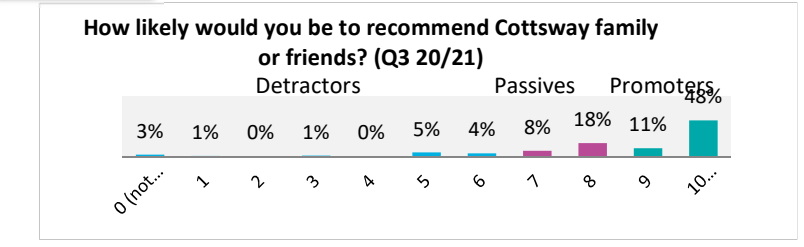
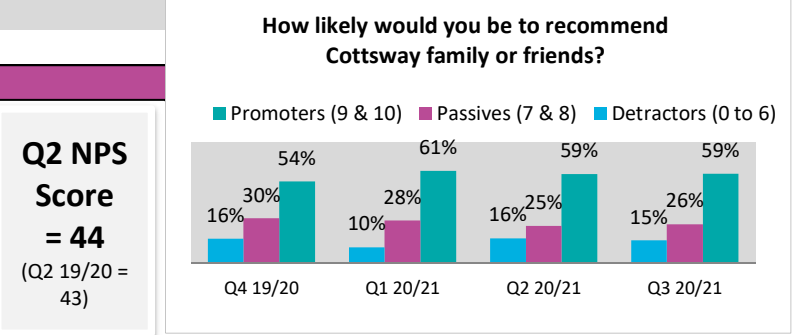
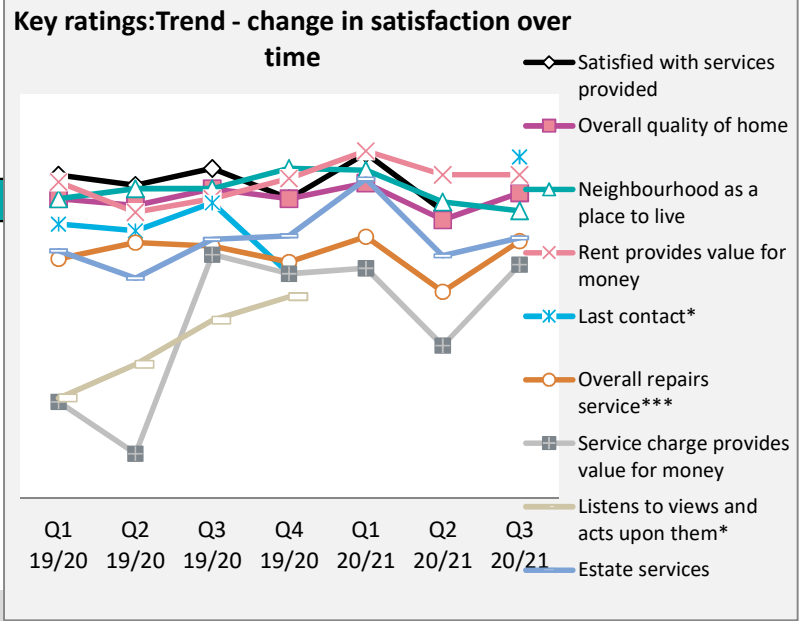


Customer satisfaction Tracker (Q3 2020/21)

	Q3 20/21	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 (Q3 - Q2)
Number of interviews completed		270	272	266	266	266	266	266	266	
Key indicators										
Satisfied with services provided	89%	87%	93%	88%	92%	90%	91%	88%	89%	-6%
Overall quality of home	87%	86%	90%	88%	89%	88%	88%	85%	90%	-4%
Neighbourhood as a place to live	91%	88%	92%	92%	89%	89%	88%	90%	91%	-4%
Rent (VFM)	93%	91%	94%	91%	88%	87%	90%	92%	89%	-3%
Service charge (VFM)	81%	72%	81%	80%	82%	60%	66%	65%	69%	-9%
Estate services	84%	82%	91%	84%	84%	80%	83%	82%	81%	-9%
Online services**	78%	77%	88%							
Safe and secure home**	91%	91%	96%							
Easy to deal with**	88%	87%	92%							
Opportunity to make views known**	73%	74%	84%							
Last contact*				80%	88%	85%	86%	88%	86%	
Listens to views and Acts*				77%	75%	70%	66%	69%	74%	

