

## How did we perform in 2010/11?



Performance measure	How we did in 2009/10	Our target for 2010/11	How we did in 2010/11	
Average number of days to re-let a home	17.3 days	18 days	15.6 days	↑
Amount of rent collected	99.8%	99.9%	100%	↑
Amount of rent owed by our tenants	3.3%	3.4%	3.1%	↑
Tenant satisfaction with their last repair	94.1%	92%	95.2%	↑
Amount of emergency repairs completed in 24 hours	99.2%	98%	99.4%	↑
Amount of urgent repairs completed in 7 days	96.3%	97%	98.5%	↑
Amount of routine repairs completed in 28 days	97.7%	98%	98.9%	↑
Number of homes with a valid gas safety certificate	100%	100%	100%	↔

The colours in the above table indicate how we performed in comparison with the 2010/11 target.  
The arrows indicate how our 2010/11 performance compares with our performance in 2009/10.