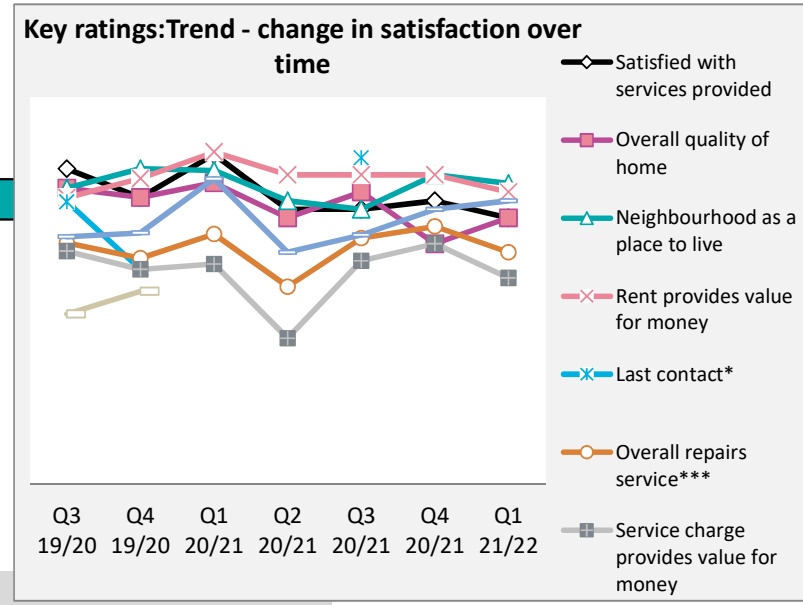
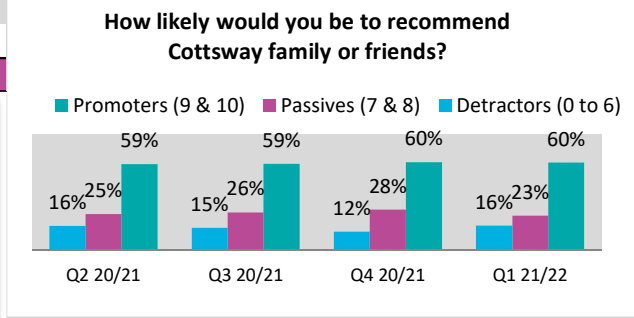


Customer satisfaction Tracker (Q1 2021/22)

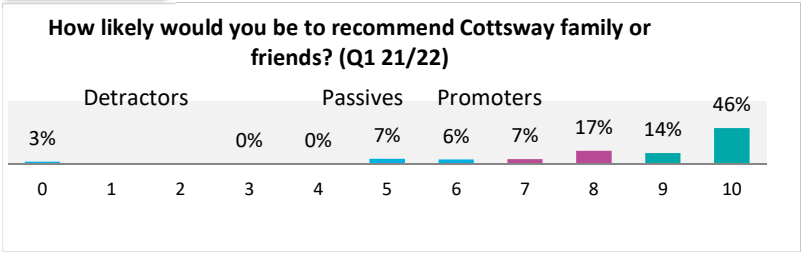
	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21	Q1 20/21	Q4 19/20	Q3 19/20	Q2 19/20	% change (Q1 - Q4)
Number of interviews completed	274	272	272	270	272	266	266	266	
Key indicators									
Satisfied with services provided	86%	88%	89%	87%	93%	88%	92%	90%	-2%
Overall quality of home	86%	83%	87%	86%	90%	88%	89%	88%	3%
Neighbourhood as a place to live	90%	91%	91%	88%	92%	92%	89%	89%	-1%
Rent (VFM)	89%	91%	93%	91%	94%	91%	88%	87%	-2%
Service charge (VFM)	79%	83%	81%	72%	81%	80%	82%	60%	-4%
Estate services	88%	87%	84%	82%	91%	84%	84%	80%	1%
Online services**	81%	83%	78%	77%	88%				-2%
Safe and secure home**	92%	93%	91%	91%	96%				-1%
Easy to deal with**	88%	91%	88%	87%	92%				-3%
Opportunity to make views known**	77%	80%	73%	74%	84%				-3%
Last contact*						80%	88%	85%	
Listens to views and Acts*						77%	75%	70%	



Dissatisfied residents									
Services provided	6%	5%	5%	6%	4%	5%	5%	5%	1%
Overall quality of home	6%	10%	5%	10%	4%	9%	7%	9%	-4%
Neighbourhood as a place to live	6%	3%	6%	7%	4%	4%	7%	7%	3%
Rent (VFM)	4%	3%	3%	5%	2%	5%	6%	5%	1%
Service charge (VFM)	10%	10%	13%	15%	14%	17%	11%	30%	0%
Estate services	6%	7%	10%	10%	6%	10%	10%	14%	-1%
Online services**	16%	10%	7%	10%	2%				6%
Safe and secure home**	3%	6%	4%	5%	2%				-3%
Easy to deal with**	4%	4%	7%	9%	2%				0%
Opportunity to make views known**	8%	5%	9%	10%	8%				3%
Last contact*						13%	10%	12%	
Listens to views and Acts*						11%	13%	15%	



