

Customer satisfaction Tracker (Q3 2019/20)

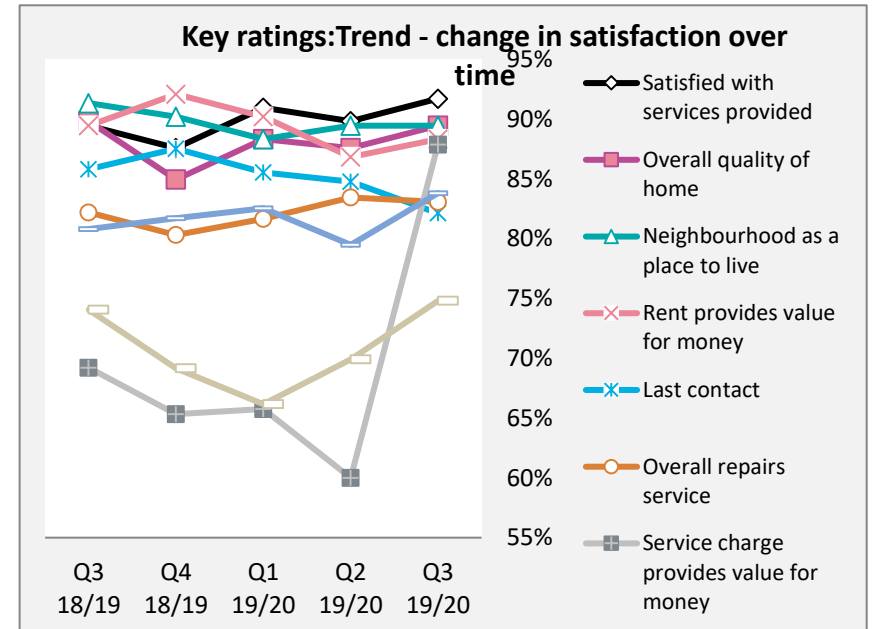
	Q3 19/20	Q2 19/20	Q1 19/20	Q4 18/19	Q3 18/19	Q2 18/19	Q1 18/19	% change (Q4 - Q3)	2018/19	2017/18	2017/18	2016/17
Number of interviews completed	266	266	266	266	266	266	266		1064	1065	1065	1001
Key indicators												
Satisfied with services provided	92%	90%	91%	88%	89%	90%	83%	3%	88%	88%	86%	87%
Overall quality of home	89%	88%	88%	85%	90%	89%	85%	3%	87%	85%	86%	85%
Neighbourhood as a place to live	89%	89%	88%	90%	91%	91%	90%	-2%	91%	89%	88%	90%
Rent (VFM)	88%	87%	90%	92%	89%	86%	86%	-2%	88%	87%	87%	86%
Service charge (VFM)	82%	60%	66%	65%	69%	66%	61%	0%	65%	62%	59%	63%
Overall repairs service*	83%	83%	82%	80%	82%	81%	77%	1%	80%	82%	79%	78%
Last contact	88%	85%	86%	88%	86%	85%	82%	-2%				
Listens to views and Acts	75%	70%	66%	69%	74%	73%	64%	-3%	70%	66%	66%	
Estate services	84%	80%	83%	82%	81%	79%	79%	1%	80%	83%	80%	

Dissatisfied residents

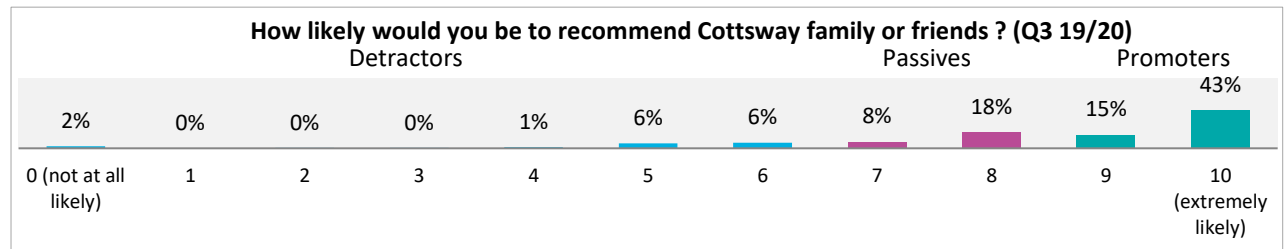
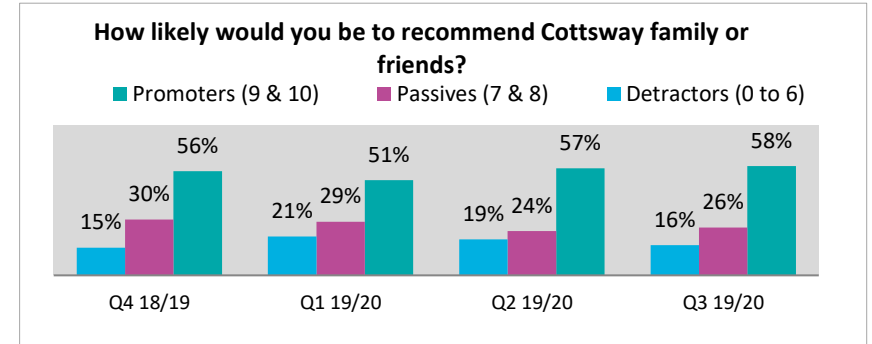
Satisfied with services provided	5%	5%	4%	7%	8%	5%	5%	-3%
Overall quality of home	7%	9%	5%	6%	7%	8%	5%	-2%
Neighbourhood as a place to live	7%	7%	8%	6%	6%	5%	5%	2%
Rent (VFM)	6%	5%	2%	2%	4%	6%	5%	0%
Service charge (VFM)	11%	30%	16%	25%	19%	27%	27%	-9%
Overall repairs service*	10%	11%	11%	13%	14%	12%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

