

our performance



October 2007

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.

Indicator	Performance 2006/7	Target for 2007/8	October 2007	How are we doing?
Providing a high quality repairs service				
% of emergency repairs completed in target	92%	99%	95.94%	
% of urgent repairs completed in target	93.13%	99%	91.06%	
% of routine repairs completed in target	95.60%	98%	91.07%	
Time taken to repair and relet empty homes	36 days	23 days	21.17 days	
Improving your home				
New kitchens	68	675	211	
New bathrooms	66	1,400	150	
Rewiring	69	1,300	169	
Double glazed windows	31	170	0	
New or replacement heating	161	540	155	
Dealing effectively with anti-social behaviour				
% of customers satisfied with the overall service	51%	Continuous improvement	64%	
Ensuring you can contact us easily				
% calls answered in target	97.19%	95%	97.14%	

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 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.