

Cottsway Customer satisfaction Tracker (Q4 2017/18)



	Q4 17/18	Q3 17/18	Q2 17/18	Q1 17/18	Q4 16/17	% change (Q2 - Q1)	2017/18	2016/17	2015/16	2015
Number of interviews completed	266	267	267	265	265		1065	1065	1001	854

Key indicators

Satisfied with services provided	85%	90%	87%	89%	88%	(-5%)	88%	86%	87%	84%
Overall quality of home	85%	85%	87%	85%	86%	(=)	85%	86%	85%	87%
Neighbourhood as a place to live	88%	90%	90%	88%	89%	(-2%)	89%	88%	90%	90%
Rent (VFM)	88%	87%	85%	88%	87%	(+1%)	87%	87%	86%	81%
Service charge (VFM)	63%	66%	63%	57%	65%	(-3%)	62%	59%	63%	60%
Overall repairs service*	82%	84%	83%	79%	78%	(-2%)	82%	79%	78%	74%
Last contact	84%	89%	85%	86%	83%	(-5%)				
Listens to views and Acts	64%	72%	64%	66%	68%	(8%)	66%	66%	0%	66%
Esate services	86%	87%	81%	78%	81%	(-1%)	83%	80%	n/a	n/a

Dissatisfied residents

Satisfied with services provided	9%	4%	5%	7%	8%	(+5%)
Overall quality of home	10%	8%	8%	9%	9%	(+2%)
Neighbourhood as a place to live	8%	4%	7%	7%	6%	(-5%)
Rent (VFM)	6%	3%	5%	6%	6%	(+3%)
Service charge (VFM)	19%	22%	28%	29%	23%	(+3%)
Overall repairs service*	12%	8%	12%	14%	14%	(+4%)
Last contact	14%	7%	13%	10%	12%	(+7%)
Listens to views and Acts	16%	12%	16%	15%	15%	(-4%)
Esate services	10%	7%	15%	13%	13%	(+3%)

Q4 NPS Score = 32

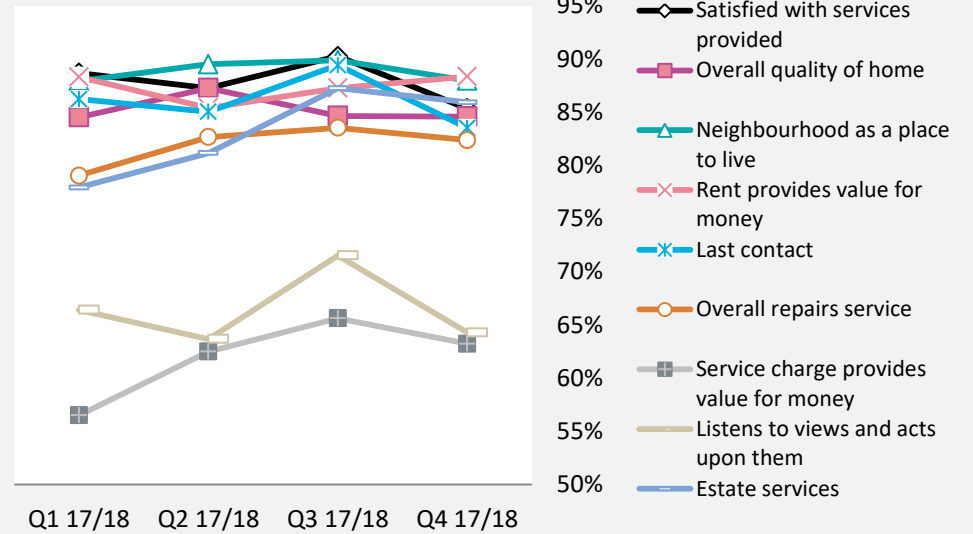
(Q3 17/18 = 34)

Do you use the internet?

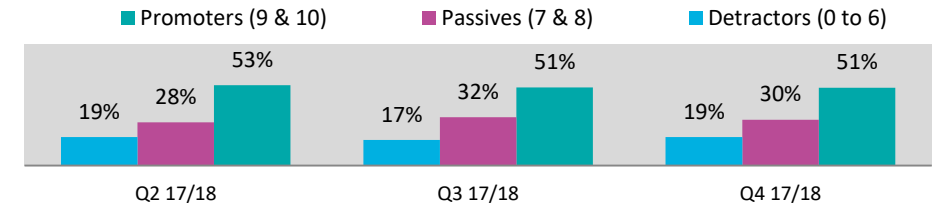
	Q4	Q3	Q2	Q1
Yes, at home	27%	36%	33%	28%
Yes, outside the home	0%	0%	0%	0%
At home and outside the home	39%	26%	28%	34%
No, I don't use the internet	33%	37%	39%	38%

