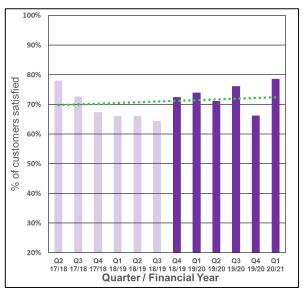
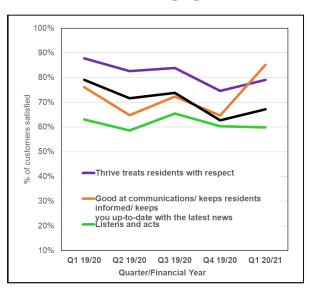
Overall Customer Satisfaction Dashboard

thrive

Overall Satisfaction



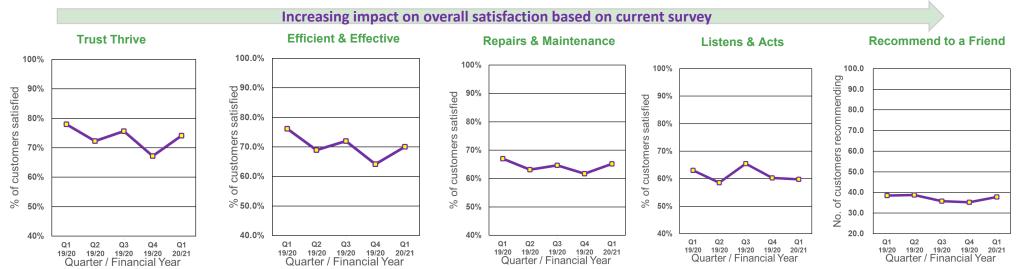
Customer Engagement



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?

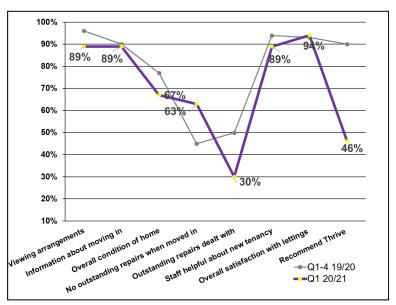




New Lettings Satisfaction Dashboard

thrive

Customer Experience through the Lettings Process



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



Areas to Watch – reduction between Q1-4 19/20 & Q1 20/21

Area	Reduction	
Recommend Thrive to family/friends	-44.0%	
Satisfied with how outstanding repairs dealt with	-20.0%	
Satisfied with overall condition of home	-10.0%	
Satisfied with viewing arrangements	-7.0%	
Were staff helpful about new tenancy	-5.0%	
Satisfied with information about moving in	-1.0%	
Overall satisfaction with lettings process	1.0%	
No outstanding repairs when moved in	18.0%	

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

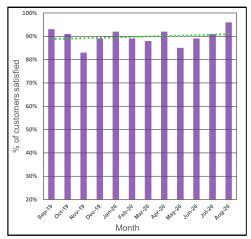
Themes	No. of occurences
Repairs needed to completed	3
Lack of information	3
Keeping promises	2
Condition of property on sign-up	2



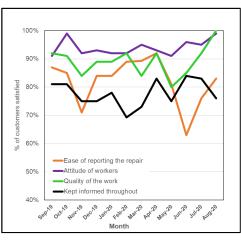
Response Repairs Customer Satisfaction Dashboard



Overall Satisfaction



Customer Experience

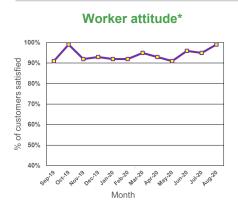


Areas to Watch - least improved

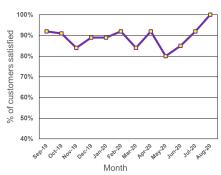
Question	6 month on 6 month comparison	Trend last 6 months	Change on previous month	
Ease of reporting	-2.70%			
Quality of work	-0.69%	.11	•"1""	
Overall satisfaction	0.64%	.1_11	-" "-"	
Worker attitude*	2.43%	11.	ورورا	
Kept informed	2.52%			
Recommend to a friend (NPS)	11.24%	ılı_lı	•	

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



Quality of repair



Recommend to family (NPS)

