

Cottsway Customer satisfaction Tracker (Q2 2017/18)



	Q2 17/18	Q1 17/18	Q4 16/17	Q3 16/17	Q2 16/17	% change (Q2 - Q1)	17/18 YTD	2016/17	2015/16	2015
Number of interviews completed	267	265	265	266	266		532	1065	1001	854

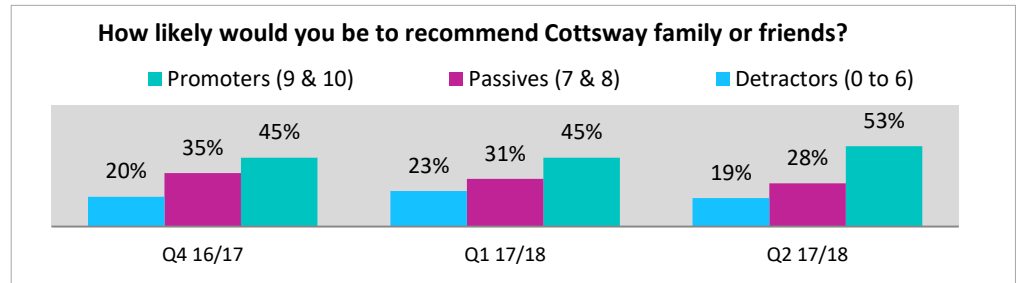
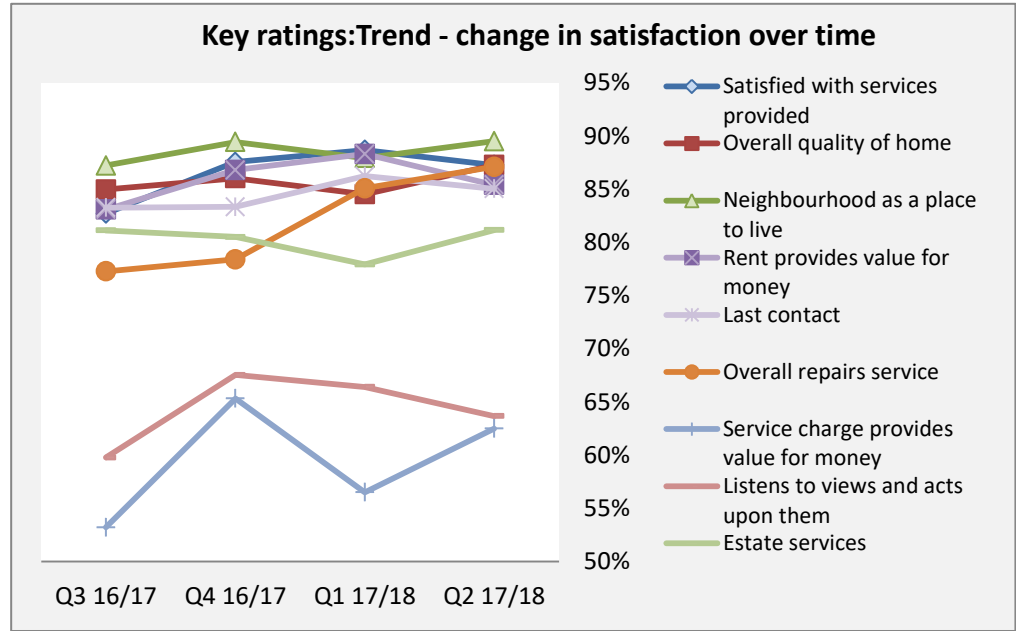
Key indicators

Satisfied with services provided	87%	89%	88%	83%	85%	(+1%)	88%	86%	87%	84%
Overall quality of home	87%	85%	86%	85%	86%	(-1%)	86%	86%	85%	87%
Neighbourhood as a place to live	90%	88%	89%	87%	89%	(-1%)	89%	88%	90%	90%
Rent (VFM)	85%	88%	87%	83%	90%	(+1%)	87%	87%	86%	81%
Service charge (VFM)	63%	57%	65%	53%	69%	(-8%)	60%	59%	63%	60%
Overall repairs service*	87%	85%	78%	77%	81%	(+7%)	80%	79%	78%	74%
Last contact	85%	86%	83%	83%	87%	(+3%)				
Listens to views and Acts	64%	66%	68%	60%	68%	(-2%)	65%	66%	0%	66%
Esate services	81%	78%	81%	81%	79%	(-3%)	80%	80%	n/a	n/a

Dissatisfied residents

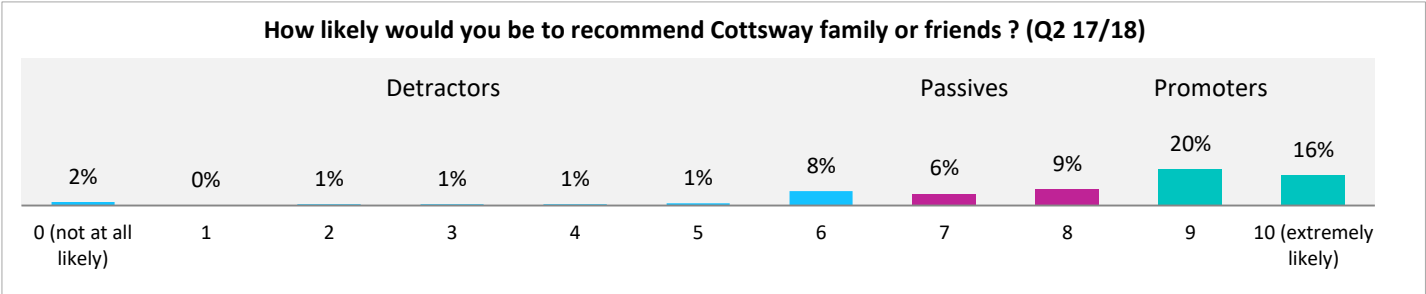
Satisfied with services provided	5%	7%	8%	5%	8%	(-1%)
Overall quality of home	8%	9%	9%	9%	8%	(=)
Neighbourhood as a place to live	7%	7%	6%	4%	5%	(+1%)
Rent (VFM)	5%	6%	6%	8%	4%	(=)
Service charge (VFM)	28%	29%	23%	31%	26%	(+6%)
Overall repairs service*	8%	8%	14%	11%	12%	(-6%)
Last contact	13%	10%	12%	11%	12%	(-2%)
Listens to views and Acts	16%	15%	15%	15%	14%	(=)
Esate services	15%	13%	13%	10%	14%	(=)

