary of our current performance in areas of our service that you have identified as being most important to you.

How we measure this	Performance 2007/8	Target for 2008/9	May 2008	How are we doing?
Providing a high quality repairs service				
% of emergency repairs completed in target	96.93%	99%	99.27%	
% of urgent repairs completed in target	90.84%	98%	96.01%	
% of routine repairs completed in target	91.68%	98%	93.24%	
Time taken to repair and relet empty homes	21.66 days	19 days	19.42 days	
Dealing effectively with anti social behaviour				
% of customers satisfied with the overall service	62.00%	Continuous improvement	62.00%	
Improving your home				
New kitchens	951	1,122*	193	
New bathrooms	77	1,304*	150	
Rewiring	1,096	1,257*	239	
Double glazed windows	200	271*	43	
New or replacement heating	571	808*	133	
*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 customers satisfied with their area as a good place to live	70.67%	Continuous improvement	70.67%	
Ensuring you can contact us easily				
% calls answered in target	97.54%	95%	97%	

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 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.

For more information please contact us on 0800 408 2000 or visit www.gloscityhomes.co.uk