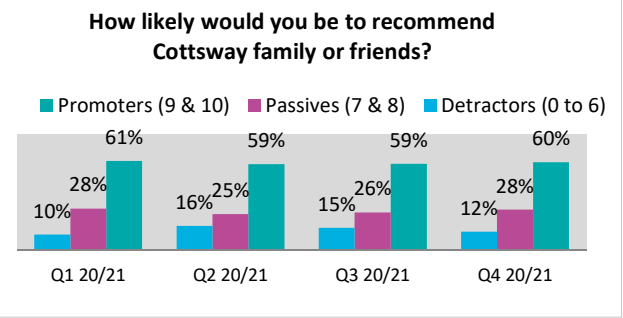
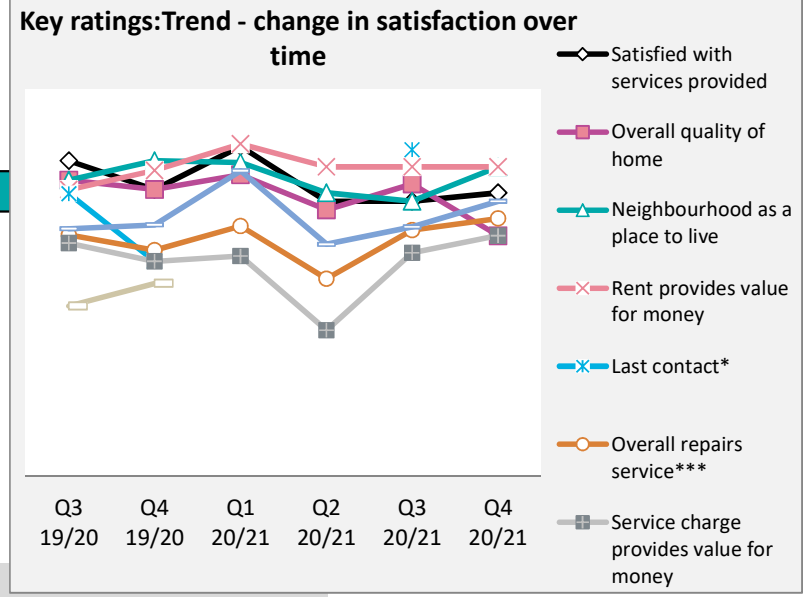


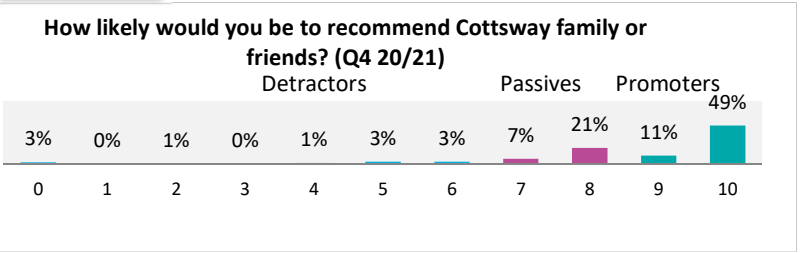
Customer satisfaction Tracker (Q4 2020/21)

	Q4 20/21	Q3 20/21	Q2 20/21	Q1 20/21	Q4 19/20	Q3 19/20	Q2 19/20	Q1 19/20	% change (Q4 - Q3)
Number of interviews completed			270	272	266	266	266	266	
Key indicators									
Satisfied with services provided	88%	89%	87%	93%	88%	92%	90%	91%	-1%
Overall quality of home	83%	87%	86%	90%	88%	89%	88%	88%	-4%
Neighbourhood as a place to live	91%	91%	88%	92%	92%	89%	89%	88%	0%
Rent (VFM)	91%	93%	91%	94%	91%	88%	87%	90%	-2%
Service charge (VFM)	83%	81%	72%	81%	80%	82%	60%	66%	2%
Estate services	87%	84%	82%	91%	84%	84%	80%	83%	3%
Online services**	83%	78%	77%	88%					5%
Safe and secure home**	93%	91%	91%	96%					2%
Easy to deal with**	91%	88%	87%	92%					3%
Opportunity to make views known**	80%	73%	74%	84%					7%
Last contact*					80%	88%	85%	86%	
Listens to views and Acts*					77%	75%	70%	66%	

