

Cottsway Customer satisfaction Tracker (Q3 2017/18)



	Q3 17/18	Q2 17/18	Q1 17/18	Q4 16/17	Q3 16/17	% change (Q2 - Q1)	17/18 YTD	2016/17	2015/16	2015
Number of interviews completed	267	267	265	265	266		799	1065	1001	854

Key indicators

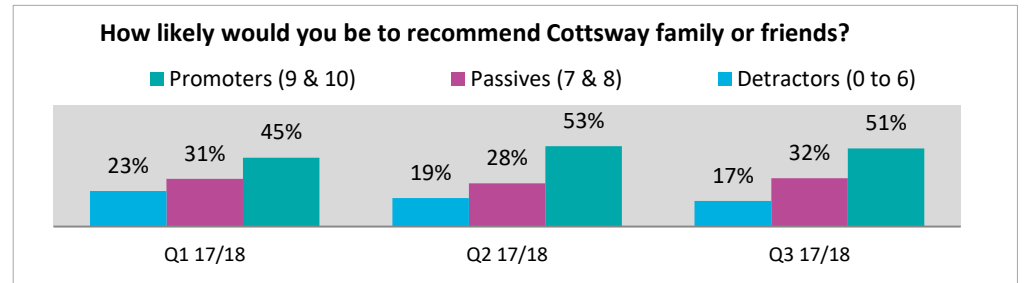
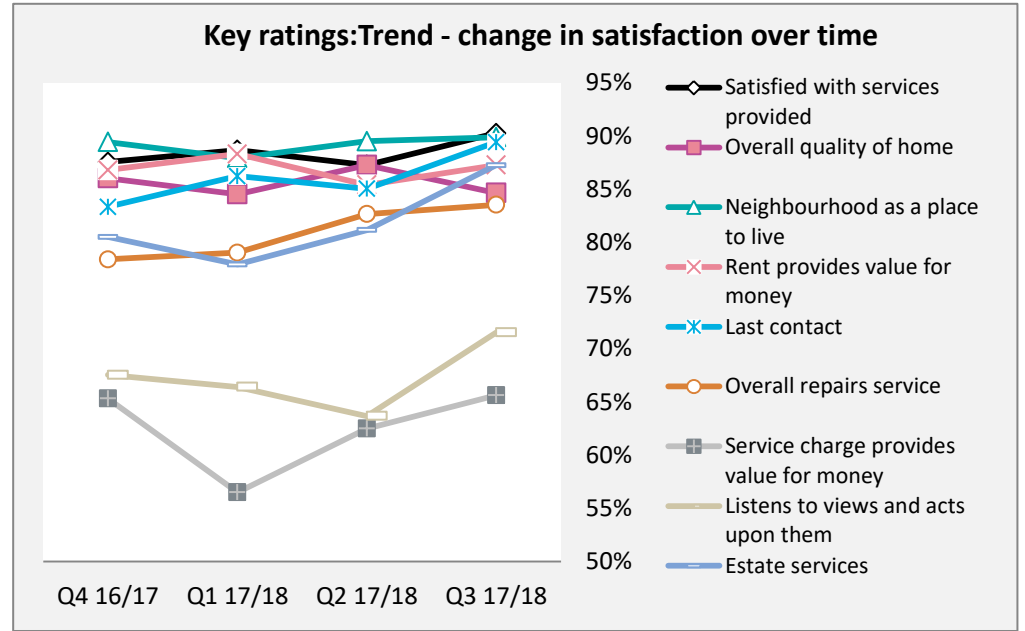
Satisfied with services provided	90%	87%	89%	88%	83%	(+3%)	89%	86%	87%	84%
Overall quality of home	85%	87%	85%	86%	85%	(-2%)	85%	86%	85%	87%
Neighbourhood as a place to live	90%	90%	88%	89%	87%	(=)	89%	88%	90%	90%
Rent (VFM)	87%	85%	88%	87%	83%	(+2%)	87%	87%	86%	81%
Service charge (VFM)	66%	63%	57%	65%	53%	(+3%)	62%	59%	63%	60%
Overall repairs service*	84%	83%	79%	78%	77%	(+1%)	82%	79%	78%	74%
Last contact	89%	85%	86%	83%	83%	(+4%)				
Listens to views and Acts	72%	64%	66%	68%	60%	(+8%)	67%	66%	0%	66%
Esate services	87%	81%	78%	81%	81%	(+6%)	82%	80%	n/a	n/a

Dissatisfied residents

Satisfied with services provided	4%	5%	7%	8%	5%	(-1%)
Overall quality of home	8%	8%	9%	9%	9%	(=)
Neighbourhood as a place to live	4%	7%	7%	6%	4%	(-3%)
Rent (VFM)	3%	5%	6%	6%	8%	(-2%)
Service charge (VFM)	22%	28%	29%	23%	31%	(-6%)
Overall repairs service*	8%	12%	14%	14%	11%	(-4%)
Last contact	7%	13%	10%	12%	11%	(-6%)
Listens to views and Acts	12%	16%	15%	15%	15%	(-4%)
Esate services	7%	15%	13%	13%	10%	(-8%)

