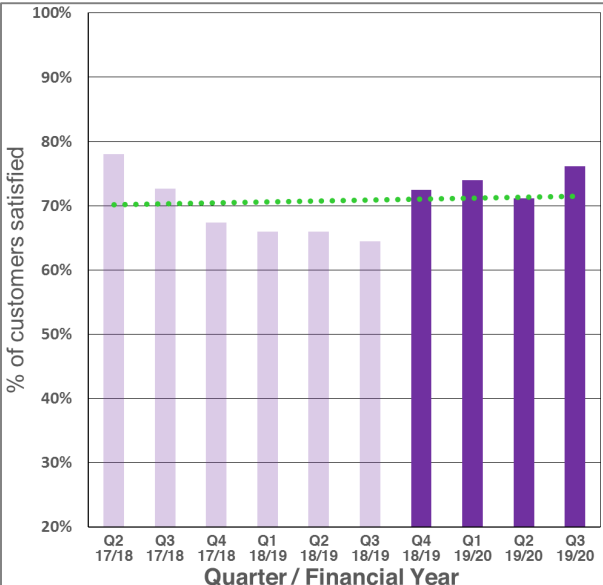
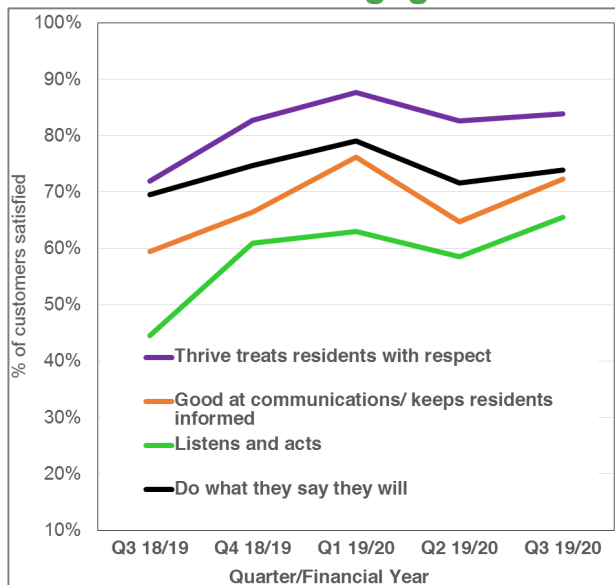


## Overall Satisfaction



## Customer Engagement

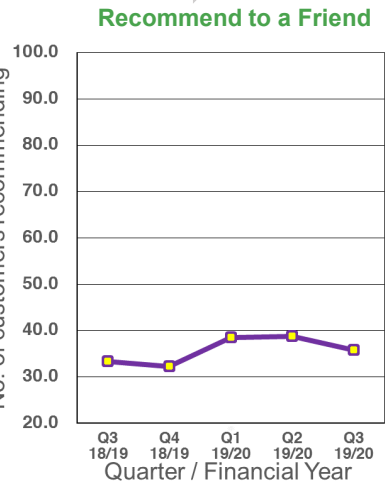
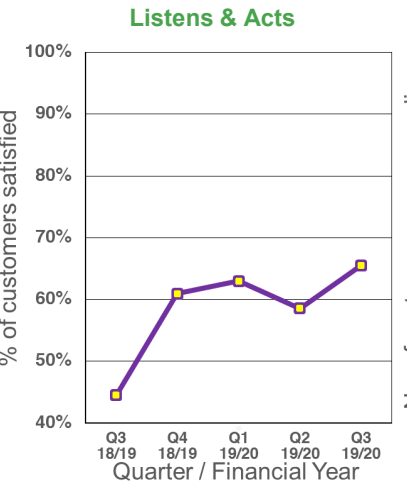
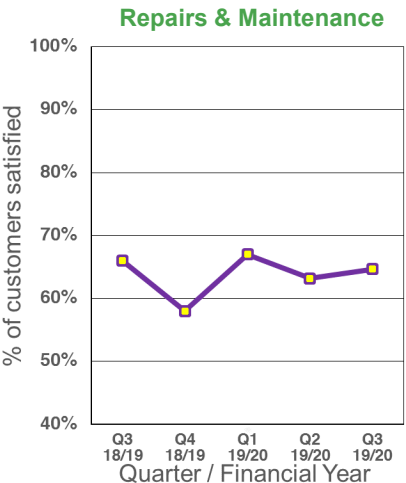
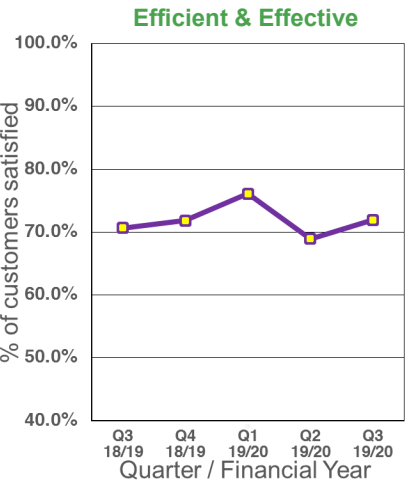
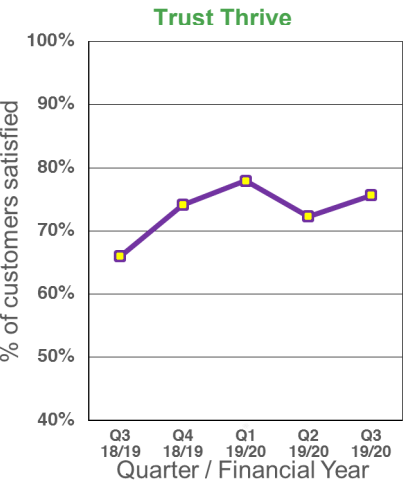