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



Q4 NPS Score = 48
(Q3 20/21 = 44)

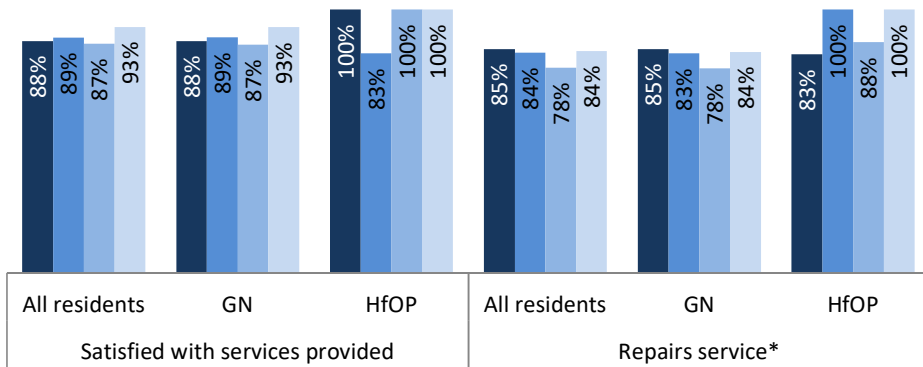


* Questions removed in Q1 2020/21
 **New questions added in Q1 2020/21
 ***Result excludes Cottsway West as work is carried out by different contractor

Customer satisfaction Tracker (Q4 2020/21)

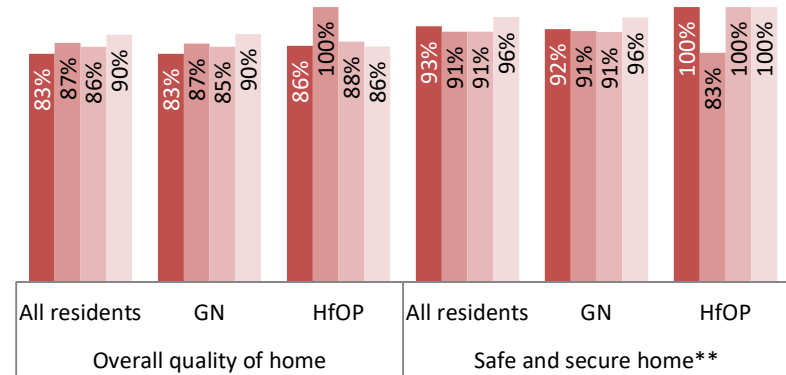
Satisfaction with key services

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



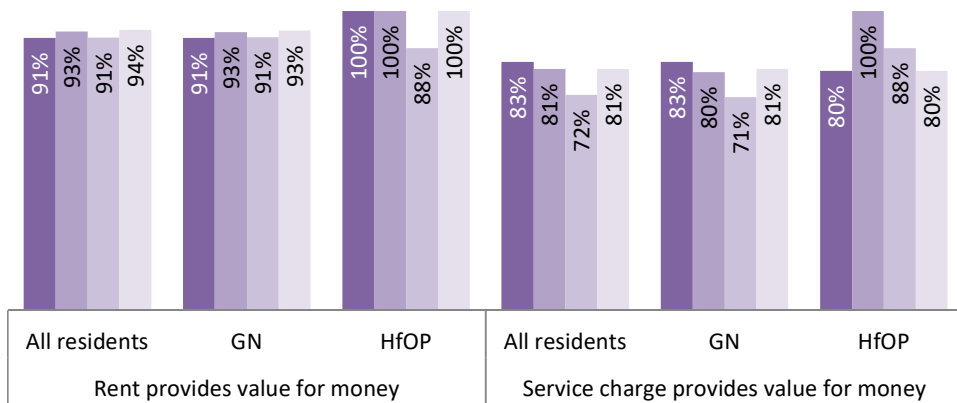
The home

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



Value for money

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



Communications

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

