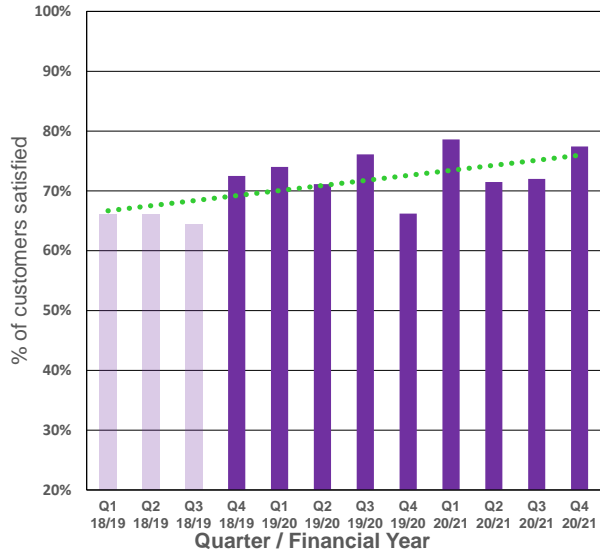
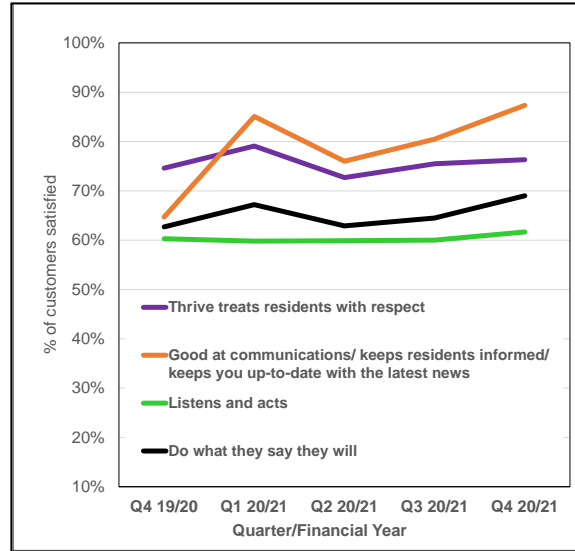


Overall Customer Satisfaction Dashboard

Overall Satisfaction



Customer Engagement



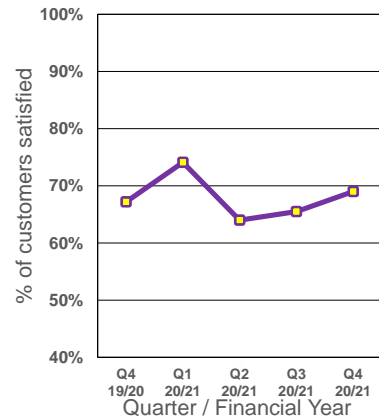
Areas to Watch – least improved

Question	Year-on-year change (Mar21 v. Mar20)	Trend last 4 qtrs	Change on prev. qtr
Recommend to a friend (NPS)	-10.6%		
Overall satisfaction (repairs and maintenance)	-0.7%		
Overall satisfaction	3.1%		
Provide an efficient and effective services	8.0%		

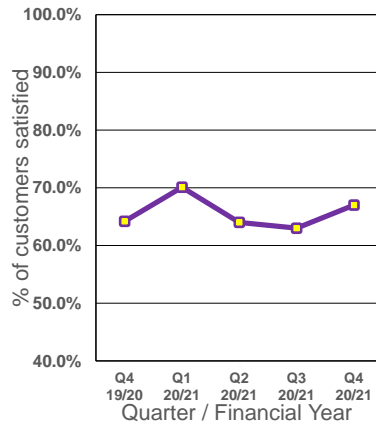
In the last 12 months, what was the trend for questions that have most impact on, or statistically drive, overall satisfaction?

