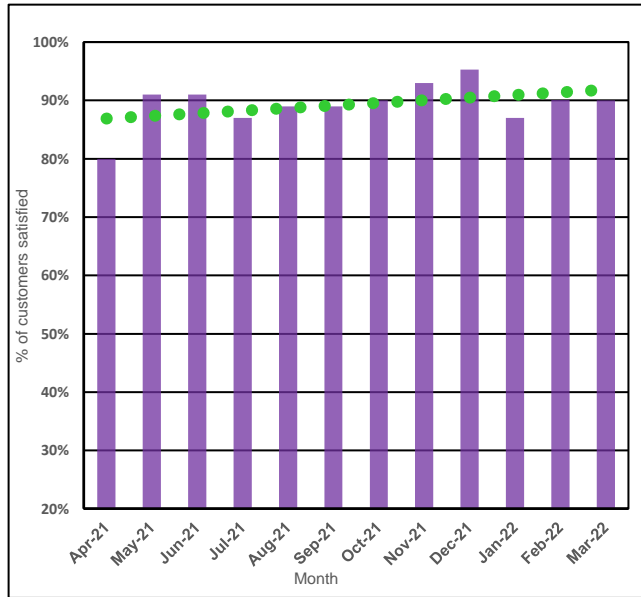
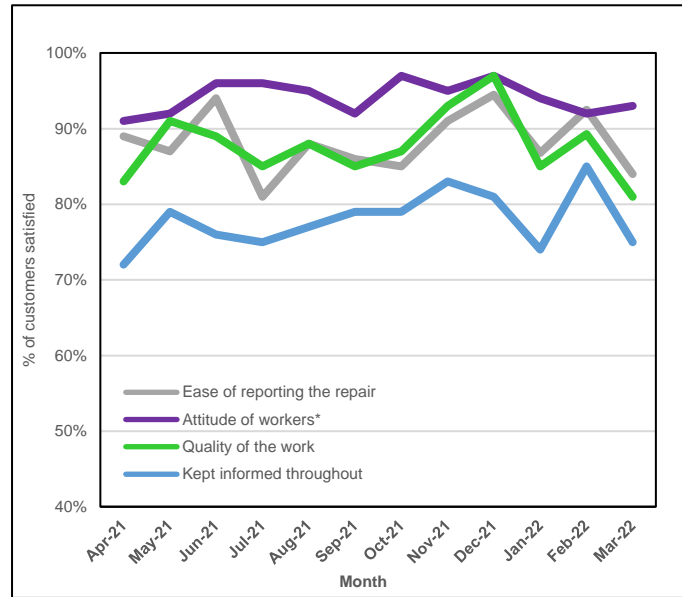


Overall Satisfaction



Customer Experience



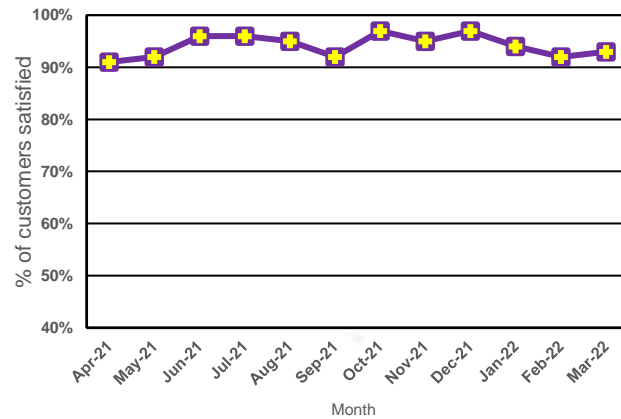
Areas to Watch – least improved

Question	6 month on 6 month comparison	Trend last 6 months	Change on previous month
Recommend to a friend	-0.74%		
Worker attitude*	1.12%		
Ease of reporting	1.41%		
Quality of work	1.58%		
Overall satisfaction	2.51%		
Kept informed	2.76%		

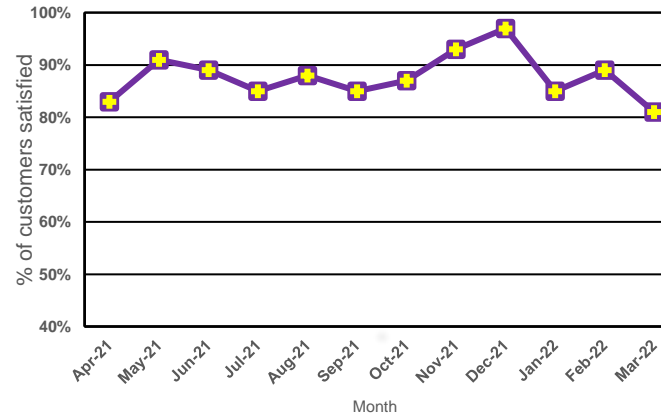
During the 2020/21 financial year, what was the trend for questions that have most impact on, or statistically drive, overall satisfaction?

