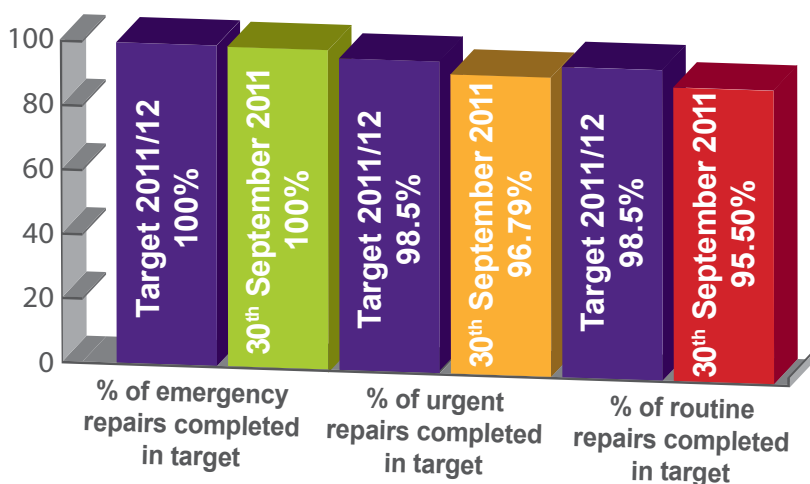


Our performance at 30th September 2011

We are continually working to improve our service to you. Here is a summary of our performance at 30th September 2011 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 days**

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

Indicator	Target for 2011/12	30th Sept 2011	
Providing accessible services and value for money			
Complaints answered within target	100%	100%	😊
Calls to the Customer Services team answered in target	95%	97.45%	😊
% of tenants for who we hold diversity information, so that we can tailor our services to suit individual needs	90%	91.80%	😊
% of rent lost for empty properties	0.65%	0.68%	😞
Tenancies ending within 6 months of the start date	1.1%	0.97%	😊
Dealing effectively with anti-social behaviour			
% of tenants satisfied with the overall service	90%	97%	😊
Response repairs – overall service			
% of tenants who think that overall the repairs service is excellent or good	95%	95%	😊
Customer services – overall service			
% of tenants who think that overall the customer service is excellent or good	95%	98.70%	😊

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