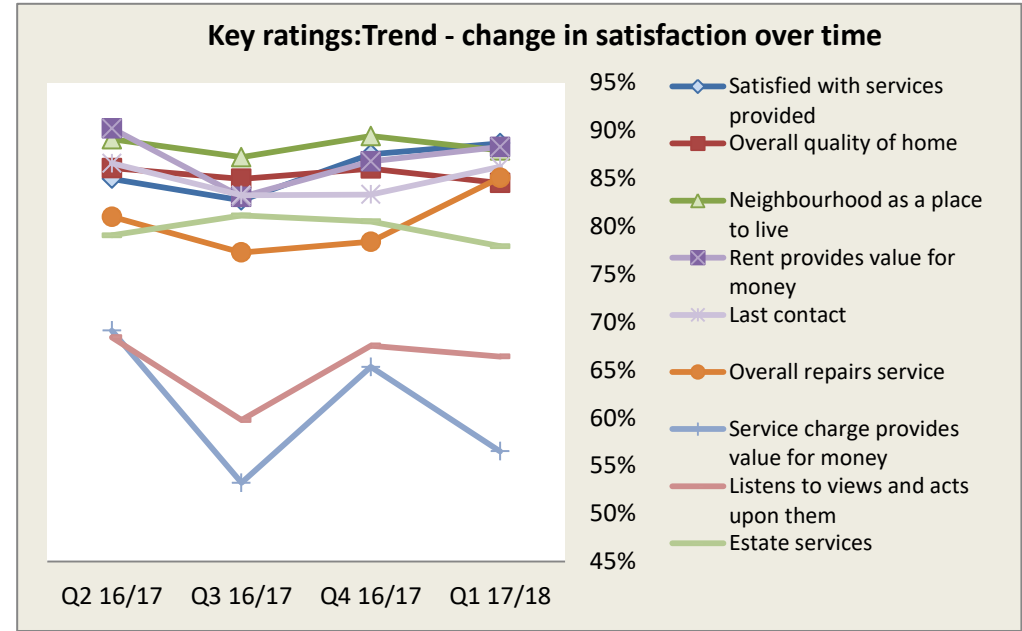


Cottsway Customer satisfaction Tracker (Q1 2017/18)



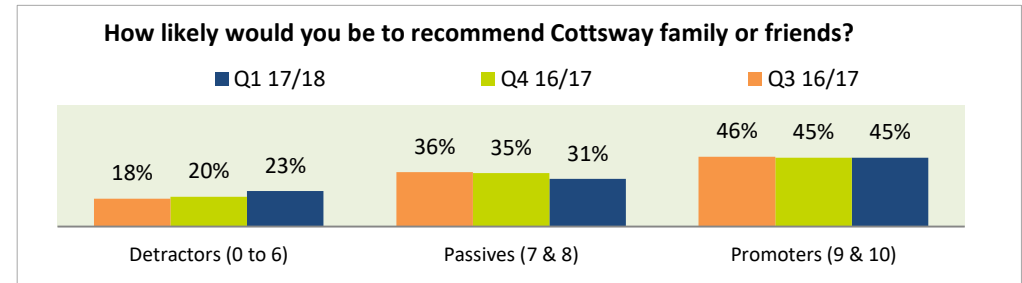
	Q1 17/18	Q4 16/17	Q3 16/17	Q2 16/17	Q1 16/17	% change (Q3 - Q2)	2016/17	2015/16	2015	2014
Number of interviews completed	265	265	266	266	268		1065	1001	854	854
Key indicators										
Satisfied with services provided	89%	88%	83%	85%	89%	(+1%)	86%	87%	84%	88%
Overall quality of home	85%	86%	85%	86%	86%	(-1%)	86%	85%	87%	88%
Neighbourhood as a place to live	88%	89%	87%	89%	85%	(-1%)	88%	90%	90%	89%
Rent (VFM)	88%	87%	83%	90%	87%	(+1%)	87%	86%	81%	77%
Service charge (VFM)	57%	65%	53%	69%	49%	(-8%)	59%	63%	60%	57%
Overall repairs service*	85%	78%	77%	81%	80%	(+7%)	79%	78%	74%	81%
Last contact	86%	83%	83%	87%	82%	(+3%)				
Listens to views and Acts	66%	68%	60%	68%	67%	(-2%)	66%	n/a	66%	63%
Esate services	78%	81%	81%	79%		(-3%)	80%			