Increasing impact on overall satisfaction based on current survey

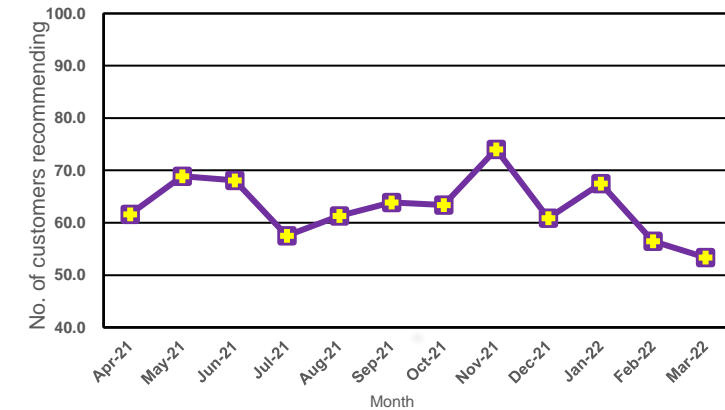
Worker attitude*



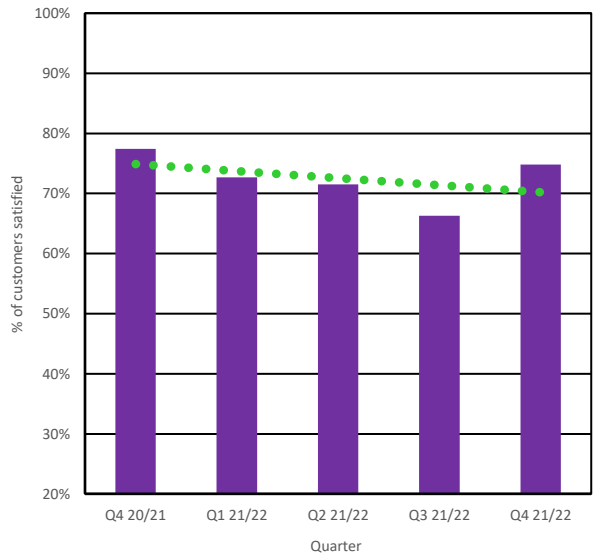
Quality of repair



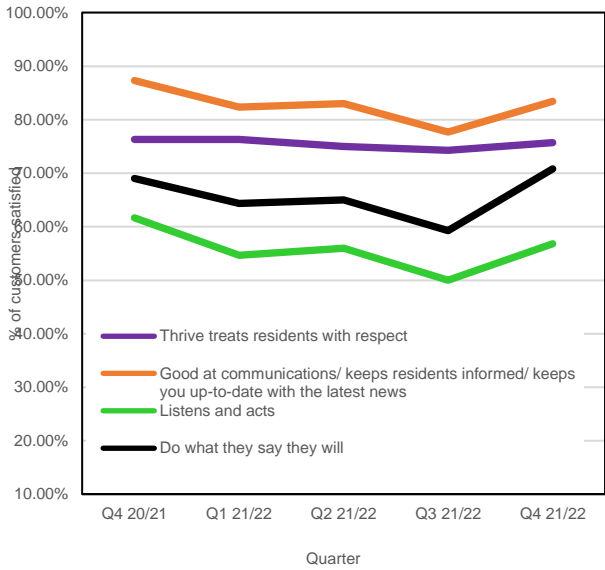
Recommend to family (NPS)



Overall Satisfaction



Customer Engagement



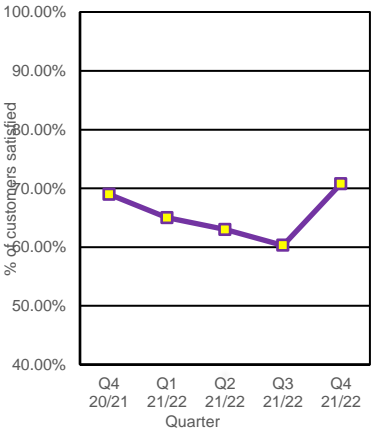
Areas to Watch – least improved

Question	Year-on-year change (Mar22 v. Mar21)	Trend last 4 qtrs	Change on prev. qtr
Overall satisfaction (repairs and maintenance)	-3.7%		
Overall satisfaction	-3.5%		
Provide an efficient and effective services	-2.7%		
Recommend to a friend (NPS)	-2.1%		

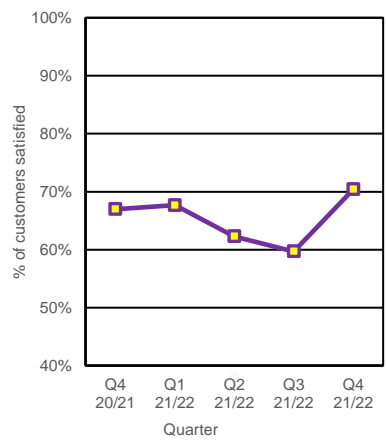
In the last 12 months, what was the trend for questions that have most impact on, or statistically drive, overall satisfaction?

