

# April - December 2018

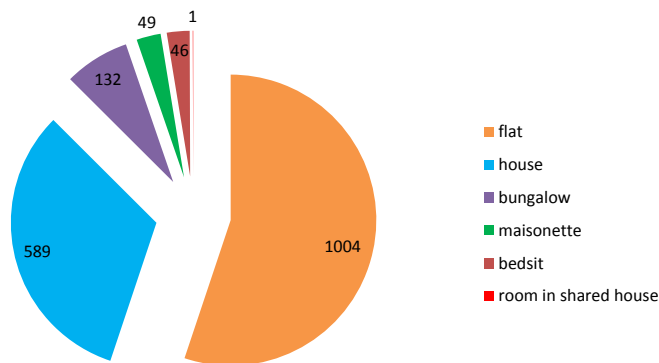
To make sure we deliver the best possible service to our customers we need to regularly check on our performance. This page shows how we are performing in different areas of the service.



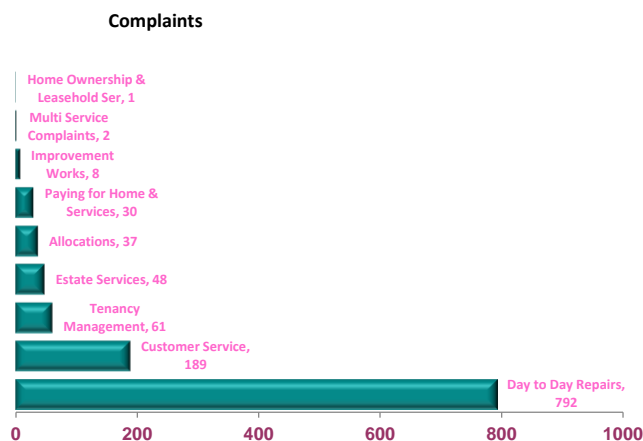
## We manage 21,794 homes

property type	bedroom size							total
	0	1	2	3	4	5	6+	
bedsit	238	2						240
bungalow	2	1762	107	5				1876
flat	2	6732	3252	178	1			10165
house	1	17	2759	5920	393	26	7	9123
maisonette			274	100	1			375
shared house	1			14				15

## We have let 1821 homes since April 2018



## We received 1168 complaints and 1349 reports of anti-social behaviour



### Anti-social behaviour

Noise Nuisance	379
Harassment & Intimidation	288
Garden Neglected/Untidy	144
Litter/Rubbish/Fly-Tipping	104
Animal Nuisance	95
Drug Nuisance	93
Other Criminal Act	58
Damage to Property	54
Public Area Nuisance	41
Alcohol Nuisance	27
Physical Violence	21
Hate Related Behaviour	18
Vehicle Related Nuisance	17
Domestic Abuse	7
Prostitution Related Nuisance	3

**59% of customers are satisfied with the outcome of their complaint**  
**65% of customers are satisfied with the way Incommunities handled their complaint**  
**91% of anti-social behaviour cases were resolved**