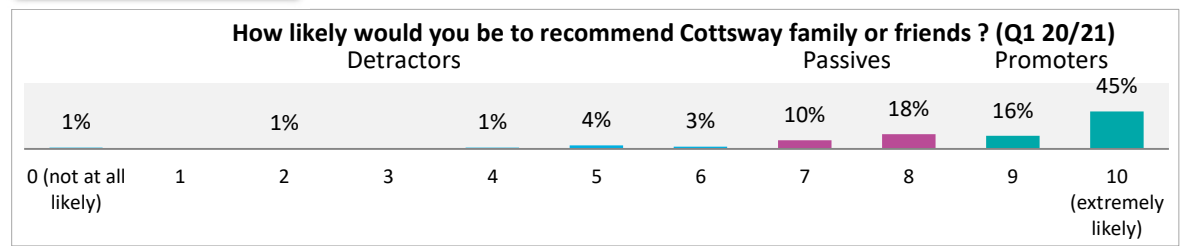
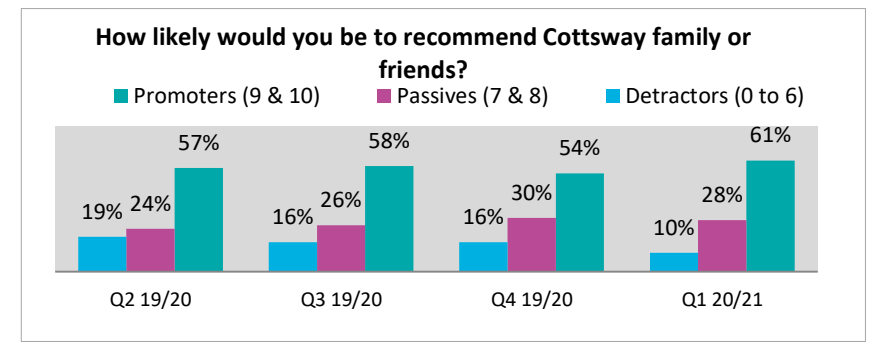
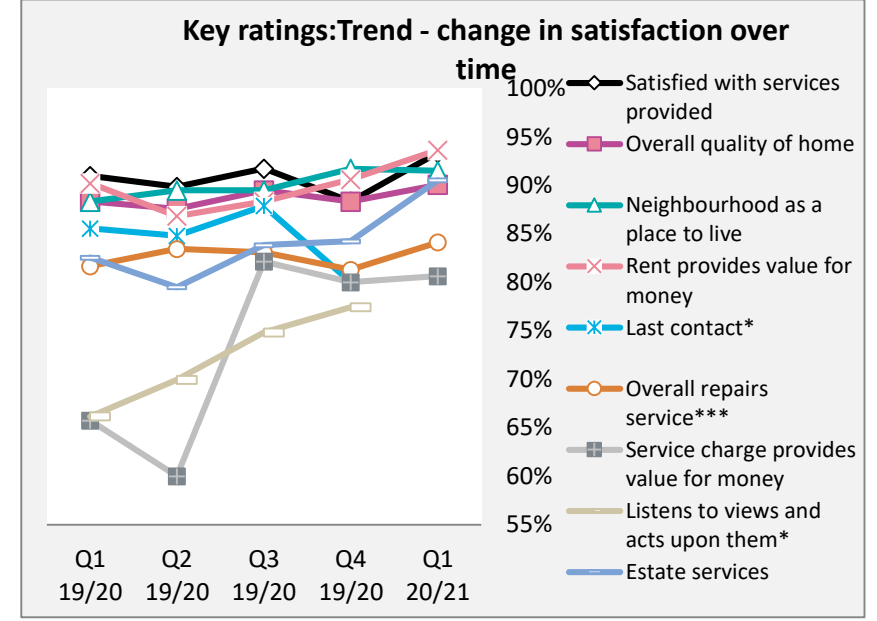


Customer satisfaction Tracker (Q1 2020/21)

	Q1 20/21	Q4 19/20	Q3 19/20	Q2 19/20	Q1 19/20	Q4 18/19	Q3 18/19	% change (Q1 - Q4)	2019/20	2018/19	2017/18	2016/17
Number of interviews completed	272	266	266	266	266	266	266		1064	1064	1065	1065
Key indicators												
Satisfied with services provided	93%	88%	92%	90%	91%	88%	89%	5%	90%	88%	88%	86%
Overall quality of home	90%	88%	89%	88%	88%	85%	90%	2%	88%	87%	85%	86%
Neighbourhood as a place to live	92%	92%	89%	89%	88%	90%	91%	0%	90%	91%	89%	88%
Rent (VFM)	94%	91%	88%	87%	90%	92%	89%	3%	89%	88%	87%	87%
Service charge (VFM)	81%	80%	82%	60%	66%	65%	69%	1%	72%	65%	62%	59%
Estate services	91%	84%	84%	80%	83%	82%	81%	6%	83%	80%	83%	80%
Online services**	88%											
Safe and secure home**	96%											
Easy to deal with**	92%											
Opportunity to make views known**	84%											
Last contact*		80%	88%	85%	86%	88%	86%		85%	85%	85%	86%
Listens to views and Acts*		77%	75%	70%	66%	69%	74%		72%	70%	66%	66%