Increasing impact on overall satisfaction based on current survey

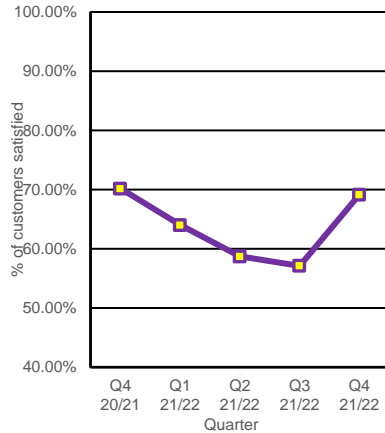
Trust Thrive



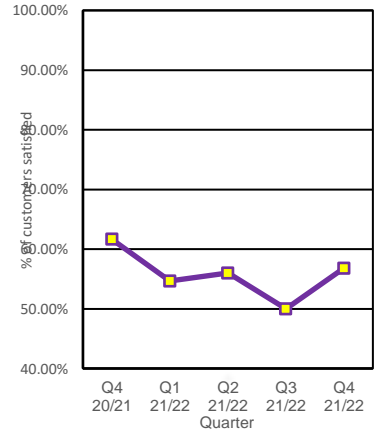
Efficient & Effective



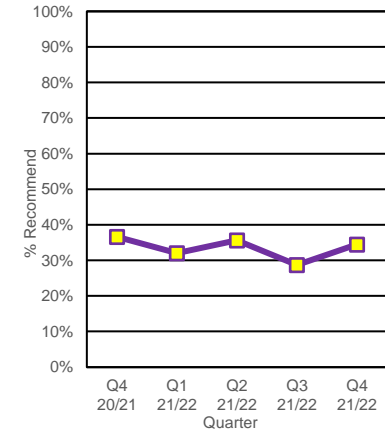
Repairs & Maintenance



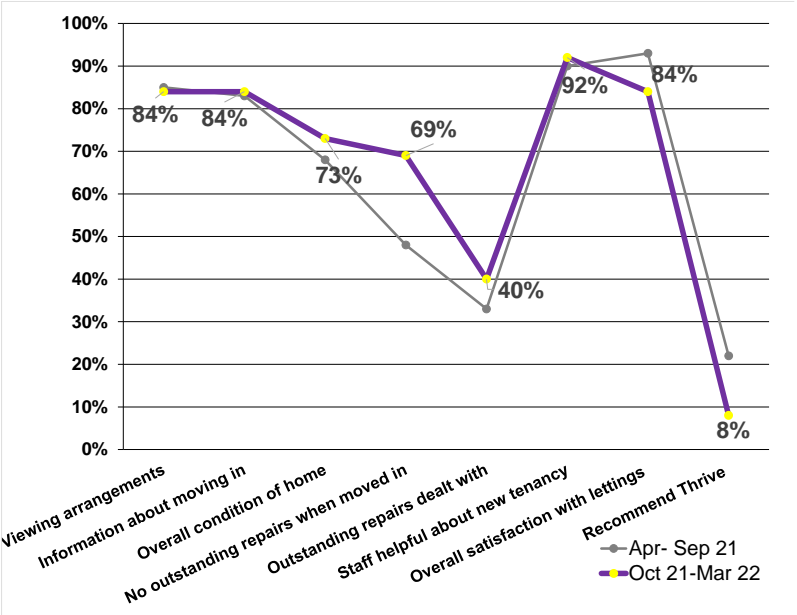
Listens & Acts



Recommend to a Friend



Customer Experience through the Lettings Process



Areas to Watch – reduction between Apr 21- Sep 21 and Oct 21- Mar 22

Area	Reduction
Recommend Thrive to family/friends	-14.0%
Overall satisfaction with lettings process	-9.0%
Satisfied with viewing arrangements	-1.0%
Satisfied with information about moving in	1.0%
Were staff helpful about new tenancy	2.0%
Satisfied with overall condition of home	5.0%
Satisfied with how outstanding repairs dealt with	7.0%
No outstanding repairs when moved in	21.0%

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	15
Lettings process - keep informed	7
Complete repairs	4
Condition of property on sign-up	3
Difficulty in making contact with Thrive	2
Provide correct utility supplier info	2