

Cottsway Customer satisfaction Tracker (Q1 2018/19)



| | Q1 18/19 | Q4 17/18 | Q3 17/18 | Q2 17/18 | Q1 17/18 | % change (Q2 - Q1) | 2017/18 | 2016/17 | 2015/16 | 2015 |
|---|------------|----------|----------|----------|----------|--------------------|------------|---------|---------|------|
| Number of interviews completed | 266 | 266 | 267 | 267 | 265 | | 1065 | 1065 | 1001 | 854 |
| Key indicators | | | | | | | | | | |
| Satisfied with services provided | 83% | 85% | 90% | 87% | 89% | (-5%) | 88% | 86% | 87% | 84% |
| Overall quality of home | 85% | 85% | 85% | 87% | 85% | (=) | 85% | 86% | 85% | 87% |
| Neighbourhood as a place to live | 90% | 88% | 90% | 90% | 88% | (-2%) | 89% | 88% | 90% | 90% |
| Rent (VFM) | 86% | 88% | 87% | 85% | 88% | (+1%) | 87% | 87% | 86% | 81% |
| Service charge (VFM) | 61% | 63% | 66% | 63% | 57% | (-3%) | 62% | 59% | 63% | 60% |
| Overall repairs service* | 77% | 82% | 84% | 83% | 79% | (-2%) | 82% | 79% | 78% | 74% |
| Last contact | 82% | 84% | 89% | 85% | 86% | (-5%) | | | | |
| Listens to views and Acts | 64% | 64% | 72% | 64% | 66% | (8%) | 66% | 66% | 0% | 66% |
| Estate services | 79% | 86% | 87% | 81% | 78% | (-1%) | 83% | 80% | n/a | n/a |

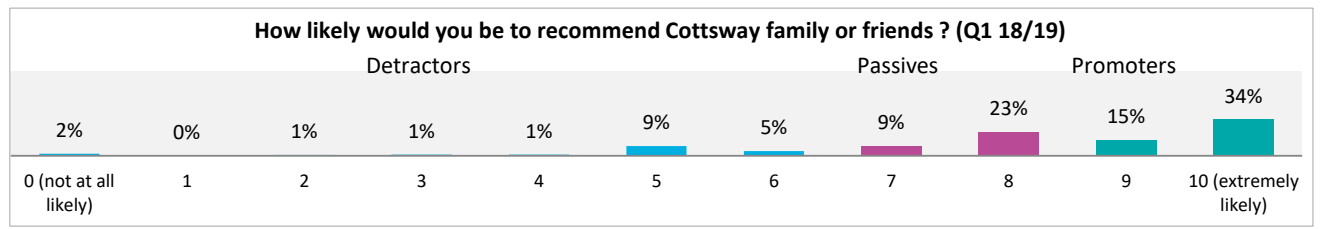
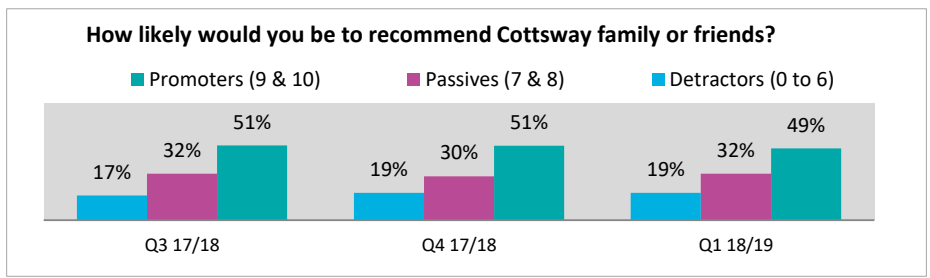
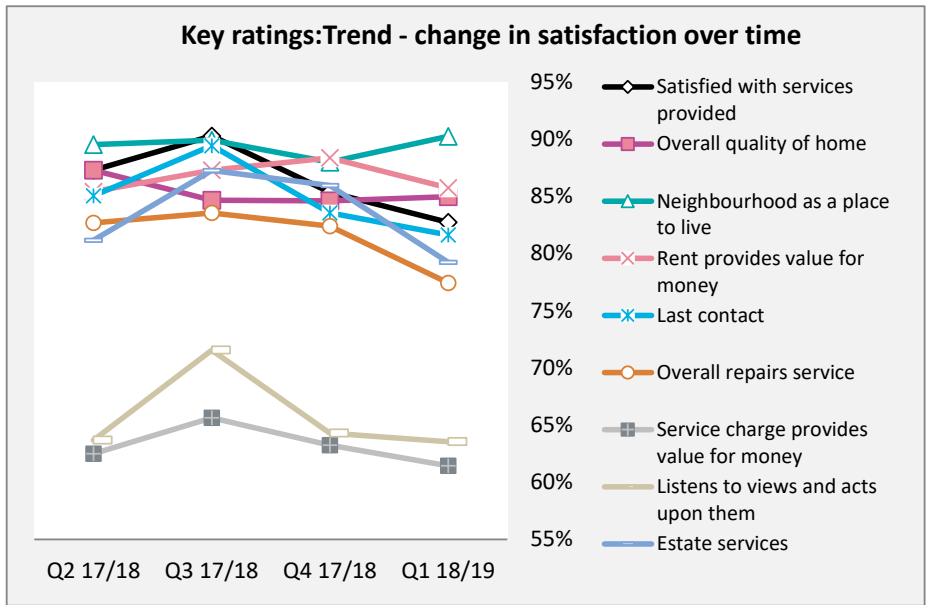
Dissatisfied residents

