

# Customer satisfaction Tracker (Q2 2020/21)

	Q2 20/21	Q1 20/21	Q4 19/20	Q3 19/20	Q2 19/20	Q1 19/20	Q4 18/19	Q3 18/19	% change (Q2 - Q1)	2019/20	2018/19	2017/18	2016/17
Number of interviews completed	270	272	266	266	266	266	266	266		1064	1064	1065	1065
<b>Key indicators</b>													
Satisfied with services provided	87%	93%	88%	92%	90%	91%	88%	89%	-6%	90%	88%	88%	86%
Overall quality of home	86%	90%	88%	89%	88%	88%	85%	90%	-4%	88%	87%	85%	86%
Neighbourhood as a place to live	88%	92%	92%	89%	89%	88%	90%	91%	-4%	90%	91%	89%	88%
Rent (VFM)	91%	94%	91%	88%	87%	90%	92%	89%	-3%	89%	88%	87%	87%
Service charge (VFM)	72%	81%	80%	82%	60%	66%	65%	69%	-9%	72%	65%	62%	59%
Estate services	82%	91%	84%	84%	80%	83%	82%	81%	-9%	83%	80%	83%	80%
Online services**	77%	88%											
Safe and secure home**	91%	96%											
Easy to deal with**	87%	92%											
Opportunity to make views known**	74%	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%

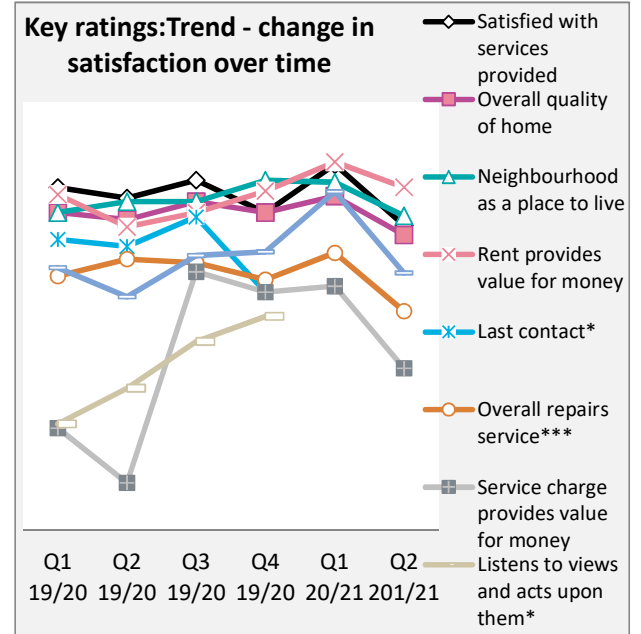
## Dissatisfied residents

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

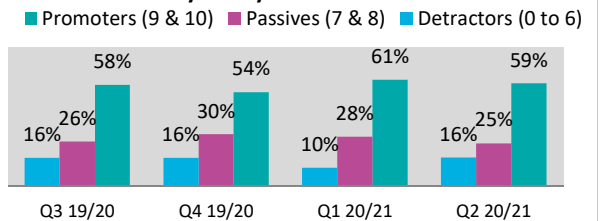
\* Questions removed in Q1 2020/21

\*\*New questions added in Q1 2020/21

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



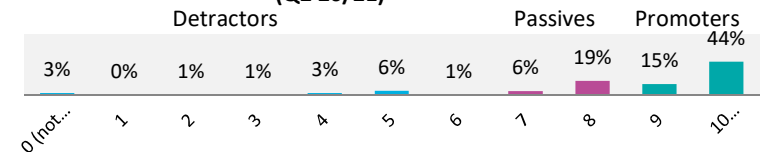
## How likely would you be to recommend Cottsway family or friends?