Increasing impact on overall satisfaction based on current survey

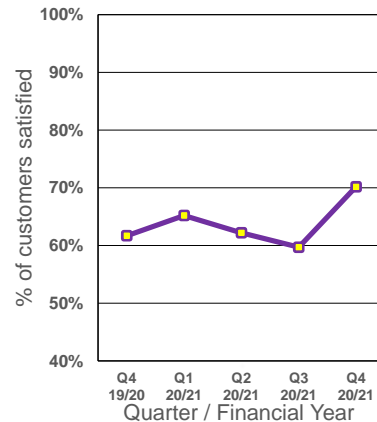
Trust Thrive



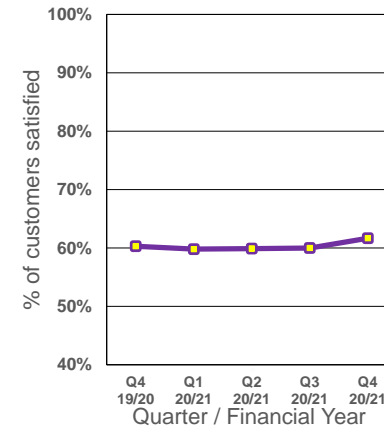
Efficient & Effective



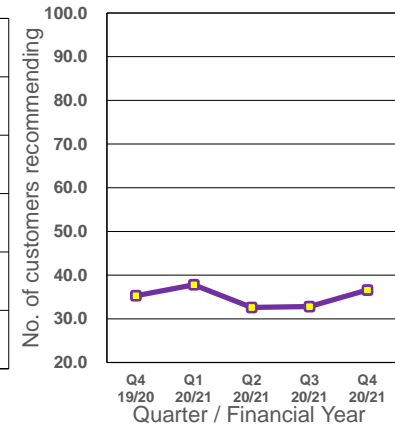
Repairs & Maintenance



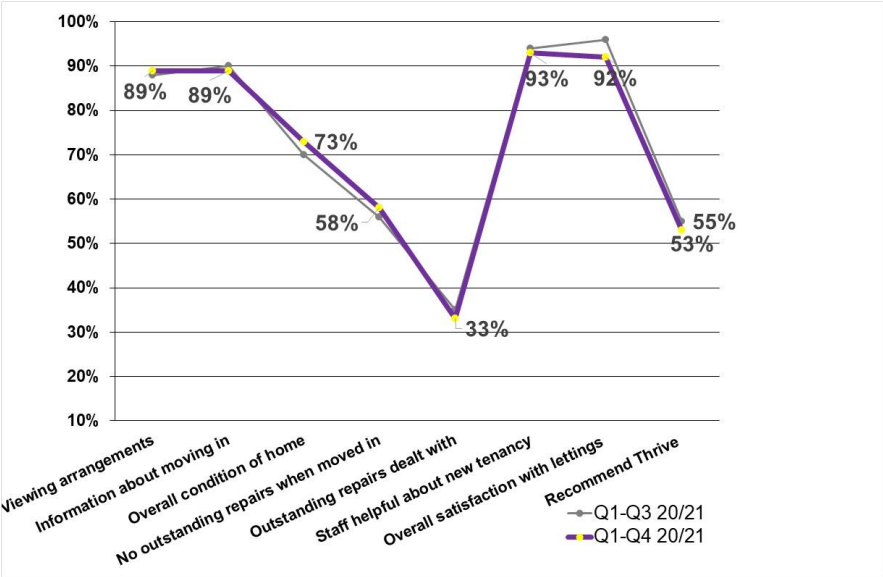
Listens & Acts



Recommend to a Friend



Customer Experience through the Lettings Process



Areas to Watch – reduction between Q1-3 20/21 and Q1-4 20/21

Area	Reduction
Overall satisfaction with lettings process	-4.0%
Recommend Thrive to family/friends	-2.0%
Satisfied with how outstanding repairs dealt with	-2.0%
Were staff helpful about new tenancy	-1.0%
Satisfied with information about moving in	-1.0%
Satisfied with viewing arrangements	1.0%
No outstanding repairs when moved in	2.0%
Satisfied with overall condition of home	3.0%

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



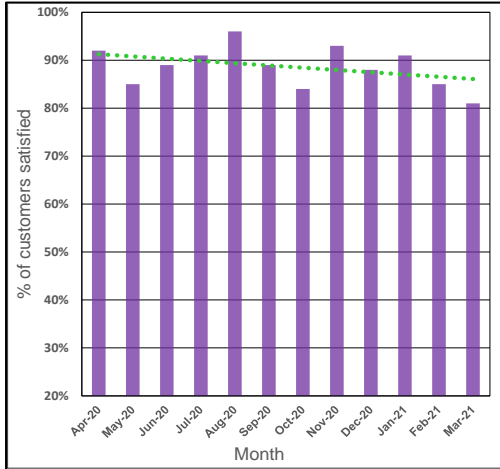
In the last quarter, what were the top four customer comment themes?

Themes	No. of occurrences
Lack of information/communication	4
Quicker response	2
Keeping promises	1
Issues with repairs	1

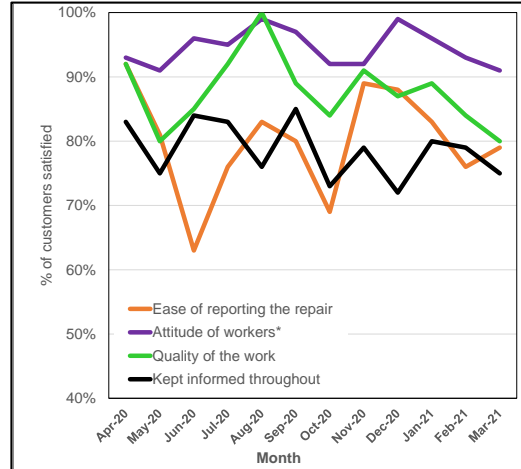
Response Repairs Customer Satisfaction Dashboard



Overall Satisfaction



Customer Experience



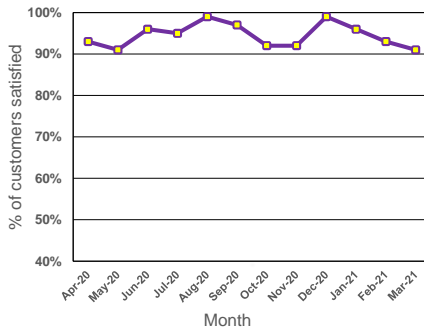
Areas to Watch – least improved

Question	6 month on 6 month comparison	Trend last 6 months	Change on previous month
Kept informed	-4.32%		
Quality of work	-4.00%		
Overall satisfaction	-3.60%		
Recommend to a friend (NPS)	-1.53%		
Worker attitude*	-1.33%		
Ease of reporting	1.56%		

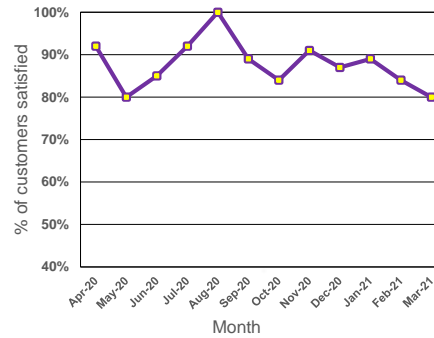
During the 2019/20 financial year, what was the trend for questions that have most impact on, or statistically drive, overall satisfaction?

Increasing impact on overall satisfaction based on current survey

Worker attitude*



Quality of repair



Recommend to family (NPS)

