

April - June 2018

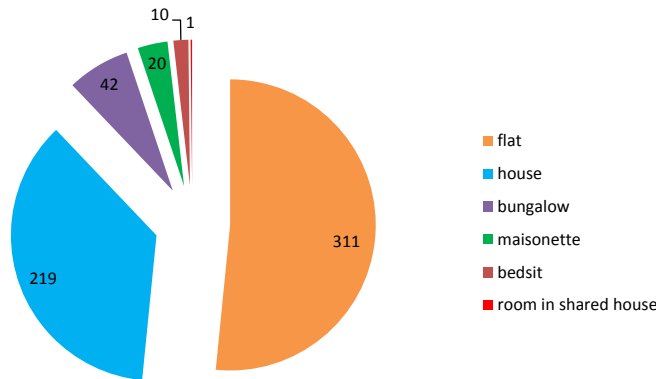
To make sure we deliver the best possible service to our customers we need to regularly check on our performance. This page shows how we are performing in different areas of the service.



We manage 21,809 homes

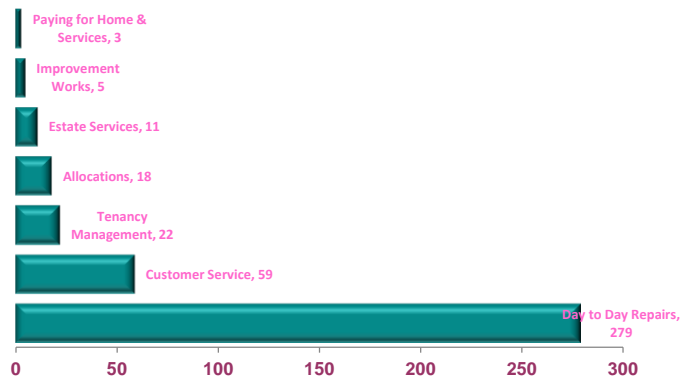
property type	bedroom size							total
	0	1	2	3	4	5	6+	
bedsit	240	2						242
bungalow	2	1762	107	5				1876
flat	2	6776	3252	181	1			10212
house	1	17	2723	5917	395	26	7	9086
maisonette			276	101	1			378
shared house	1			14				15

We have let 603 homes since April 2018



We received 397 complaints and 577 reports of anti-social behaviour

Complaints



Anti-social behaviour

Noise Nuisance	166
Harassment & Intimidation	123
Garden Neglected/Untidy	52
Drug Nuisance	44
Animal Nuisance	39
Litter/Rubbish/Fly-Tipping	37
Damage to Property	26
Other Criminal Act	26
Public Area Nuisance	20
Alcohol Nuisance	12
Hate Related Behaviour	10
Physical Violence	9
Vehicle Related Nuisance	9
Domestic Abuse	4

37% of customers are satisfied with the outcome of their complaint
46% of customers are satisfied with the way Incommunities handled their complaint
91% of anti-social behaviour cases were resolved