**Q2 NPS Score = 43**

(Q1 19/20 = 51)

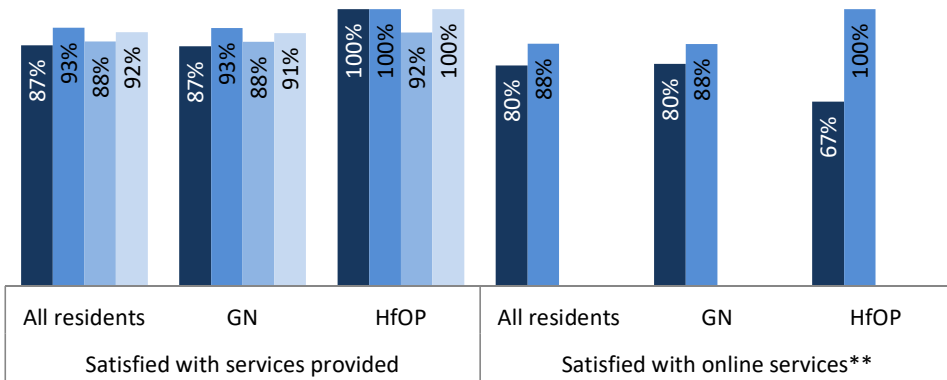
## How likely would you be to recommend Cottsway family or friends? (Q2 20/21)



# Customer satisfaction Tracker (Q2 2020/21)

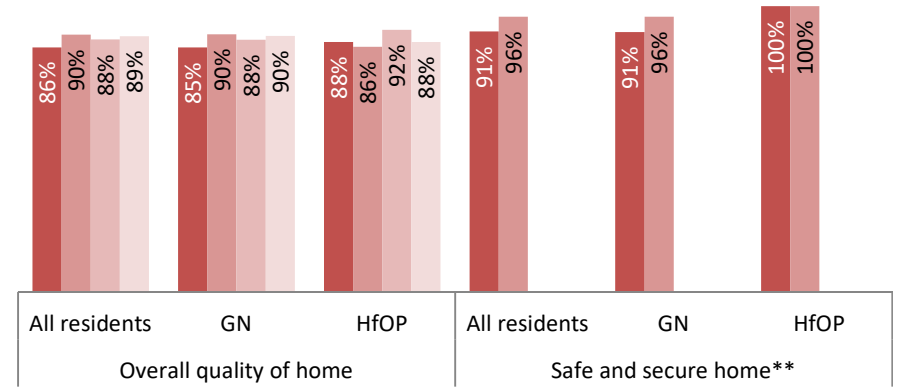
## Satisfaction with key services

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



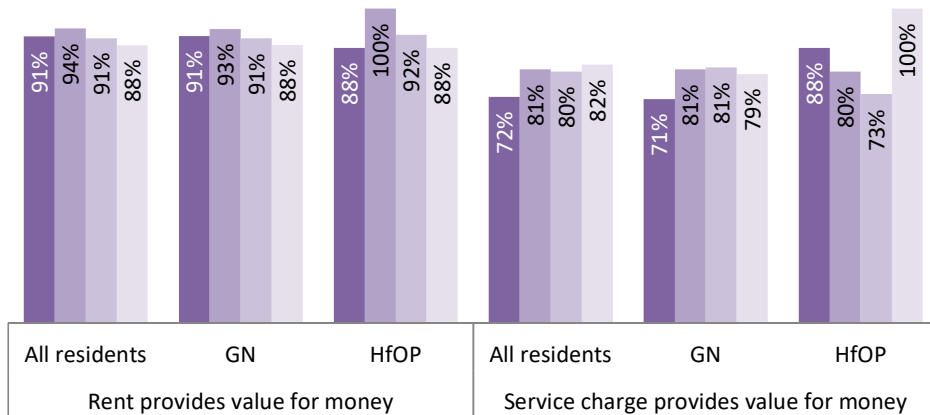
## The home

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



## Value for money

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



## Communications

■ Q2 20/20 ■ Q1 20/21

