















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	September 2009	How are we doing?
<b>Providing a high quality repairs service</b>				
% of emergency repairs completed in target	97.30%	99%	98.90%	
% of urgent repairs completed in target	93.84%	98%	93.37%	
% of routine repairs completed in target	94.17%	98.5%	96.32%	
Time taken to repair and relet empty homes	20.26 days	18 days	16.13 days	
Number of homes with a valid gas safety certificate	100%	100%	99.83%	
<b>The quality of your home</b>				
New kitchens	1209	587	355	
New bathrooms	1000	511	324	
Rewiring	1466	630	400	
Doors and windows	166	361	235	
New or replacement heating	633	436	189	
Walk in showers		115	50	
*Target figures stated for individual improvements in 2009/10 may change depending on the outcome of property surveys				
<b>Dealing effectively with anti social behaviour</b>				
% of customers satisfied with the overall service	87.9%	Continuous improvement	100%	
<b>Keeping tenants informed</b>				
% of tenants who think that GCH is good at keeping them informed	86.2%	Continuous improvement	86.2%	
<b>Safety and security</b>				
% of tenants satisfied with their area as a good place to live	84%	Continuous improvement	84%	

We are taking action in areas where our performance is below target to ensure that improvements are made.

For all our performance information and to keep up-to-date with the latest figures visit [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk)

 Performance achieving target or above.

 Performance within tolerance of target

 Performance below target with action plan in place to improve.