Do you use the internet?	Q3	Q2	Q1	Q4	Q3	Q2
Yes, at home	33%	23%	29%	24%	26%	26%
Yes, outside the home	1%	0%	1%	0%	1%	1%
At home and outside the home	30%	38%	38%	42%	35%	39%
No, I don't use the internet	35%	39%	32%	33%	39%	34%

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



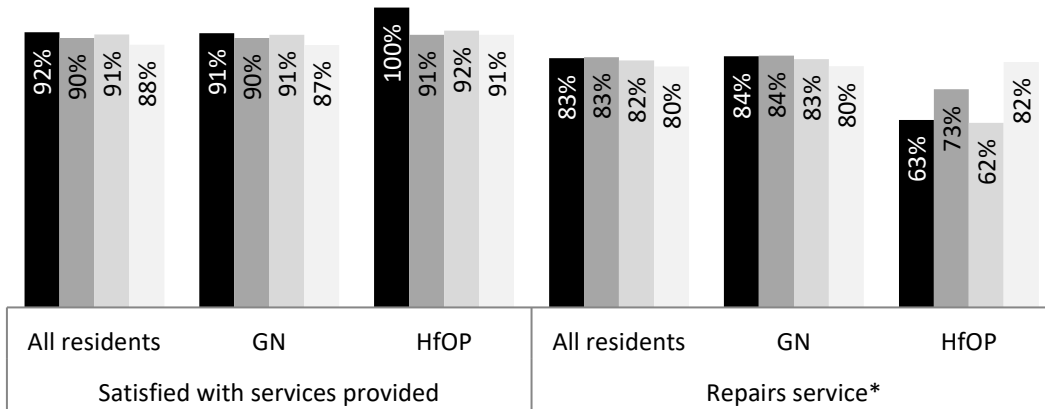
Q3 NPS Score = 42
(Q2 19/20 = 38)



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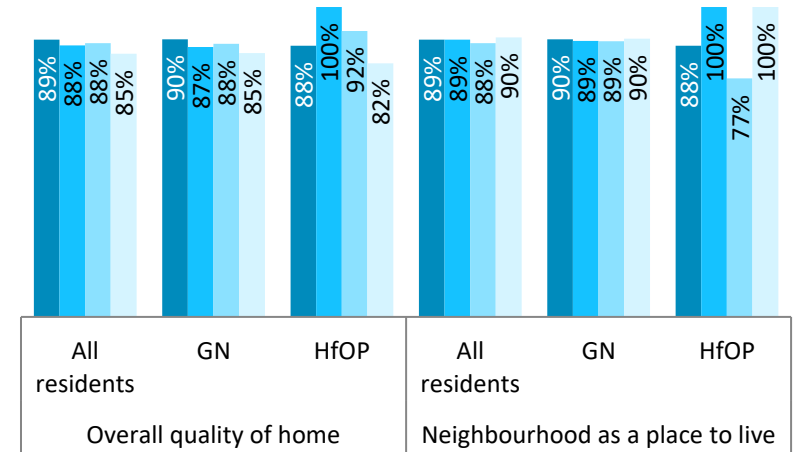
Satisfaction with key services

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



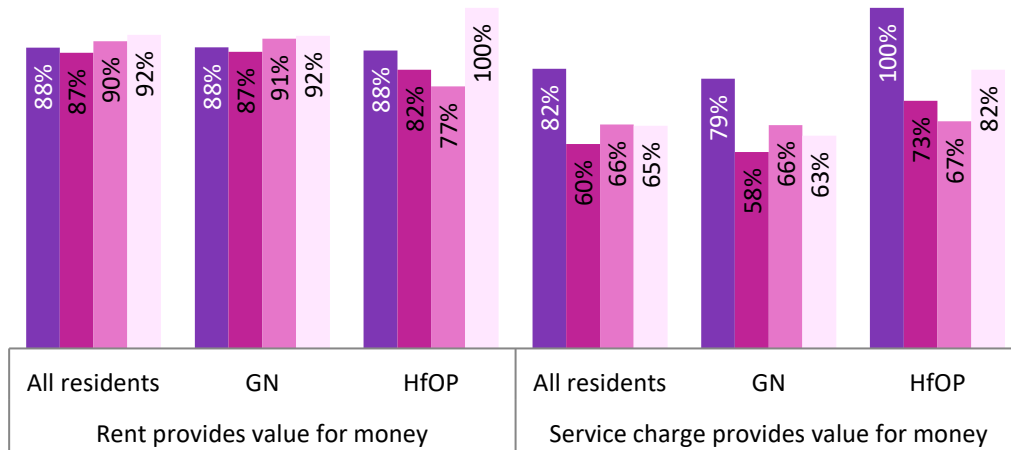
Home and neighbourhood

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



Value for money

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



Communications

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

