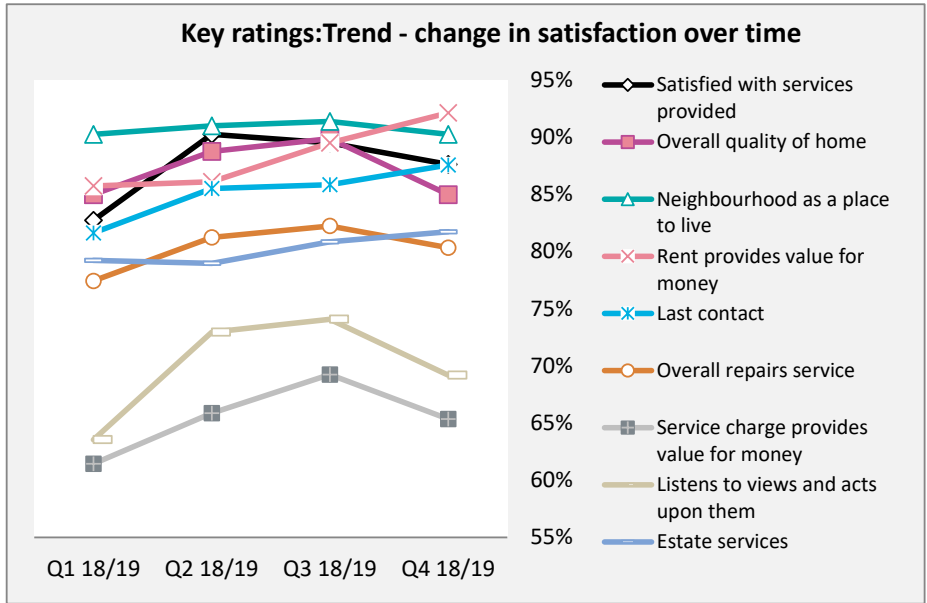


Cottsway Customer satisfaction Tracker (Q4 2018/19)



	Q4 18/18	Q3 18/18	Q2 18/18	Q1 18/19	Q4 17/18	% change (Q4 - Q3)	2018/19	2017/18	2017/18	2016/17
Number of interviews completed	266	266	266	266	266		1064	1065	1065	1001
Key indicators										
Satisfied with services provided	88%	89%	90%	83%	85%	-1%	88%	88%	86%	87%
Overall quality of home	85%	90%	89%	85%	85%	-5%	87%	85%	86%	85%
Neighbourhood as a place to live	90%	91%	91%	90%	88%	-1%	91%	89%	88%	90%
Rent (VFM)	92%	89%	86%	86%	88%	3%	88%	87%	87%	86%
Service charge (VFM)	65%	69%	66%	61%	63%	-4%	65%	62%	59%	63%
Overall repairs service*	80%	82%	81%	77%	82%	-2%	80%	82%	79%	78%
Last contact	88%	86%	85%	82%	84%	2%				
Listens to views and Acts	69%	74%	73%	64%	64%	-5%	70%	66%	66%	
Estate services	82%	81%	79%	79%	86%	1%	80%	83%	80%	



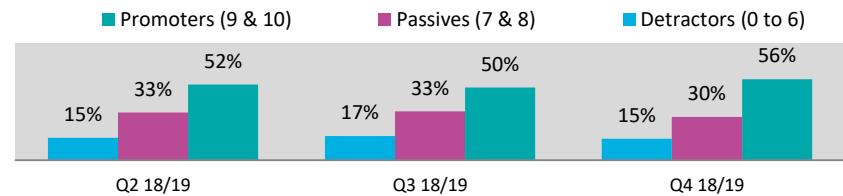
Dissatisfied residents

Satisfied with services provided	7%	8%	5%	5%	9%	-1%
Overall quality of home	6%	7%	8%	5%	10%	-1%
Neighbourhood as a place to live	6%	6%	5%	5%	8%	0%
Rent (VFM)	2%	4%	6%	5%	6%	-2%
Service charge (VFM)	25%	19%	27%	27%	19%	6%
Overall repairs service*	13%	14%	12%	12%	12%	-1%
Last contact	7%	11%	13%	11%	14%	-4%
Listens to views and Acts	12%	15%	14%	13%	16%	-3%
Estate services	11%	12%	14%	10%	10%	-1%

