

# April - September 2018

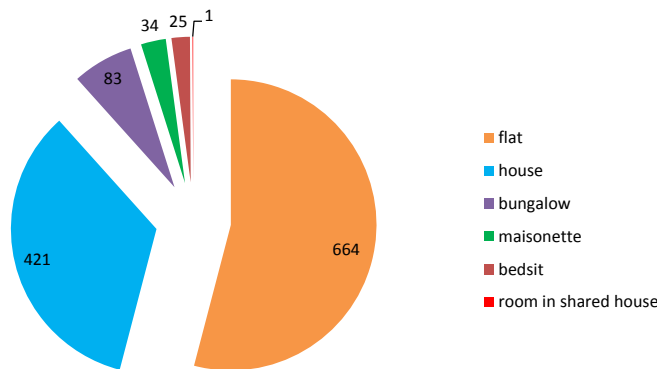
To make sure we deliver the best possible service to our customers we need to regularly check on our performance. This page shows how we are performing in different areas of the service.



## We manage 21,768 homes

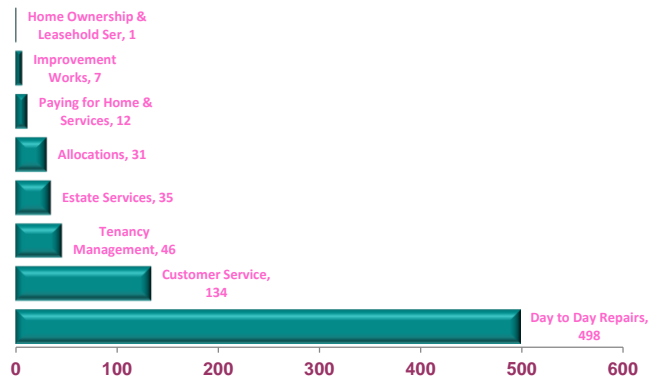
property type	bedroom size							total
	0	1	2	3	4	5	6+	
bedsit	238	2						240
bungalow	2	1762	107	5				1876
flat	2	6732	3252	181	1			10168
house	1	17	2736	5909	395	26	7	9091
maisonette			276	101	1			378
shared house	1			14				15

## We have let 1228 homes since April 2018



## We received 764 complaints and 1076 reports of anti-social behaviour

### Complaints



### Anti-social behaviour

Noise Nuisance	306
Harassment & Intimidation	240
Garden Neglected/Untidy	107
Litter/Rubbish/Fly-Tipping	79
Drug Nuisance	77
Animal Nuisance	71
Other Criminal Act	48
Damage to Property	43
Public Area Nuisance	32
Alcohol Nuisance	22
Hate Related Behaviour	15
Physical Violence	15
Vehicle Related Nuisance	14
Domestic Abuse	4
Prostitution Related Nuisance	3

**45% of customers are satisfied with the outcome of their complaint**  
**54% of customers are satisfied with the way Incommunities handled their complaint**  
**90% of anti-social behaviour cases were resolved**