



Incommunities Pledges Performance

Green improving Red deteriorating Orange impartial

Home standard	Target	YTD	Year to Date Trend	Feb-18	Mar-18	Apr-18	May-18
repairs and gas							
% of appointable repairs that were done on time		80%	↑	80%	77%	79%	80%
The % of customers satisfied with the repairs service	100%	98%	↑	92%	96%	96%	98%
Repairs satisfaction return rate <small>(based on completed jobs)</small>		7%	↓	9%	9%	9%	6%
The % of homes with gas safety checks completed	100%	99.6%	↑	99.3%	99.2%	99.6%	99.6%
Quality of accommodation							
Satisfaction with planned works	5	5	↔	5	5	5	5
Tenancy							
allocations							
% of New tenants satisfied with their home	100%	96%	↓	98%	95%	96%	96%
% voids AVTL that are on property shop (hard to let)		8%	↑	6%	8%	8%	8%
% of voids 20 weeks + (long term voids)		6%	↓	8%	7%	6%	6%
tenure							
Turnover - (12 month terminations/stock)	12%	12.1%	↓	12.5%	12.3%	12.3%	12.1%
No of customers terminating (12months rolling)	2,430	2,449	↓	2,579	2,539	2,482	2,449
anti-social behaviour (ASB)							
The % of customers satisfied with how we handled their complaint about ASB	95%	58%	↑	51%	55%	67%	67%
Number of customers terminating their tenancies due to anti-social behaviour (12 month rolling)	-	179	↓	189	184	173	179
Tenant involvement & empowerment							
involvement and empowerment - Quarterly							
% of Incommunities Board/Committee members that are customers		30%	↔	30%	30%	30%	30%
complaints pledge							
*The % of customers satisfied with how we handled their complaint	95%	46%	↓	97%	74%	47%	46%
*The % of customers satisfied with the outcome of their complaint	95%	37%	↓	94%	79%	38%	37%
Number of complaints received		274	↓	225	168	148	126
customer care							
% of telephone calls answered	100%	76%	↑	78%	73%	77%	76%
Number of compliments received		26	↑	18	14	7	19

*cumulative