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



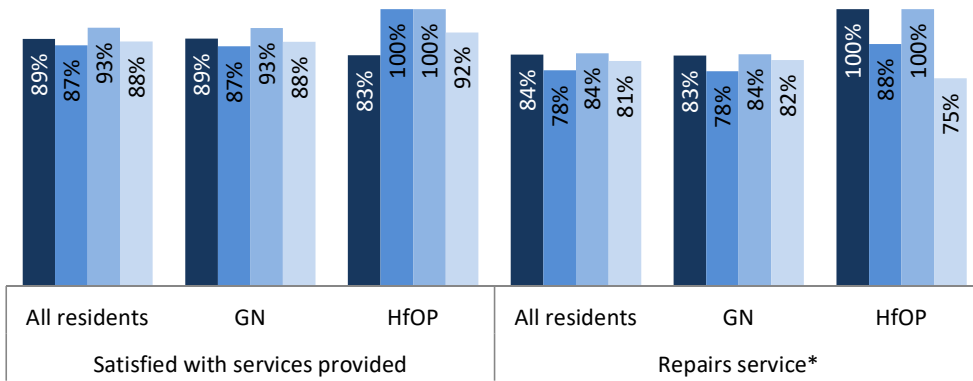
Q2 NPS Score = 44
(Q2 19/20 = 43)

* 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 (Q3 2020/21)

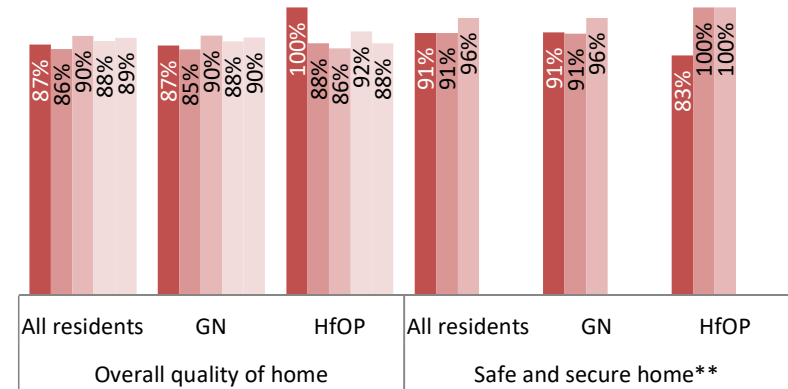
Satisfaction with key services

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



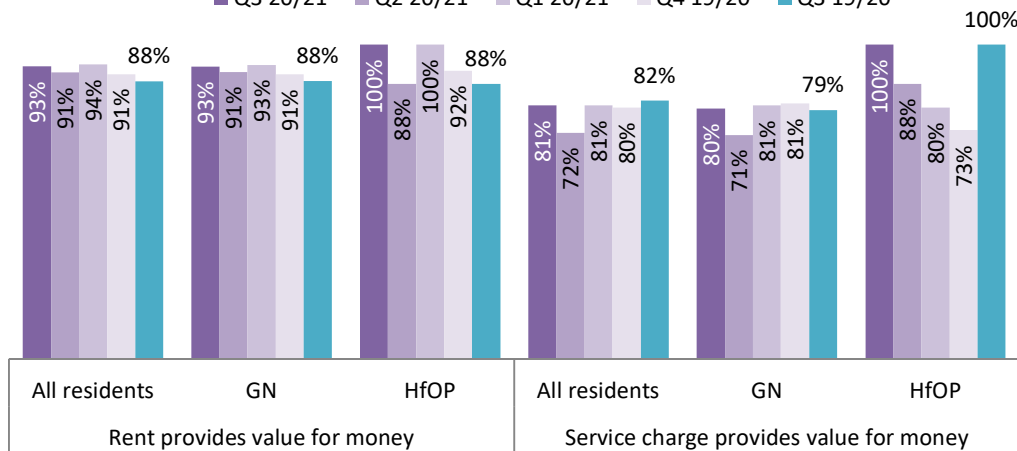
The home

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



Value for money

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



Communications

■ Q3 20/21 ■ Q2 20/20 ■ Q1 20/21