## Areas to Watch – least improved

Question	Year-on-year change (Dec19 v. Dec18)	Trend last 4 qtrs	Change on prev. qtr
Provide an efficient and effective services	1.2%		
Recommend to a friend (NPS)	2.7%		
Overall satisfaction (repairs and maintenance)	3.9%		
Overall satisfaction	7.5%		

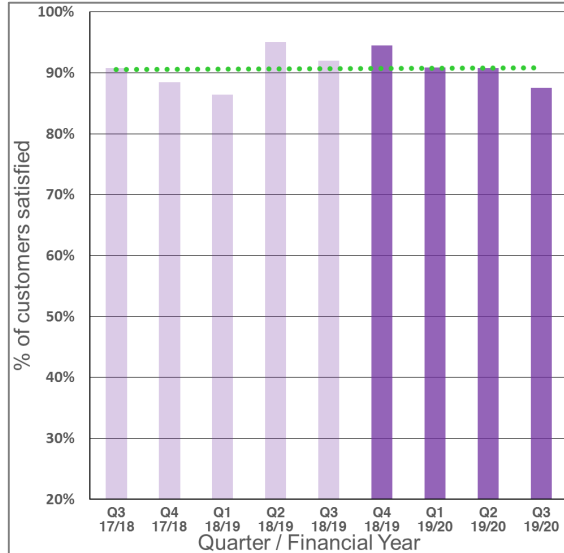
In the last 12 months, what was the trend for questions that have most impact on, or statistically drive, overall satisfaction?

Increasing impact on overall satisfaction based on current survey

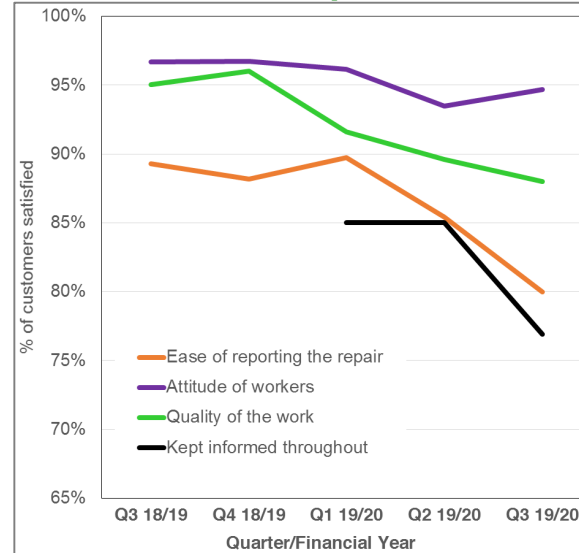


# Response Repairs Customer Satisfaction Dashboard

## Overall Satisfaction



## Customer Experience



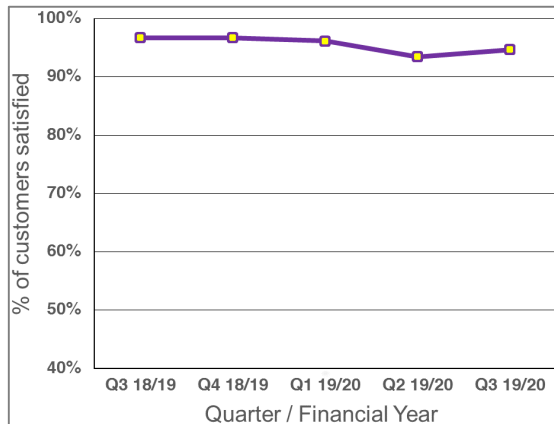
## Areas to Watch – least improved

Question	Year-on-year change (Dec19 v. Dec18)	Trend last 4 qtrs	Change on prev. qtr
<b>NPS</b>	-1.90%		
<b>Kept informed</b>	-0.98%		
<b>Quality of repair</b>	-0.36%		
<b>Worker attitude</b>	0.12%		
<b>Overall satisfaction</b>	0.52%		
<b>Easy of reporting</b>	1.65%		