Dissatisfied residents

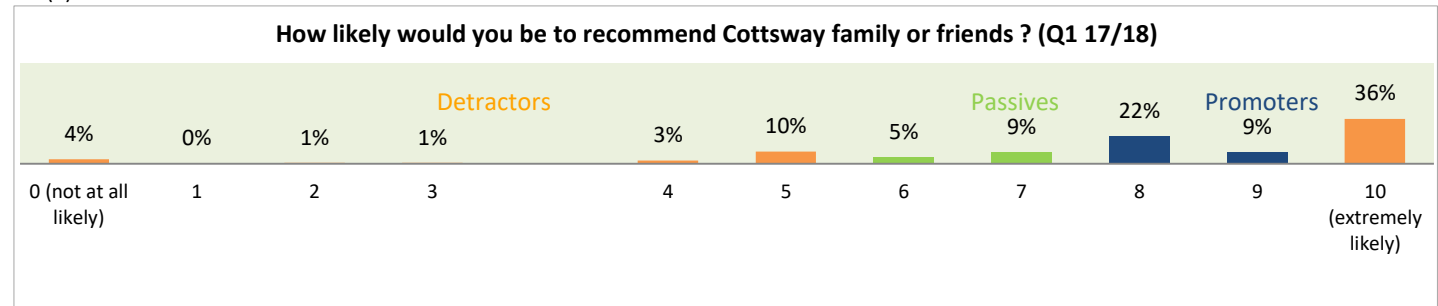
Satisfied with services provided	7%	8%	5%	8%	6%	(-1%)
Overall quality of home	9%	9%	9%	8%	10%	(=)
Neighbourhood as a place to live	7%	6%	4%	5%	7%	(+1%)
Rent (VFM)	6%	6%	8%	4%	5%	(=)
Service charge (VFM)	29%	23%	31%	26%	32%	(+6%)
Overall repairs service*	8%	14%	11%	12%	12%	(-6%)
Last contact	10%	12%	11%	12%	15%	(-2%)
Listens to views and Acts	15%	15%	15%	14%	15%	(=)
Esate services	13%	13%	10%	14%		(=)

NPS Score = 22
(Q4 16/17 = 26)



Do you use the internet?

	Q1	Q4	Q3	Q2
Yes, at home	26%	30%	33%	32%
Yes, outside the home	0%	0%	0%	0%
At home and outside the home	35%	35%	35%	30%
No, I don't use the internet	39%	35%	32%	38%

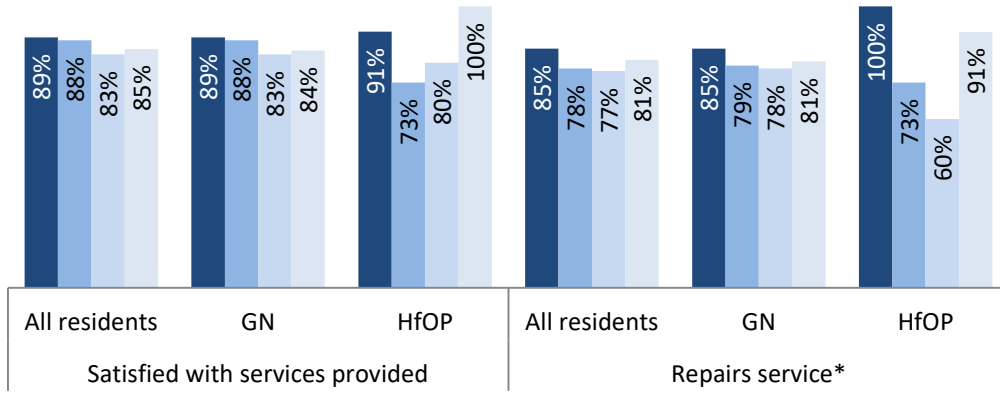


*Result excludes Cottsway Westas work is carried out by different contractor

Cottsway Customer satisfaction Tracker (Q1 2017/18)

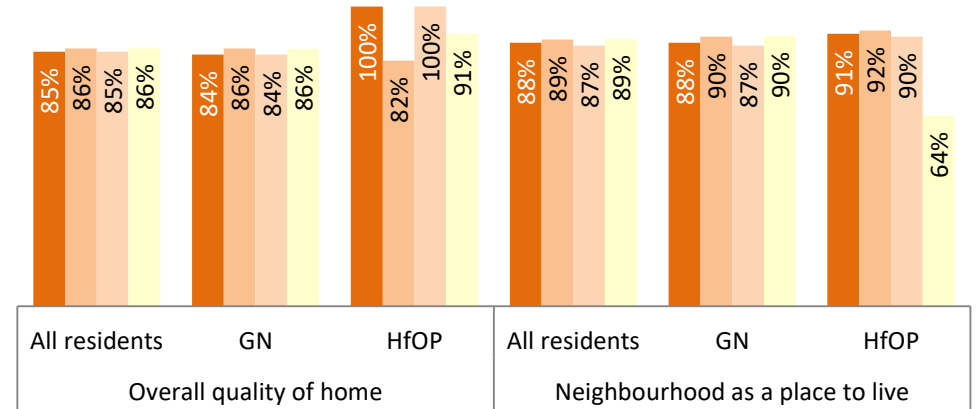
Satisfaction with key services

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



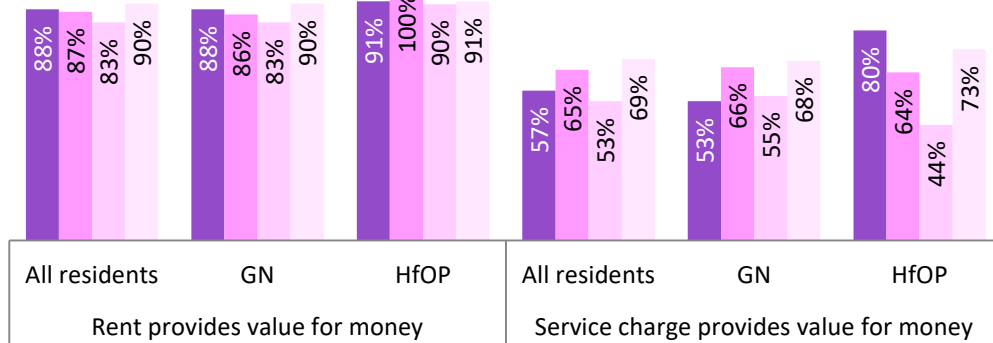
Home and neighbourhood

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



Value for money

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



Communications

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

