

Customer satisfaction Tracker (Q4 2019/20)

	Q4 19/20	Q3 19/20	Q2 19/20	Q1 19/20	Q4 18/19	Q3 18/19	Q2 18/19	% change (Q4 - Q3)	2019/20	2018/19	2017/18	2016/17
Number of interviews completed	266	266	266	266	266	266	266		1064	1064	1065	1065
Key indicators												
Satisfied with services provided	88%	92%	90%	91%	88%	89%	90%	-3%	90%	88%	88%	86%
Overall quality of home	88%	89%	88%	88%	85%	90%	89%	-1%	88%	87%	85%	86%
Neighbourhood as a place to live	92%	89%	89%	88%	90%	91%	91%	2%	90%	91%	89%	88%
Rent (VFM)	91%	88%	87%	90%	92%	89%	86%	2%	89%	88%	87%	87%
Service charge (VFM)	80%	82%	60%	66%	65%	69%	66%	-2%	72%	65%	62%	59%
Overall repairs service*	81%	83%	83%	82%	80%	82%	81%	-2%	82%	80%	82%	79%
Last contact	80%	88%	85%	86%	88%	86%	85%	-8%	85%	85%	85%	86%
Listens to views and Acts	77%	75%	70%	66%	69%	74%	73%	3%	72%	70%	66%	66%
Estate services	84%	84%	80%	83%	82%	81%	79%	0%	83%	80%	83%	80%

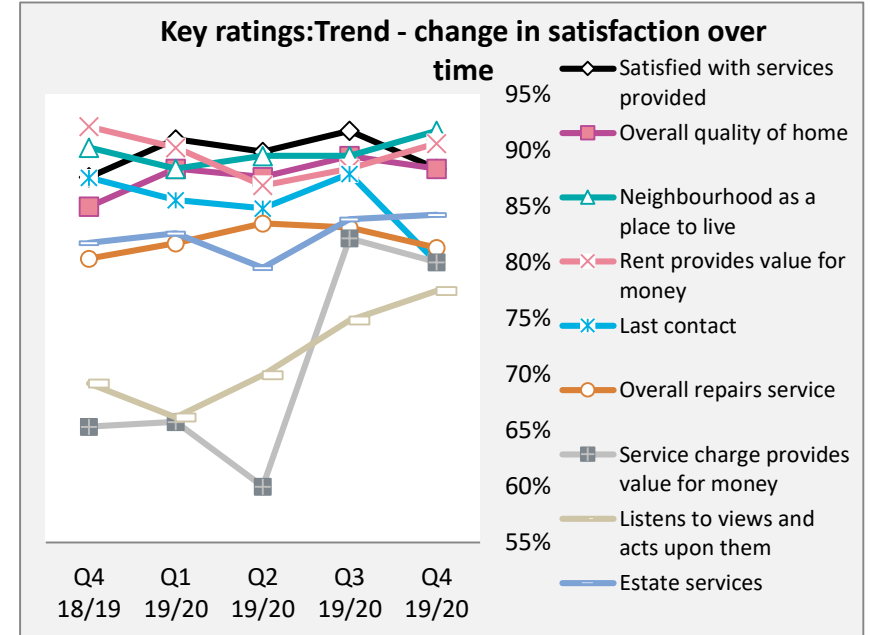
Dissatisfied residents

Satisfied with services provided	5%	5%	5%	4%	7%	8%	5%	0%
Overall quality of home	9%	7%	9%	5%	6%	7%	8%	2%
Neighbourhood as a place to live	4%	7%	7%	8%	6%	6%	5%	-3%
Rent (VFM)	5%	6%	5%	2%	2%	4%	6%	-1%
Service charge (VFM)	17%	11%	30%	16%	25%	19%	27%	7%
Overall repairs service*	13%	10%	11%	11%	13%	14%	12%	2%
Last contact	13%	10%	12%	11%	7%	11%	13%	4%
Listens to views and Acts	11%	13%	15%	13%	12%	15%	14%	-3%
Estate services	10%	10%	14%	10%	11%	12%	14%	1%

Do you use the internet?

	Q4	Q3	Q2	Q1	Q4	Q3
Yes, at home	27%	33%	23%	29%	24%	26%
Yes, outside the home	0%	1%	0%	1%	0%	1%
At home and outside the home	40%	30%	38%	38%	42%	35%
No, I don't use the internet	32%	35%	39%	32%	33%	39%

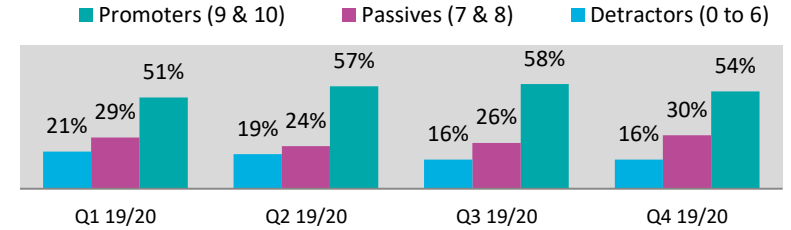
*Result excludes Cottsway West as work is carried out by different contractor