| | | | | | | |
|---|------------|-----|-----|-----|-----|-------|
| Satisfied with services provided | 5% | 9% | 4% | 5% | 7% | (+5%) |
| Overall quality of home | 5% | 10% | 8% | 8% | 9% | (+2%) |
| Neighbourhood as a place to live | 5% | 8% | 4% | 7% | 7% | (-5%) |
| Rent (VFM) | 5% | 6% | 3% | 5% | 6% | (+3%) |
| Service charge (VFM) | 27% | 19% | 22% | 28% | 29% | (+3%) |
| Overall repairs service* | 12% | 12% | 8% | 12% | 14% | (+4%) |
| Last contact | 11% | 14% | 7% | 13% | 10% | (+7%) |
| Listens to views and Acts | 13% | 16% | 12% | 16% | 15% | (-4%) |
| Estate services | 10% | 10% | 7% | 15% | 13% | (+3%) |

Q1 NPS Score = 30
(Q4 17/18 = 32)

| Do you use the internet? | Q1 | Q4 | Q3 | Q2 |
|------------------------------|-----|-----|-----|-----|
| Yes, at home | 35% | 27% | 36% | 33% |
| Yes, outside the home | 0% | 0% | 0% | 0% |
| At home and outside the home | 27% | 39% | 26% | 28% |
| No, I don't use the internet | 38% | 33% | 37% | 39% |

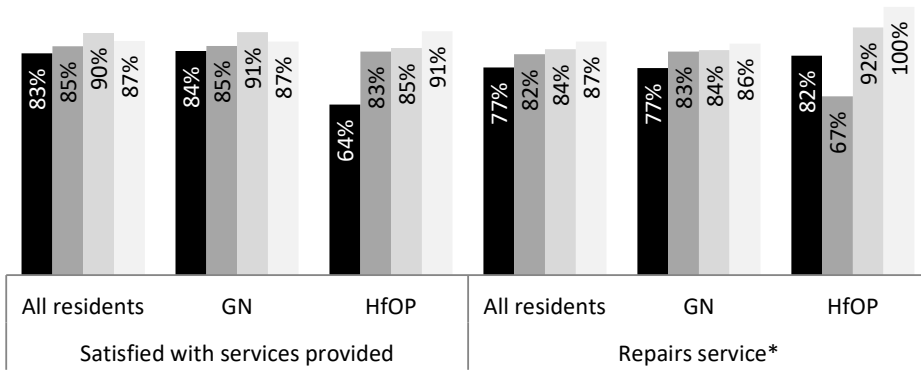
*Result excludes Cottsway Westas work is carried out by different contractor



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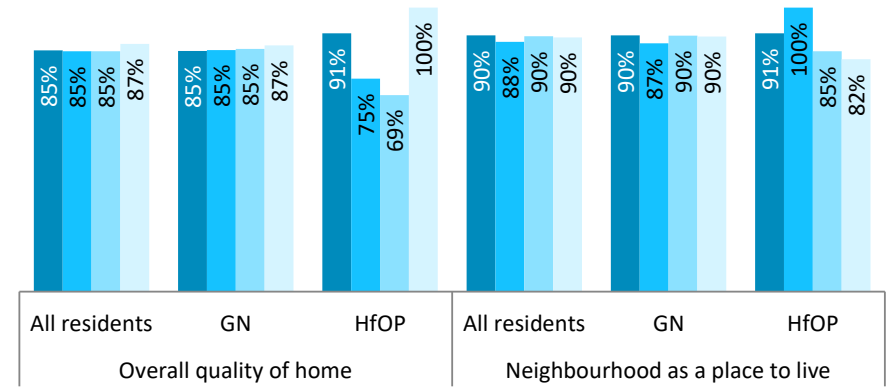
Satisfaction with key services

■ Q1 18/19 ■ Q4 17/18 ■ Q3 17/18 ■ Q2 17/18



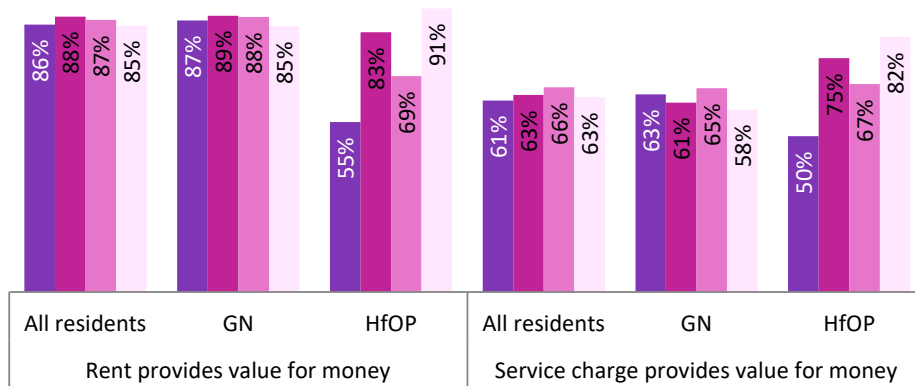
Home and neighbourhood

■ Q1 18/19 ■ Q4 17/18 ■ Q3 17/18 ■ Q2 17/18



Value for money

■ Q1 18/19 ■ Q4 17/18 ■ Q3 17/18 ■ Q2 17/18



Communications

■ Q1 18/19 ■ Q4 17/18 ■ Q3 17/18 ■ Q2 17/18