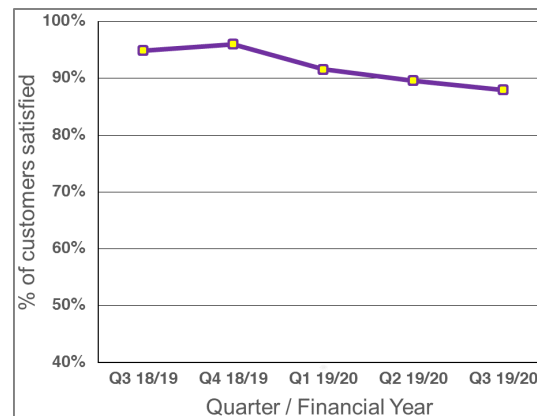
In the last 12 months, what was the trend for questions that have most impact on, or statistically drive, overall satisfaction?

Increasing impact on overall satisfaction based on current survey

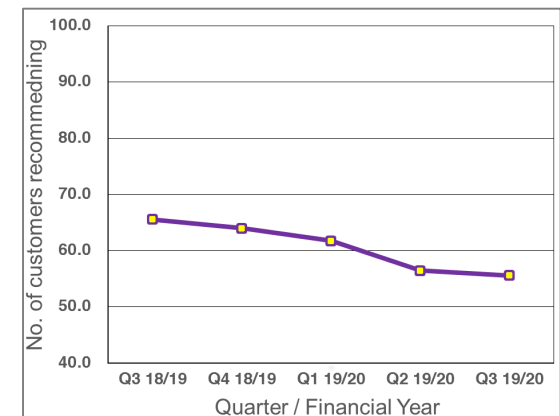
### Worker attitude



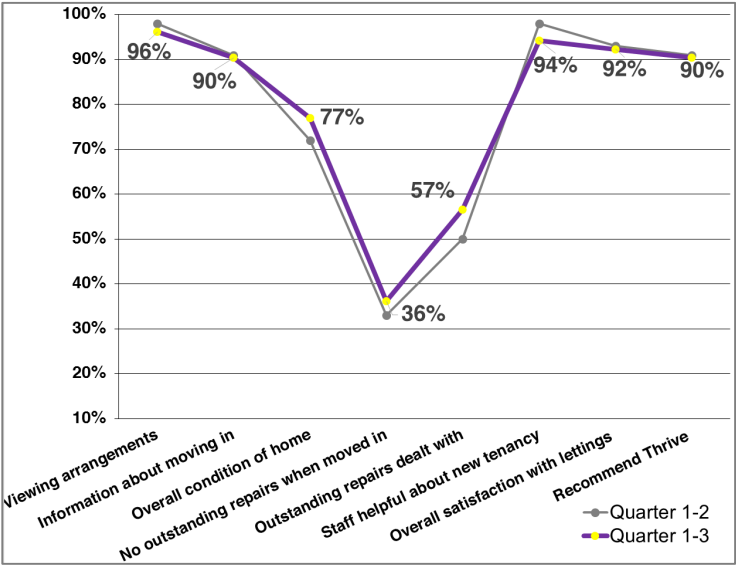
### Quality of repair



### Recommend to family (NPS)



## Customer Experience through the Lettings Process



## Areas to Watch – reduction between Q1-Q2 & Q1-Q3

Area	Reduction
Were staff helpful about new tenancy	-3.8%
Satisfied with viewing arrangements	-1.8%
Overall satisfaction with lettings process	-0.7%
Satisfied with information about moving in	-0.6%
Recommend Thrive to family/friends	-0.6%
No outstanding repairs when moved in	3.1%
Satisfied with overall condition of home	4.9%
Satisfied with how outstanding repairs dealt with	6.5%

In the last nine months, what were the themes of customer comments?



In the last nine months, what were the top five customer comment themes?

Themes	No. of occurrences
Repairs needed to completed	5
Quicker response needed (generally)	3
Garden left untidy	2
Decoration voucher issues	2
Condition of property on sign-up	2