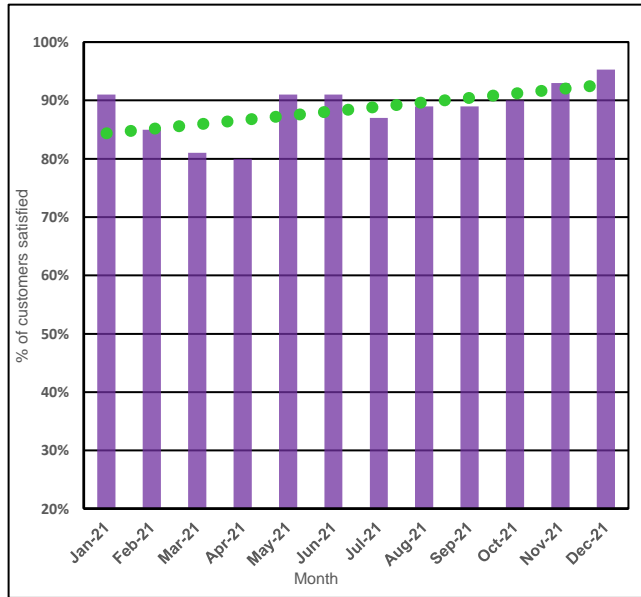
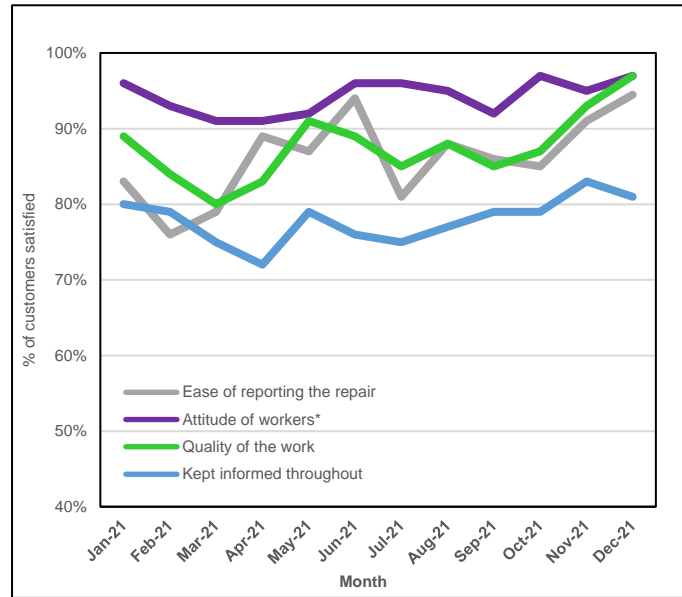


## Overall Satisfaction



## Customer Experience



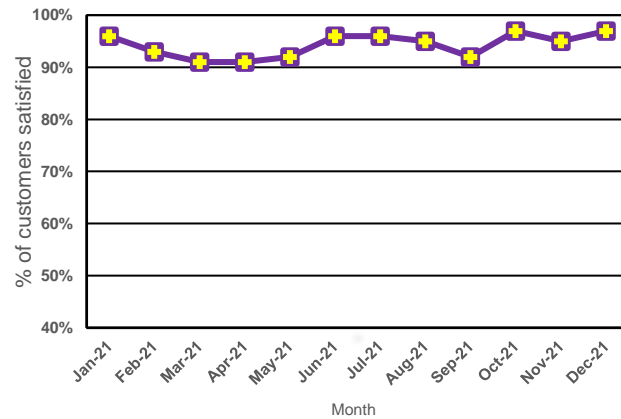
## Areas to Watch – least improved

| Question              | 6 month on 6 month comparison | Trend last 6 months | Change on previous month |
|-----------------------|-------------------------------|---------------------|--------------------------|
| Recommend to a friend | -0.99%                        |                     |                          |
| Kept informed         | 1.63%                         |                     |                          |
| Worker attitude*      | 2.11%                         |                     |                          |
| Ease of reporting     | 2.99%                         |                     |                          |
| Quality of work       | 3.07%                         |                     |                          |
| Overall satisfaction  | 4.62%                         |                     |                          |

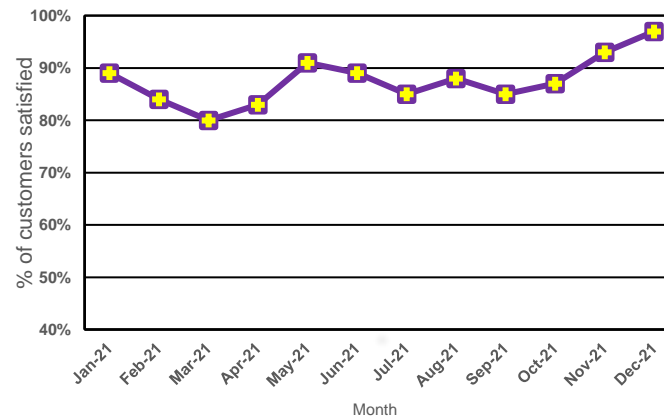
During the 2020/21 financial year, what was the trend for questions that have most impact on, or statistically drive, overall satisfaction?