Dissatisfied residents												
Satisfied with services provided	4%	5%	5%	5%	4%	7%	8%	-2%				
Overall quality of home	4%	9%	7%	9%	5%	6%	7%	-5%				
Neighbourhood as a place to live	4%	4%	7%	7%	8%	6%	6%	0%				
Rent (VFM)	2%	5%	6%	5%	2%	2%	4%	-3%				
Service charge (VFM)	14%	17%	11%	30%	16%	25%	19%	-3%				
Estate services	6%	10%	10%	14%	10%	11%	12%	-4%				
Online services**	2%											
Safe and secure home**	2%											
Easy to deal with**	2%											
Opportunity to make views known**	8%											
Last contact*		13%	10%	12%	11%	7%	11%					
Listens to views and Acts*		11%	13%	15%	13%	12%	15%					

Q1 NPS Score = 51
(Q4 19/20 = 38)

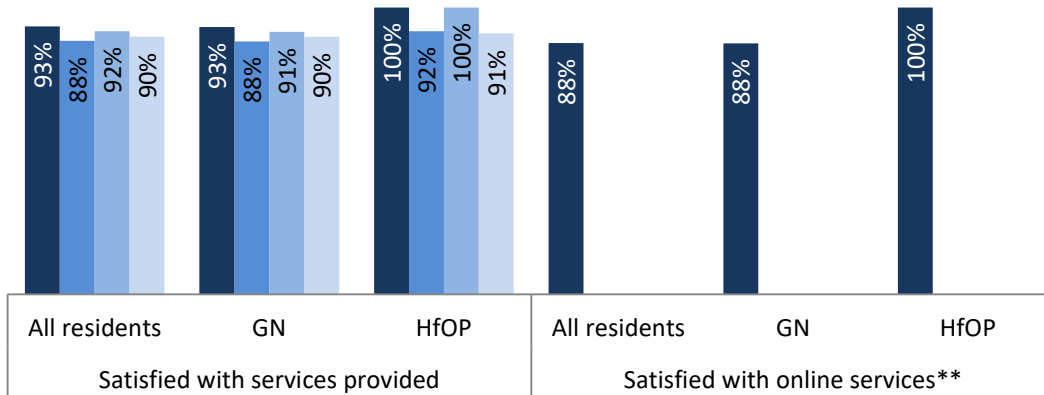


* Questions removed in Q1 2020/21
 **New questions added in Q1 2020/21
 ***Result excludes Cottsway West as work is carried out by different contractor

Customer satisfaction Tracker (Q1 2020/21)

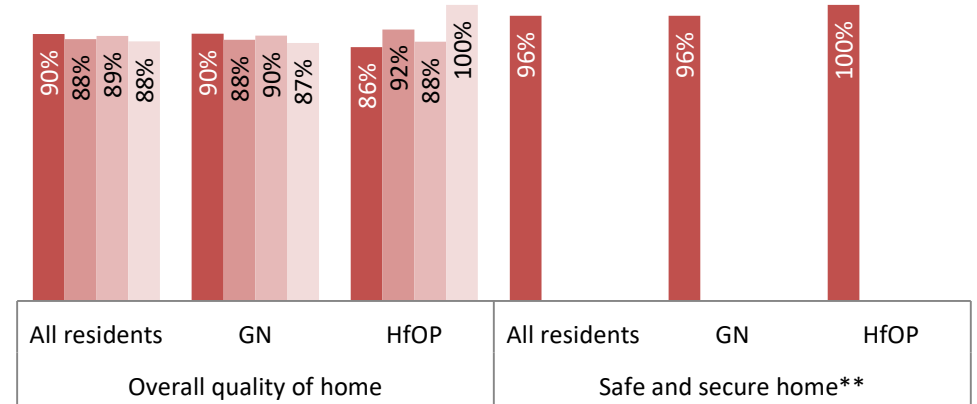
Satisfaction with key services

■ Q1 20/21 ■ Q4 19/20 ■ Q3 19/20 ■ Q2 19/20



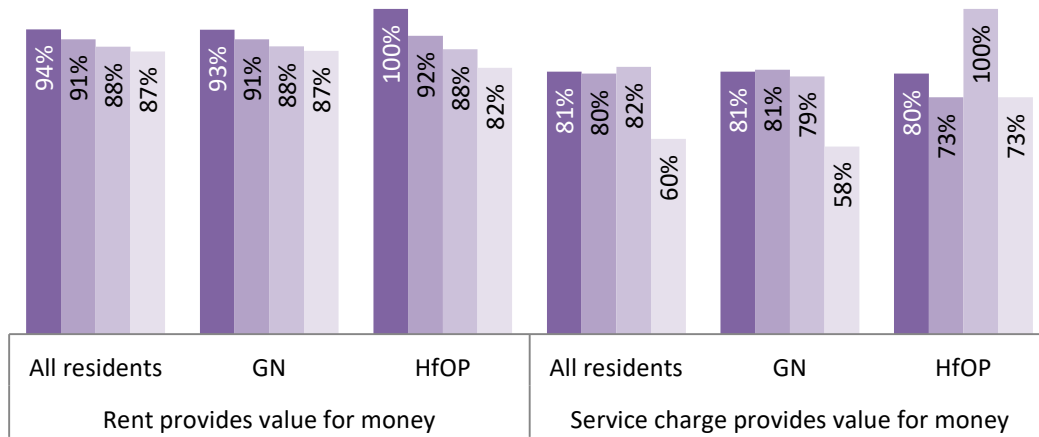
The home

■ Q1 20/21 ■ Q4 19/20 ■ Q3 19/20 ■ Q2 19/20



Value for money

■ Q1 20/21 ■ Q4 19/20 ■ Q3 19/20 ■ Q2 19/20



Communications

■ Q1 20/21

