

Customer satisfaction Tracker (Q2 2019/20)

	Q2 19/20	Q1 19/20	Q4 18/19	Q3 18/19	Q2 18/19	Q1 18/19	% change (Q2 - Q1)	2018/19	2017/18	2017/18	2016/17
Number of interviews completed	266	266	266	266	266	266		1064	1065	1065	1001

Key indicators

Satisfied with services provided	90%	91%	88%	89%	90%	83%	-1%	88%	88%	86%	87%
Overall quality of home	88%	88%	85%	90%	89%	85%	-1%	87%	85%	86%	85%
Neighbourhood as a place to live	89%	88%	90%	91%	91%	90%	1%	91%	89%	88%	90%
Rent (VFM)	87%	90%	92%	89%	86%	86%	-3%	88%	87%	87%	86%
Service charge (VFM)	60%	66%	65%	69%	66%	61%	-6%	65%	62%	59%	63%
Overall repairs service*	83%	82%	80%	82%	81%	77%	2%	80%	82%	79%	78%
Last contact	85%	86%	88%	86%	85%	82%	-1%				
Listens to views and Acts	70%	66%	69%	74%	73%	64%	4%	70%	66%	66%	
Esate services	80%	83%	82%	81%	79%	79%	-3%	80%	83%	80%	

Dissatisfied residents

Satisfied with services provided	5%	4%	7%	8%	5%	5%	-3%
Overall quality of home	9%	5%	6%	7%	8%	5%	-2%
Neighbourhood as a place to live	7%	8%	6%	6%	5%	5%	2%
Rent (VFM)	5%	2%	2%	4%	6%	5%	0%
Service charge (VFM)	30%	16%	25%	19%	27%	27%	-9%
Overall repairs service*	11%	11%	13%	14%	12%	12%	-2%
Last contact	12%	11%	7%	11%	13%	11%	4%
Listens to views and Acts	15%	13%	12%	15%	14%	13%	1%
Esate services	14%	10%	11%	12%	14%	10%	-1%

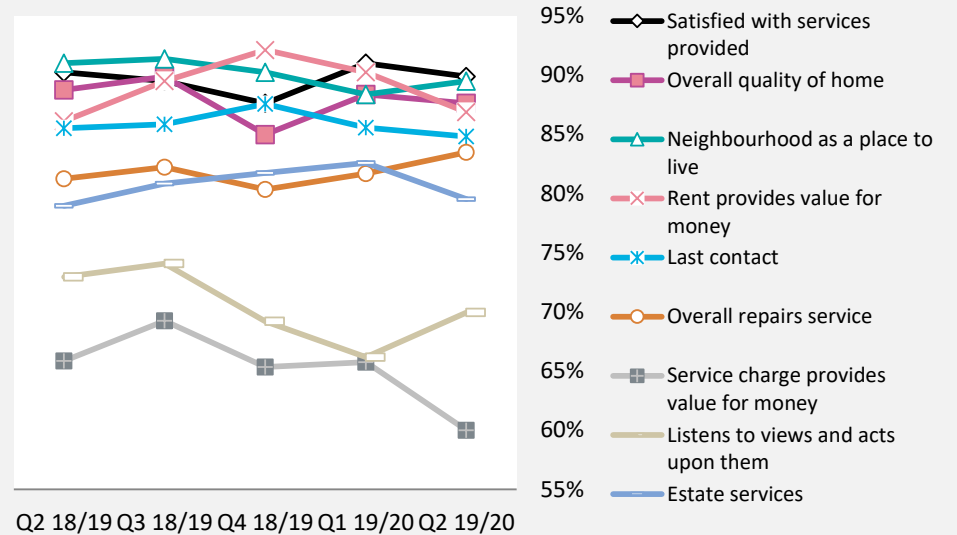
Q2 NPS Score = 38

(Q1 19/20 = 30)

