



Incommunities Pledges Performance

Home standard	Target	YTD	Year to Date Trend	Jan-17	Feb-17	Mar-17
repairs and gas						
% of appointable repairs that were done on time		85%	↓	88%	84%	85%
The % of customers satisfied with the repairs service	100%	99%	↑	96%	97%	99%
Repairs satisfaction return rate <small>(based on completed jobs)</small>		10%	↑	8%	6%	10%
The % of homes with gas safety checks completed	100%	99.8%	↑	99.5%	99.7%	99.8%
quality of accommodation						
Satisfaction with planned works	5	5	↔	5	5	5
Tenancy						
allocations						
% of New tenants satisfied with their home	100%	93%	↑	95%	94%	95%
% voids AVTL that are on property shop (low demand)		6%	↑	6%	5%	6%
% of voids 20 weeks + (long term voids)		21%	↓	21%	19%	21%
tenure						
Turnover - (12 month terminations/stock)	14%	13.5%	↓	13.4%	13.4%	13.5%
No of customers terminating (12months rolling)	2,882	2,770	↓	2,758	2,755	2,770
anti-social behaviour (ASB)						
*The % of customers satisfied with how we handled their complaint about ASB	95%	66%	↓	69%	55%	62%
*The % of customers who were satisfied with the outcome of their ASB complaint	95%	69%	↑	81%	58%	69%
Number of customers terminating their tenancies due to anti-social behaviour (12 month rolling)	-	246	↑	244	247	246
Tenant involvement & empowerment						
involvement and empowerment - Quarterly						
% of Incommunities Board/Committee members that are customers		38%	↔	38%	38%	38%
complaints pledge						
*The % of customers satisfied with how we handled their complaint	95%	92%	↓	97%	92%	92%
*The % of customers satisfied with the outcome of their complaint	95%	92%	↓	94%	92%	92%
number of complaints received		1072	↑	118	110	107
% complaints responded to within 10 working days		66%	↑	71%	84%	78%
customer care						
the % of telephone calls answered	100%	68%	↓	65%	63%	60%
number of compliments received		274	↔	19	24	20