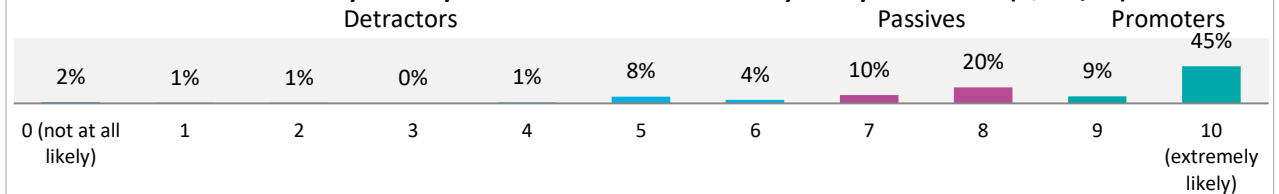
Q4 NPS Score = 38

(Q3 19/20 = 42)

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



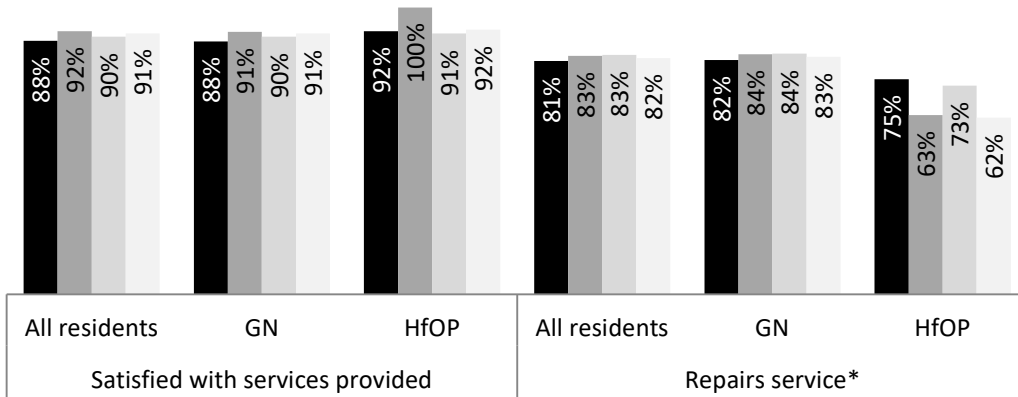
How likely would you be to recommend Cottsway family or friends ? (Q4 19/20)



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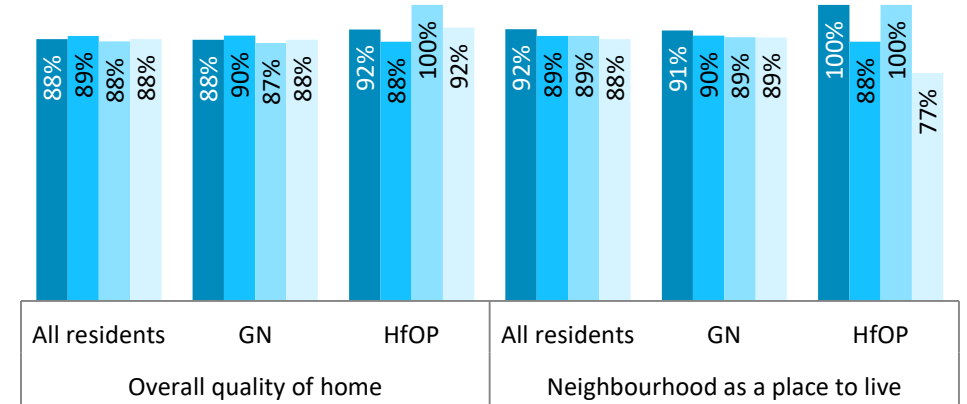
Satisfaction with key services

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



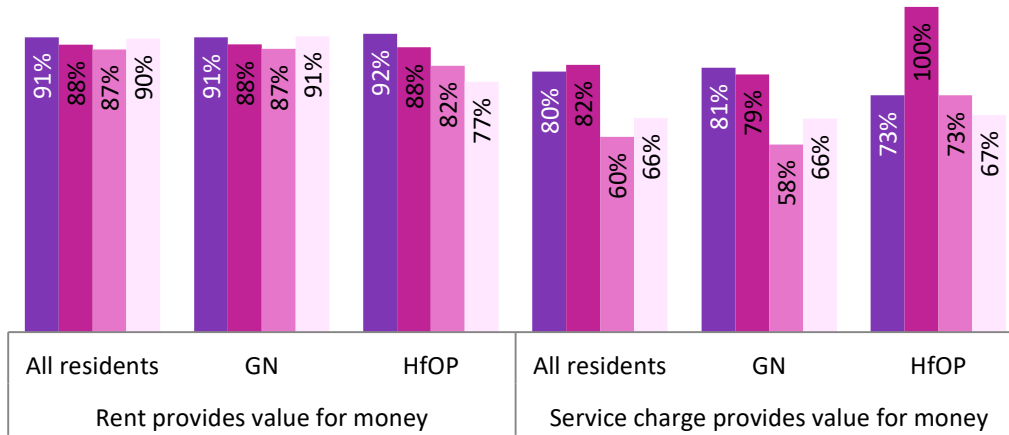
Home and neighbourhood

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



Value for money

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



Communications

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