Increasing impact on overall satisfaction based on current survey

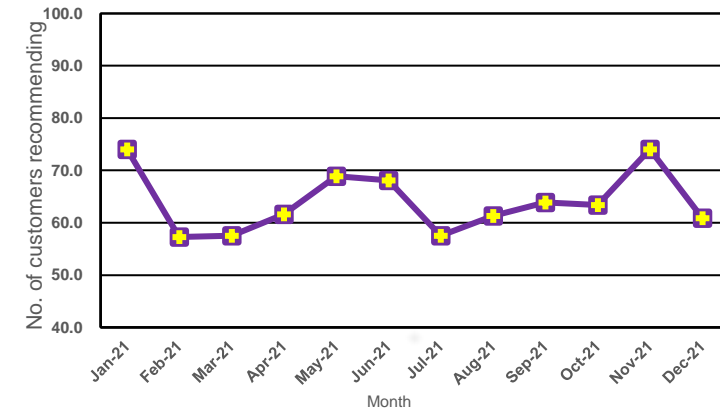
### Worker attitude\*



### Quality of repair

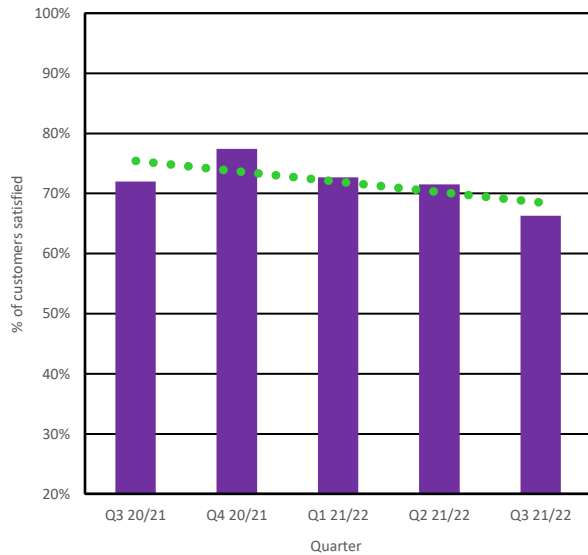


### Recommend to family (NPS)

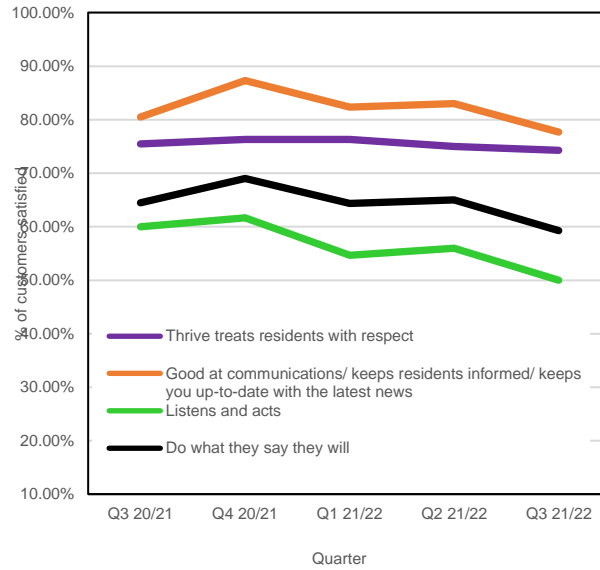


# Overall Customer Satisfaction Dashboard

## Overall Satisfaction



## Customer Engagement



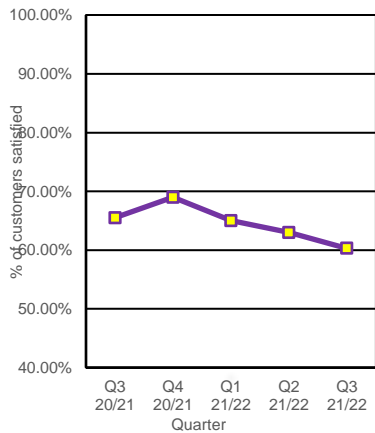
## Areas to Watch – least improved

| Question                                       | Year-on-year change (Dec21 v. Dec20) | Trend last 4 qtrs | Change on prev. qtr |
|--|--------------------------------------|-------------------|---------------------|
| Overall satisfaction (repairs and maintenance) | -1.9%                                |                   |                     |
| Recommend to a friend (NPS)                    | -1.1%                                |                   |                     |
| Overall satisfaction                           | 0.1%                                 |                   |                     |
| Provide an efficient and effective services    | 2.1%                                 |                   |                     |

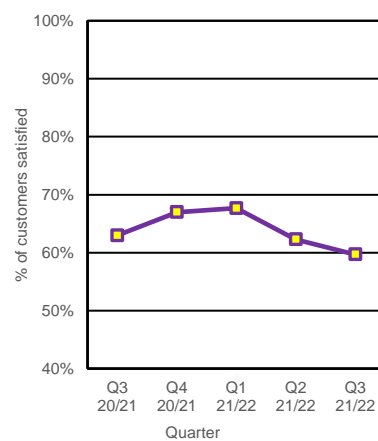
In the last 12 months, what was the trend for questions that have most impact on, or statistically drive, overall satisfaction?