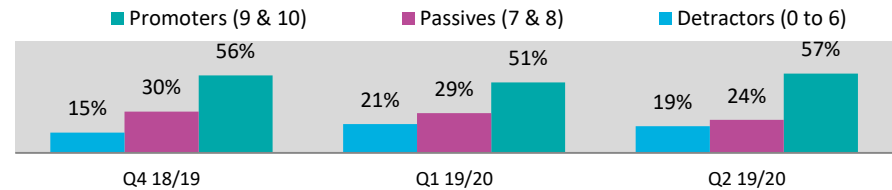
Do you use the internet?	Q2	Q1	Q4	Q3	Q2
Yes, at home	23%	29%	24%	26%	26%
Yes, outside the home	0%	1%	0%	1%	1%
At home and outside the home	38%	38%	42%	35%	39%
No, I don't use the internet	39%	32%	33%	39%	34%

*Result excludes Cottsway Westas work is carried out by different contractor

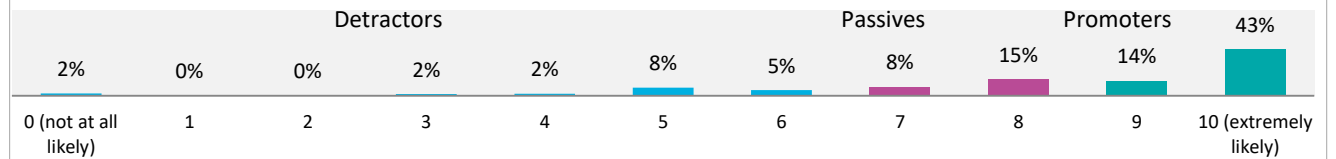
Key ratings:Trend - change in satisfaction over time



How likely would you be to recommend Cottsway family or friends?



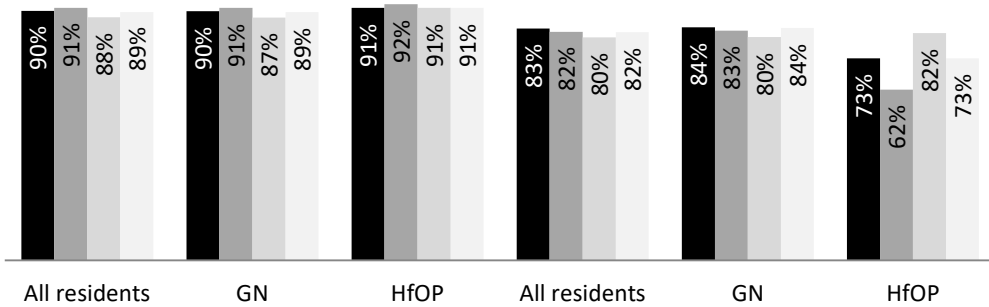
How likely would you be to recommend Cottsway family or friends ? (Q1 19/20)



Customer satisfaction Tracker (Q2 2019/20)

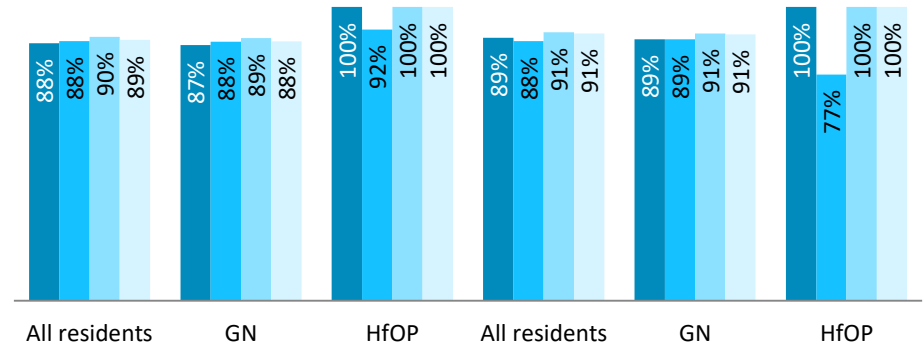
Satisfaction with key services

■ Q2 19/20 ■ Q1 19/20 ■ Q4 18/19 ■ Q3 18/19



Home and neighbourhood

■ Q2 19/20 ■ Q1 19/20 ■ Q3 18/19 ■ Q2 18/19



Value for money

■ Q2 19/20 ■ Q1 19/20 ■ Q4 18/19 ■ Q3 18/19



Communications

■ Q2 19/20 ■ Q1 19/20 ■ Q3 18/19 ■ Q2 18/19