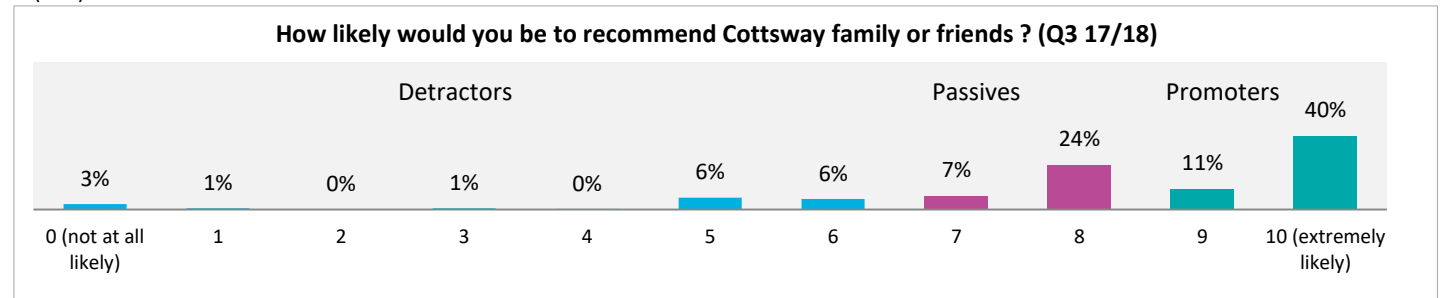
NPS Score = 34

(Q2 17/18 = 34)



Do you use the internet?

	Q3	Q2	Q1	Q4
Yes, at home	36%	33%	28%	26%
Yes, outside the home	0%	0%	0%	0%
At home and outside the home	26%	28%	34%	35%
No, I don't use the internet	37%	39%	38%	39%

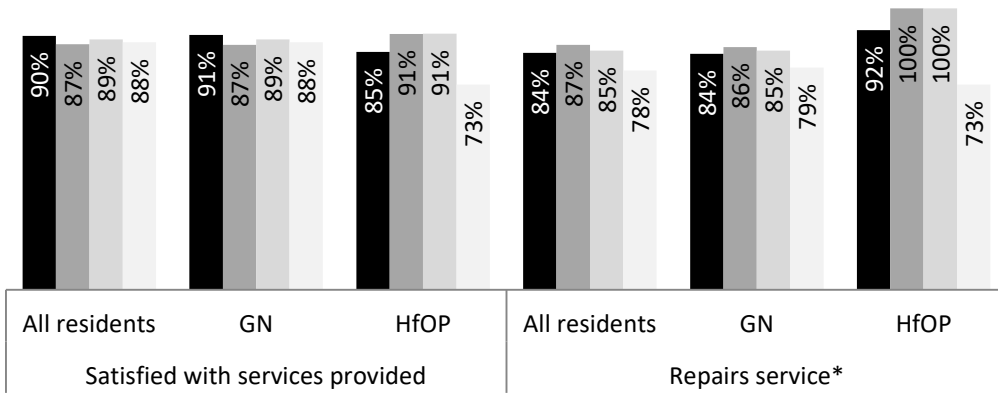


*Result excludes Cottsway Westas work is carried out by different contractor

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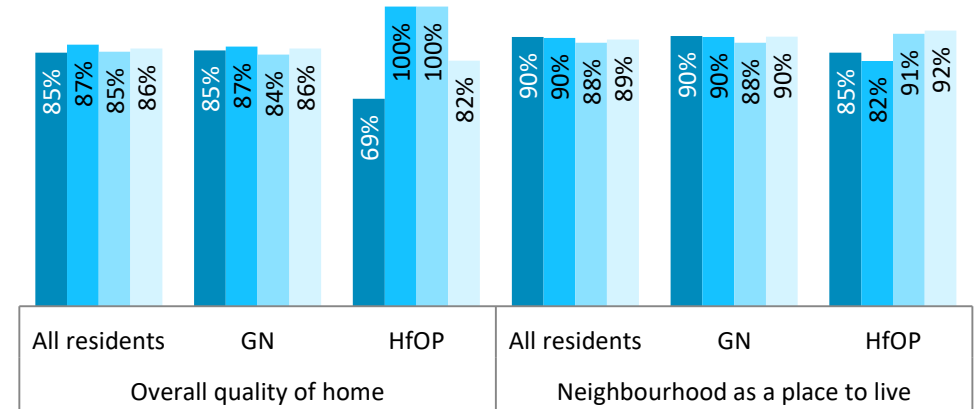
Satisfaction with key services

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



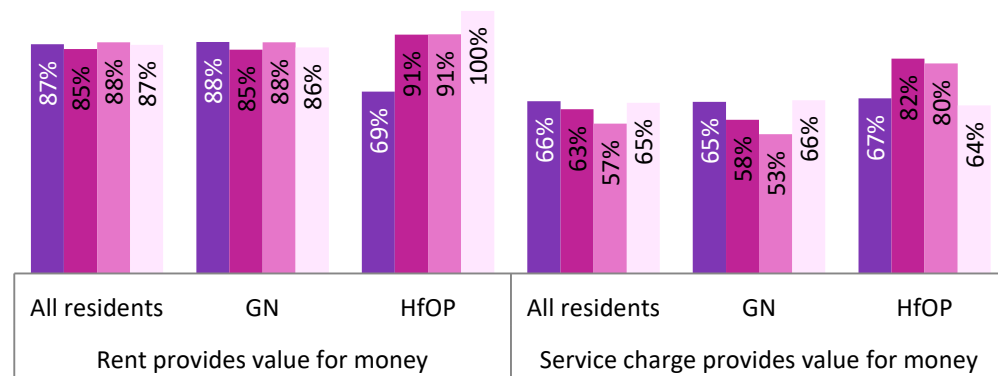
Home and neighbourhood

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



Value for money

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



Communications

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