NPS Score = 34
(Q1 17/18 = 22)



Do you use the internet?

	Q2	Q1	Q4	Q3
Yes, at home	33%	28%	26%	30%
Yes, outside the home	0%	0%	0%	0%
At home and outside the home	28%	34%	35%	35%
No, I don't use the internet	39%	38%	39%	35%

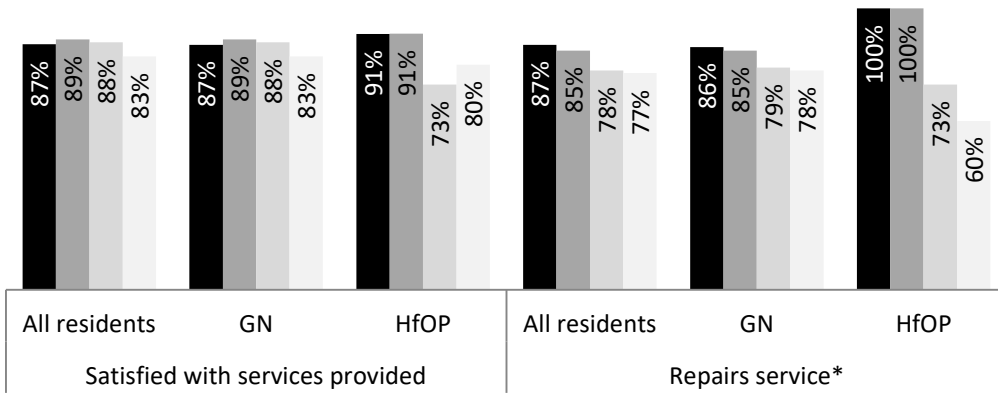


*Result excludes Cottsway Westas work is carried out by different contractor

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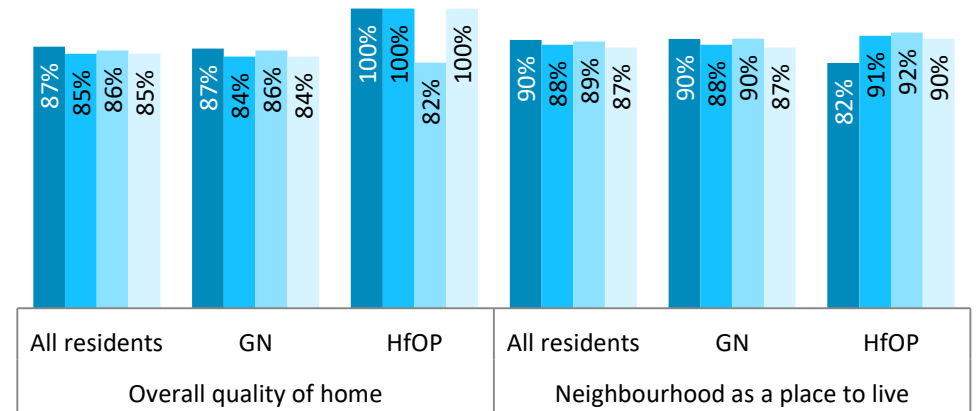
Satisfaction with key services

■ Q2 17/18 ■ Q1 17/18 ■ Q4 16/17 ■ Q3 16/17



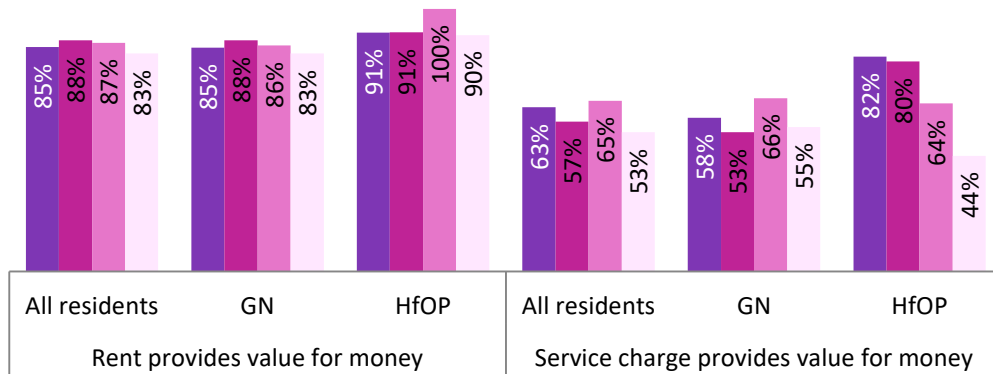
Home and neighbourhood

■ Q2 17/18 ■ Q1 17/18 ■ Q4 16/17 ■ Q3 16/17



Value for money

■ Q2 17/18 ■ Q1 17/18 ■ Q4 16/17 ■ Q3 16/17



Communications

■ Q2 17/18 ■ Q1 17/18 ■ Q4 16/17 ■ Q3 16/17

