

April 2017 - March 2018

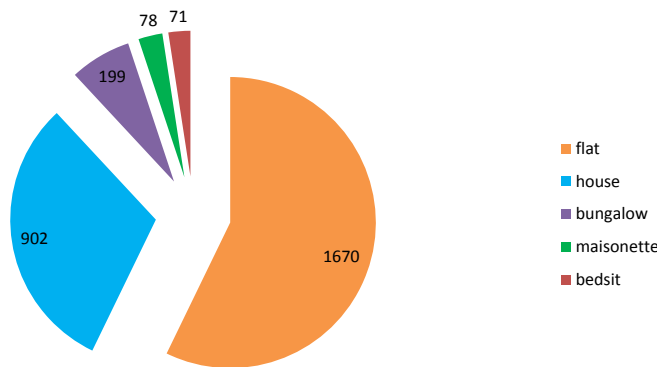
To make sure we deliver the best possible service to our customers we need to regularly check on our performance. This page shows how we are performing in different areas of the service.



We manage 21,792 homes

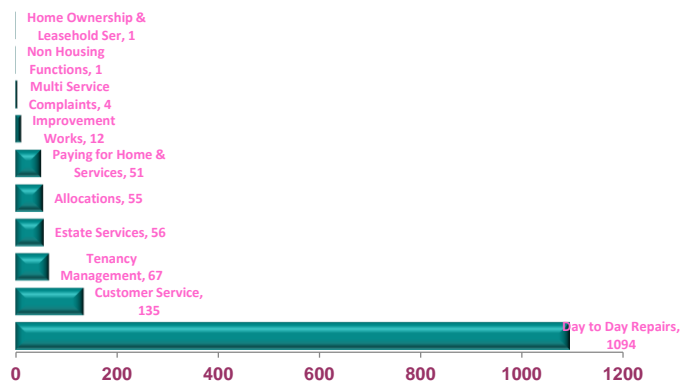
property type	bedroom size							total
	0	1	2	3	4	5	6+	
bedsit	240	2						242
bungalow	2	1762	107	5				1876
flat	2	6776	3252	181	1			10212
house	1	17	2707	5915	396	26	7	9069
maisonette			277	100	1			378
shared house	1			14				15

We have let 2920 homes since April 2017



We received 1476 complaints and 1483 reports of anti-social behaviour

Complaints



Anti-social behaviour

Noise Nuisance	472
Harassment & Intimidation	316
Litter/Rubbish/Fly-Tipping	109
Animal Nuisance	105
Drug Nuisance	90
Damage to Property	78
Garden Neglected/Untidy	74
Other Criminal Act	74
Public Area Nuisance	57
Physical Violence	28
Vehicle Related Nuisance	26
Hate Related Behaviour	24
Alcohol Nuisance	19
Domestic Abuse	8
Prostitution Related Nuisance	3

79% of customers are satisfied with the outcome of their complaint
74% of customers are satisfied with the way Incommunities handled their complaint
92% of anti-social behaviour cases were resolved