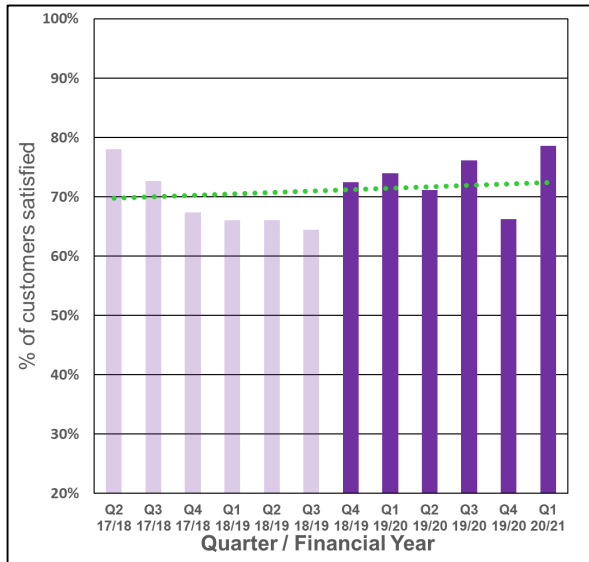
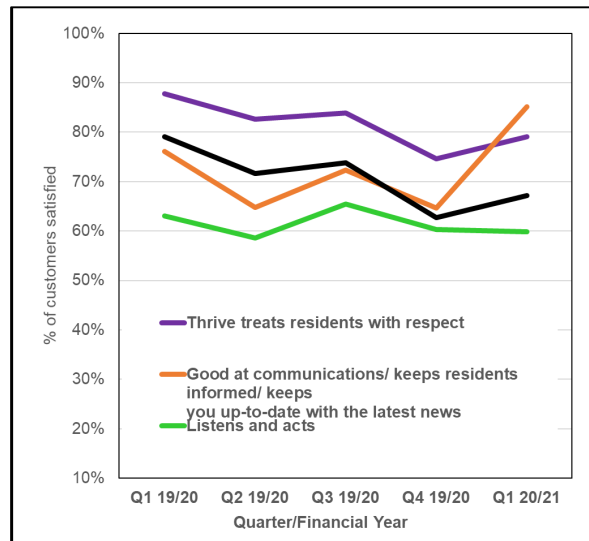


Overall Customer Satisfaction Dashboard

Overall Satisfaction



Customer Engagement



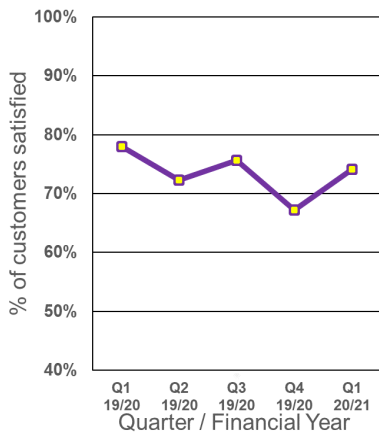
Areas to Watch – least improved

Question	Year-on-year change (June20 v. June19)	Trend last 4 qtrs	Change on prev. qtr
Provide an efficient and effective services	0.1%		
Recommend to a friend (NPS)	1.4%		
Overall satisfaction (repairs and maintenance)	2.0%		
Overall satisfaction	3.2%		

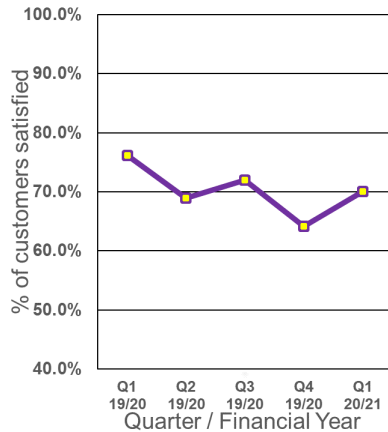
In the last 12 months, what was the trend for questions that have most impact on, or statistically drive, overall satisfaction?