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

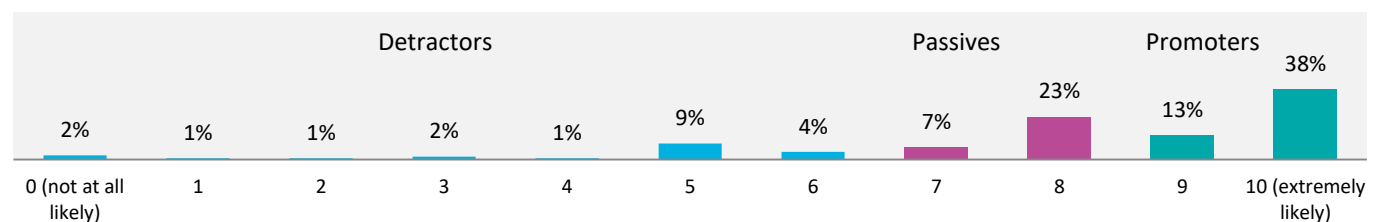
Key ratings:Trend - change in satisfaction over time



How likely would you be to recommend Cottsway family or friends?



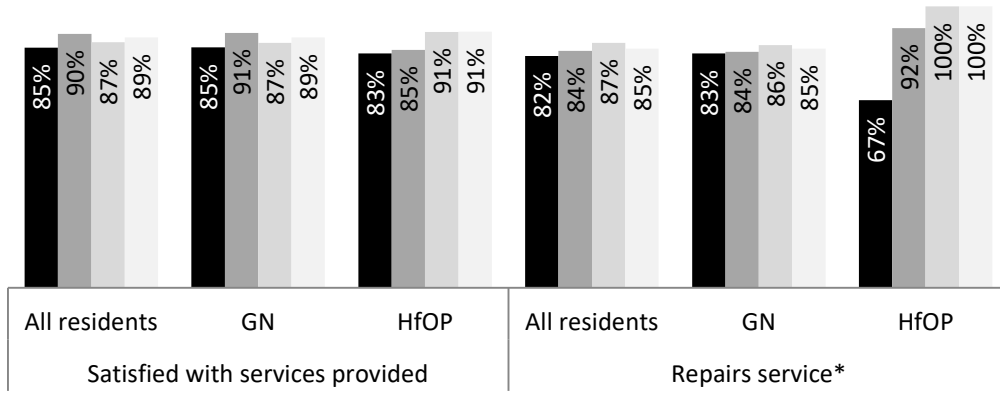
How likely would you be to recommend Cottsway family or friends ? (Q4 17/18)



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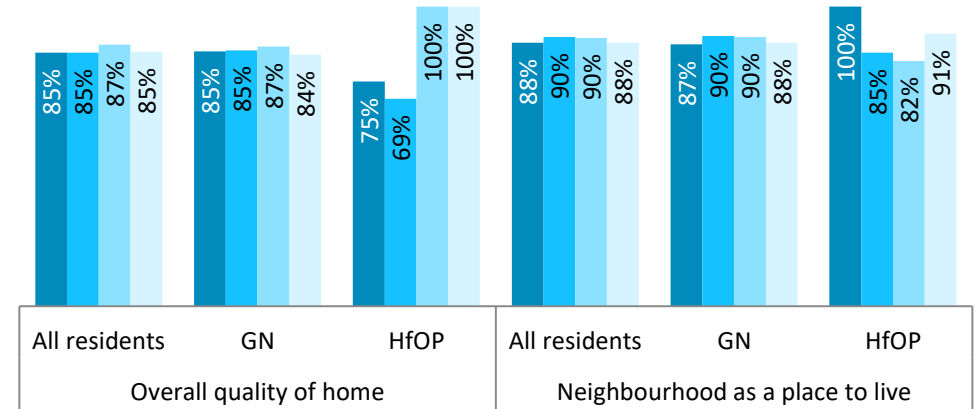
Satisfaction with key services

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



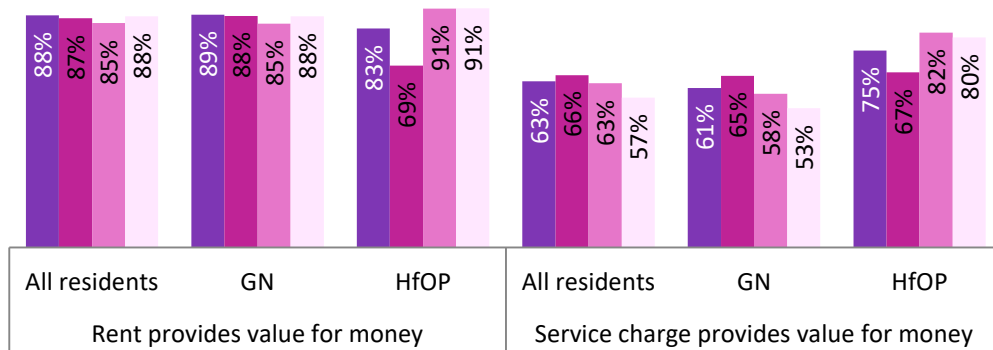
Home and neighbourhood

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



Value for money

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



Communications

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

