

# April 2018 - March 2019

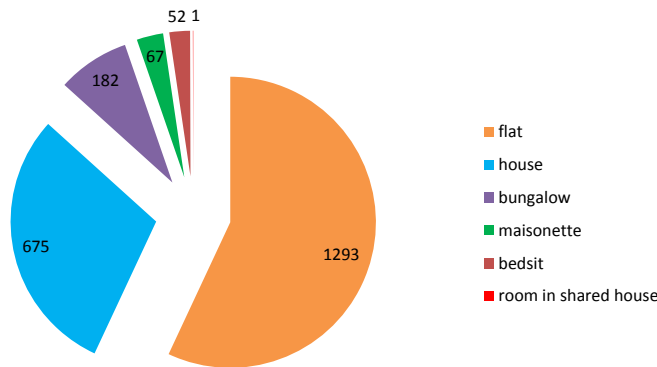
To make sure we deliver the best possible service to our customers we need to regularly check on our performance. This page shows how we are performing in different areas of the service.



## We manage 21,758 homes

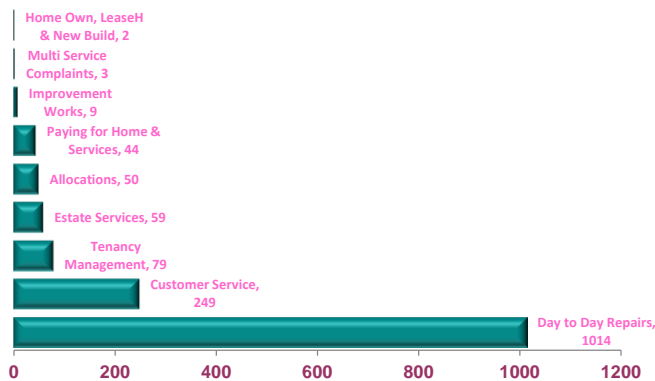
property type	bedroom size							total
	0	1	2	3	4	5	6+	
bedsit	238	2						240
bungalow	2	1762	107	5				1876
flat	2	6695	3251	177	1			10126
house	1	17	2769	5914	392	26	7	9126
maisonette			274	100	1			375
shared house	1			14				15

## We have let 2270 homes since April 2018



## We received 1509 complaints and 1712 reports of anti-social behaviour

### Complaints



### Anti-social behaviour

Noise Nuisance	488
Harassment & Intimidation	350
Garden Neglected/Untidy	214
Litter/Rubbish/Fly-Tipping	135
Drug Nuisance	111
Animal Nuisance	109
Damage to Property	72
Other Criminal Act	67
Public Area Nuisance	53
Alcohol Nuisance	32
Vehicle Related Nuisance	24
Physical Violence	22
Hate Related Behaviour	20
Domestic Abuse	11
Prostitution Related Nuisance	4

**56%** of customers are satisfied with the outcome of their complaint  
**69%** of customers are satisfied with the way Incommunities handled their complaint  
**91%** of anti-social behaviour cases were resolved