

How did we perform in 2008/09?

Performance measure	How we did in 2007/08	Our target for 2008/09	How we did in 2008/09	
Average number of days to re-let a home	23.7 days	23 days	23.9 days	↓
Amount of rent collected	100.8%	100.1%	99.8%	↓
Amount of rent owed by our tenants	4.2% (£692,132.53)	3.9%	3.8% (£804,846.11)	↑
Tenant satisfaction with their last repair	85.2%	95%	95.3%	↑
Amount of emergency repairs completed in 24 hours	88.4%	98%	89.2%	↑
Amount of urgent repairs completed in 7 days	89.1%	97.5%	89.8%	↑
Amount of routine repairs completed in 28 days	94.2%	95%	90.4%	↓
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 2008/09 target.

The arrows indicate how our 2008/09 performance compares with our performance in 2007/08.