Increasing impact on overall satisfaction based on current survey

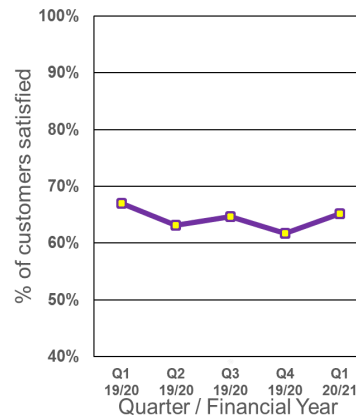
Trust Thrive



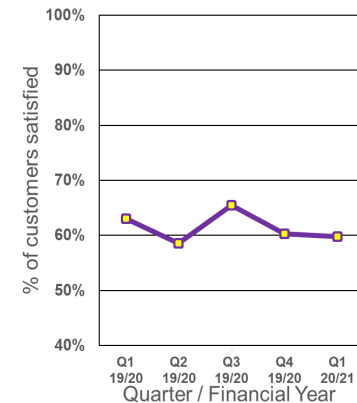
Efficient & Effective



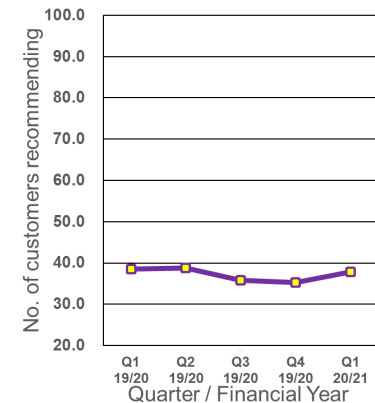
Repairs & Maintenance



Listens & Acts



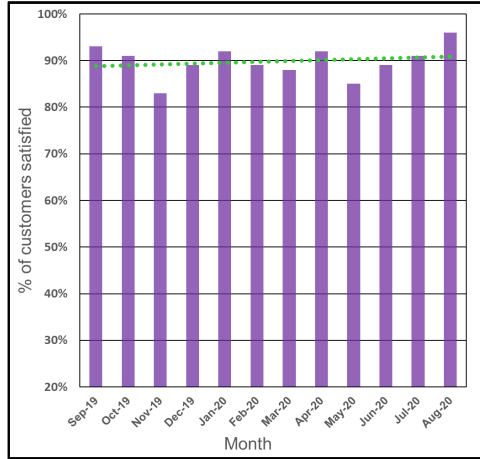
Recommend to a Friend



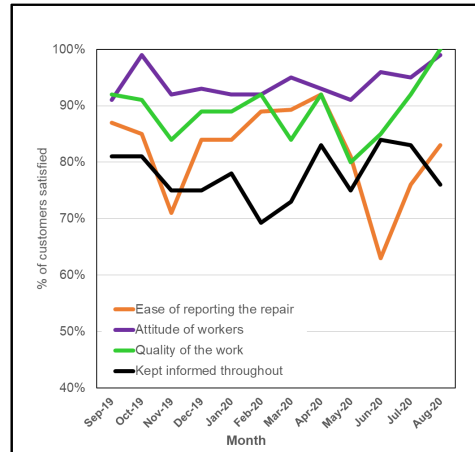
Response Repairs Customer Satisfaction Dashboard



Overall Satisfaction



Customer Experience



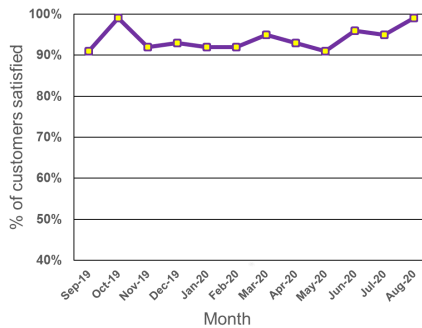
Areas to Watch – least improved

Question	6 month on 6 month comparison	Trend last 6 months	Change on previous month
Ease of reporting	-2.70%		
Quality of work	-0.69%		
Overall satisfaction	0.64%		
Worker attitude*	2.43%		
Kept informed	2.52%		
Recommend to a friend (NPS)	11.24%		

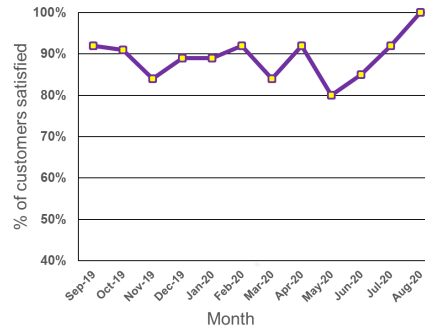
During the 2019/20 financial year, what was the trend for questions that have most impact on, or statistically drive, overall satisfaction?

Increasing impact on overall satisfaction based on current survey

Worker attitude*



Quality of repair



Recommend to family (NPS)

