

How did we perform in 2009/10?

Performance measure	How we did in 2008/09	Our target for 2009/10	How we did in 2009/10	
Average number of days to re-let a home	23.9 days	20 days	17.3 days	↑
Amount of rent collected	99.8%	99.9%	99.8%	↔
Amount of rent owed by our tenants	3.8% (£804,846.11)	3.8%	3.3% (£787,518.44)	↑
Tenant satisfaction with their last repair	95.3%	88%	94.1%	↓
Amount of emergency repairs completed in 24 hours	89.2%	93%	99.2%	↑
Amount of urgent repairs completed in 7 days	89.8%	97%	96.3%	↑
Amount of routine repairs completed in 28 days	90.4%	94%	97.7%	↑
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 2009/10 target.

The arrows indicate how our 2009/10 performance compares with our performance in 2008/09.