Q1 NPS Score = 44
(Q4 20/21 = 48)

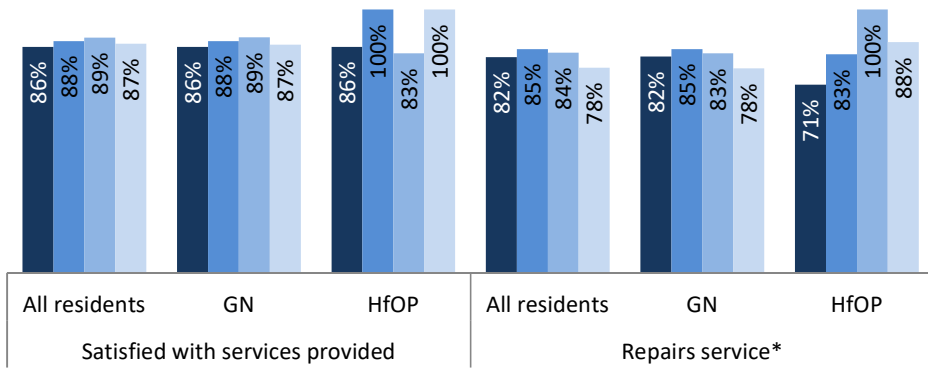


* Questions removed in Q1 2020/21
 **New questions added in Q1 2020/21
 ***Result excludes Cottsway West as work is carried out by different contractor

Customer satisfaction Tracker (Q1 2021/22)

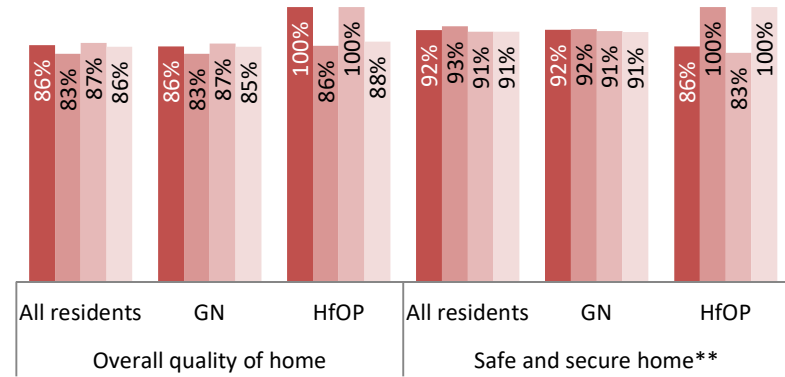
Satisfaction with key services

■ Q1 21/22 ■ Q4 20/21 ■ Q3 20/21 ■ Q2 20/21



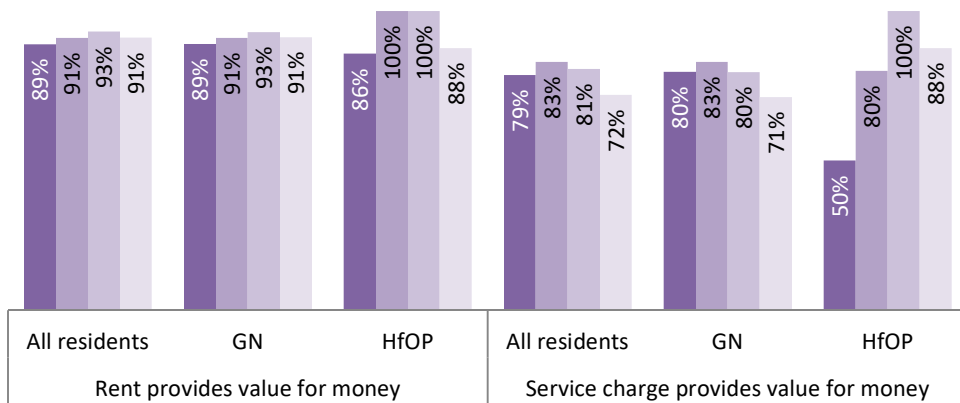
The home

■ Q1 21/22 ■ Q4 20/21 ■ Q3 20/21 ■ Q2 20/21



Value for money

■ Q1 21/22 ■ Q4 20/21 ■ Q3 20/21 ■ Q2 20/21



Communications

■ Q1 21/22 ■ Q4 20/21 ■ Q3 20/21 ■ Q2 20/20