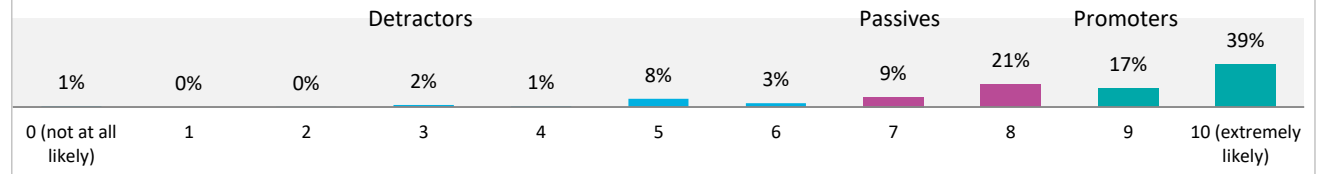
Q4 NPS Score = 41

(Q2 18/19 = 33)

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



How likely would you be to recommend Cottsway family or friends ? (Q4 18/19)

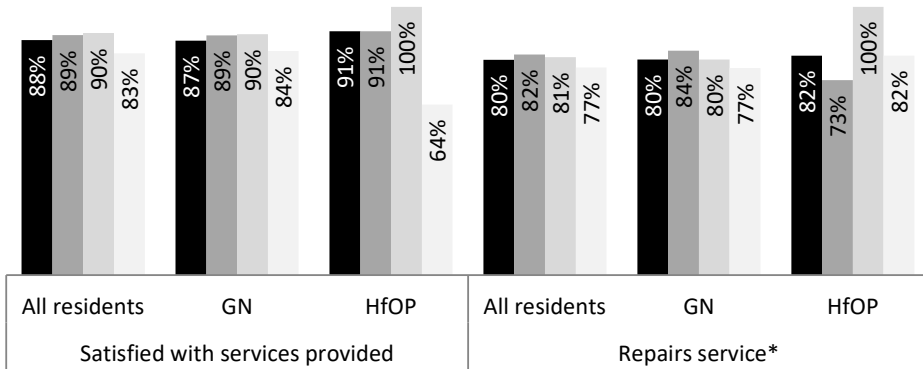


*Result excludes Cottsway Westas work is carried out by different contractor

Cottsway Customer satisfaction Tracker (Q4 2018/19)

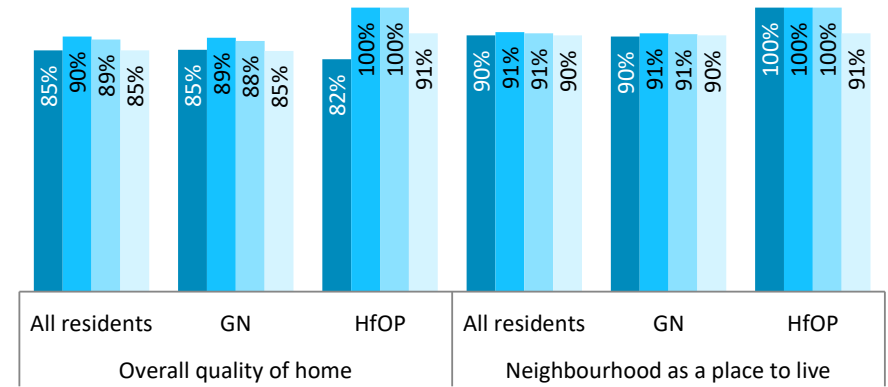
Satisfaction with key services

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



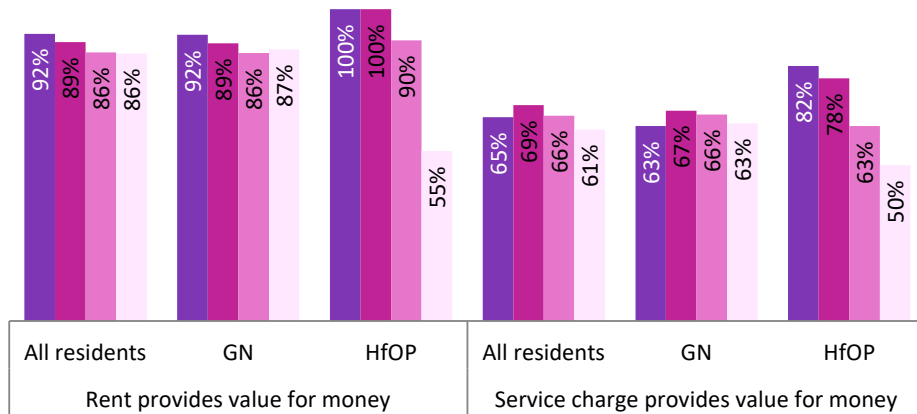
Home and neighbourhood

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



Value for money

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



Communications

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