Increasing impact on overall satisfaction based on current survey

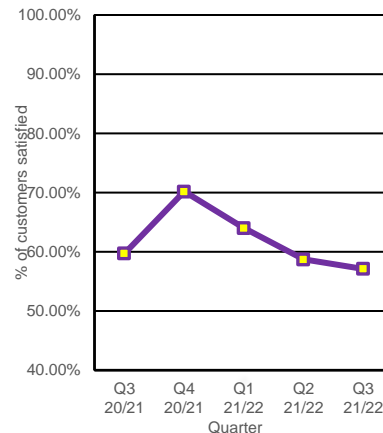
### Trust Thrive



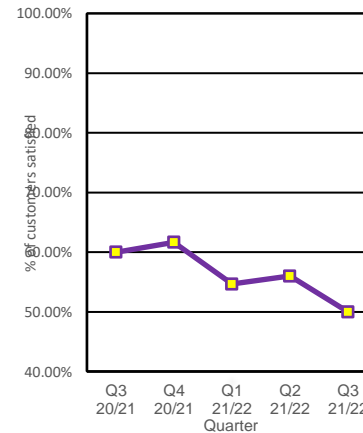
### Efficient & Effective



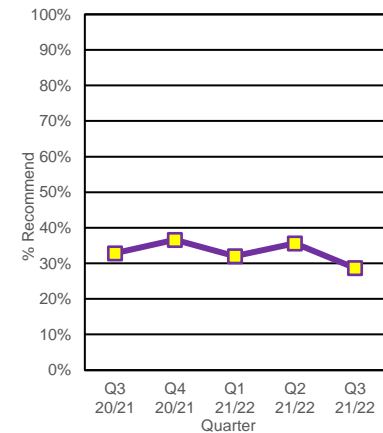
### Repairs & Maintenance



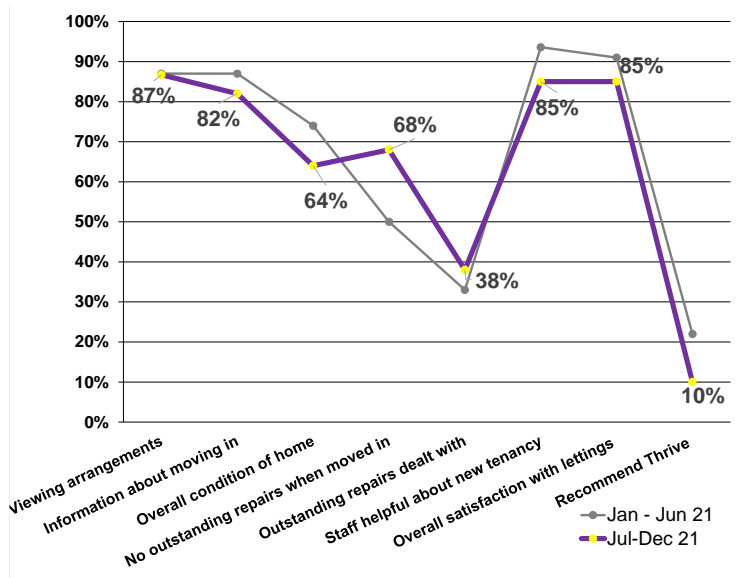
### Listens & Acts



### Recommend to a Friend



## Customer Experience through the Lettings Process



## Areas to Watch – reduction between Jan 21-Jun 21 and Jul 21-Dec 21

| Area  | Reduction |
|---|-----------|
| Recommend Thrive to family/friends                | -12.0%    |
| Satisfied with overall condition of home          | 10.0%     |
| Were staff helpful about new tenancy              | -8.6%     |
| Overall satisfaction with lettings process        | -6.0%     |
| Satisfied with information about moving in        | -5.0%     |
| Satisfied with viewing arrangements               | -0.3%     |
| Satisfied with how outstanding repairs dealt with | 5.0%      |
| No outstanding repairs when moved in              | 18.0%     |

## In the last quarter, what were the themes of customer comments?



## In the last six months, what were the top customer comment themes?

| Themes                             | No. of occurrences |
|------------------------------------|--------------------|
| Lack of information/communication  | 16                 |
| Lettings process - keep informed   | 7                  |
| Condition of property on sign-up   | 5                  |
| Complete repairs                   | 4                  |
| Quality of repairs                 | 2                  |
| Check affordability before sign-up | 2                  |