



Incommunities Pledges Performance

improving Green deteriorating Red

Home standard	Target	YTD	Year to Date Trend	Apr-17	Mar-18
repairs and gas					
% of appointable repairs that were done on time		77%	↓	83%	77%
The % of customers satisfied with the repairs service	100%	97%	↓	99%	96%
Repairs satisfaction return rate (based on completed jobs)		8%	↑	8%	9%
The % of homes with gas safety checks completed	100%	99.2%	↓	99.8%	99.2%
<i>During March buildingservices completed 3,204 repairs of these feedback was received from a total of 299 customers</i>					
Quality of accommodation					
Satisfaction with planned works	5	5	↔	5	5
Tenancy					
allocations					
% of New tenants satisfied with their home	100%	95%	↑	90%	95%
% voids AVTL that are on property shop (hard to let)		8%	↓	7%	8%
% of voids 20 weeks + (long term voids)		7%	↓	20%	7%
tenure					
Turnover - (12 month terminations/stock)	14%	12.3%	↓	13.5%	12.3%
No of customers terminating (12months rolling)	2,882	2,539	↓	2,777	2,539
anti-social behaviour (ASB)					
The % of customers satisfied with how we handled their complaint about ASB	95%	58%	↓	62%	55%
The % of customers who were satisfied with the outcome of their ASB complaint	95%	63%	↓	67%	54%
Number of customers terminating their tenancies due to anti-social behaviour (12 month rolling)	-	184	↓	242	184
Tenant involvement & empowerment					
involvement and empowerment - Quarterly					
% of Incommunities Board/Committee members that are customers		30%	↓	33%	30%
<i>The figure represents governance structure up to the 31st March 2018. This consisted of 23 members of Boards and Committee's of which 7 are customers, the majority of which (5/7) are members of the CTP.</i>					
complaints pledge					
*The % of customers satisfied with how we handled their complaint	95%	74%	↓	100%	74%
*The % of customers satisfied with the outcome of their complaint	95%	79%	↓	100%	79%
Number of complaints received		1476	↑	83	168
% complaints responded to within 10 working days		61%	↓	64%	46%
customer care					
% of telephone calls answered	100%	63%	↑	64%	73%
Number of compliments received		159	↓	9	14

*cumulative