

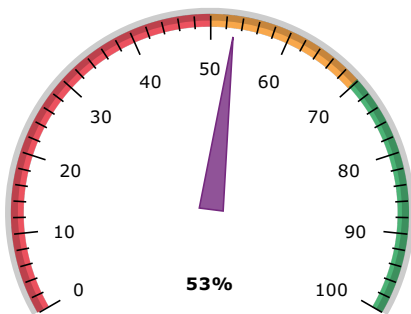


Pinnacle PSG Report

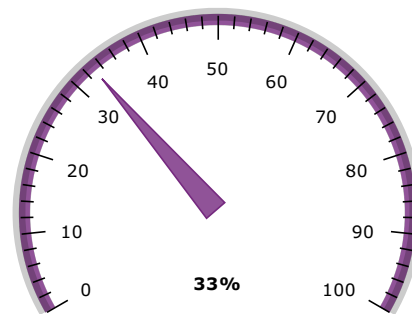
Number of Responses:

15 customers completed the survey during this reporting period (08/02/2016 - 08/01/2017) compared with 0 customers over the previous period of the same duration (09/03/2015 - 07/02/2016).

Customer Confidence Score:



very or fairly confident



very confident

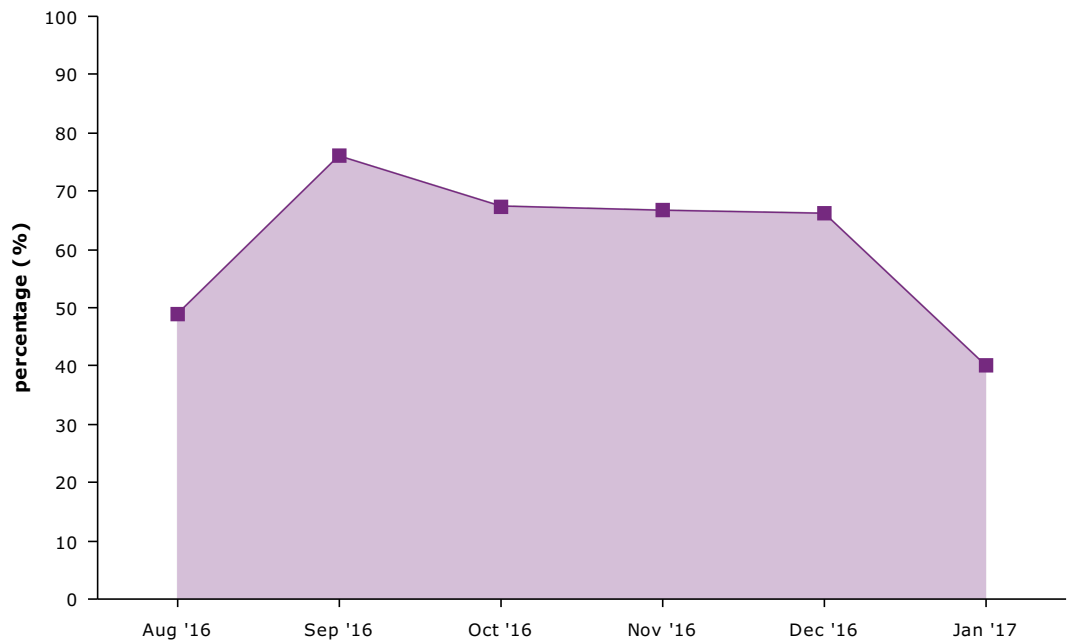
We want our customers to feel completely confident about the service which we deliver. The dials above highlight the percentage (%) of customers, during the current reporting period and based on the reporting criteria you selected, that were either "very" or "fairly confident" that their next experience of our services would be good. **53% were either "very or fairly confident" with 33% "very confident". 47% said they were "not very" or "not at all confident".**

Since the first survey response date and the end date selected for this report and based on the same reporting criteria, the average score for customers saying they were "very confident" is 33%. 53% said they were either "very or fairly confident" with 47% "not very" or "not at all confident".

Customer Confidence Trend:

The chart below tells us how the customer confidence score has changed over the last six months (including part months) working back from today`s date and based on the same reporting criteria. The trend line highlights the percentage of customers that were "very confident" that their next experience of using our services would be good.

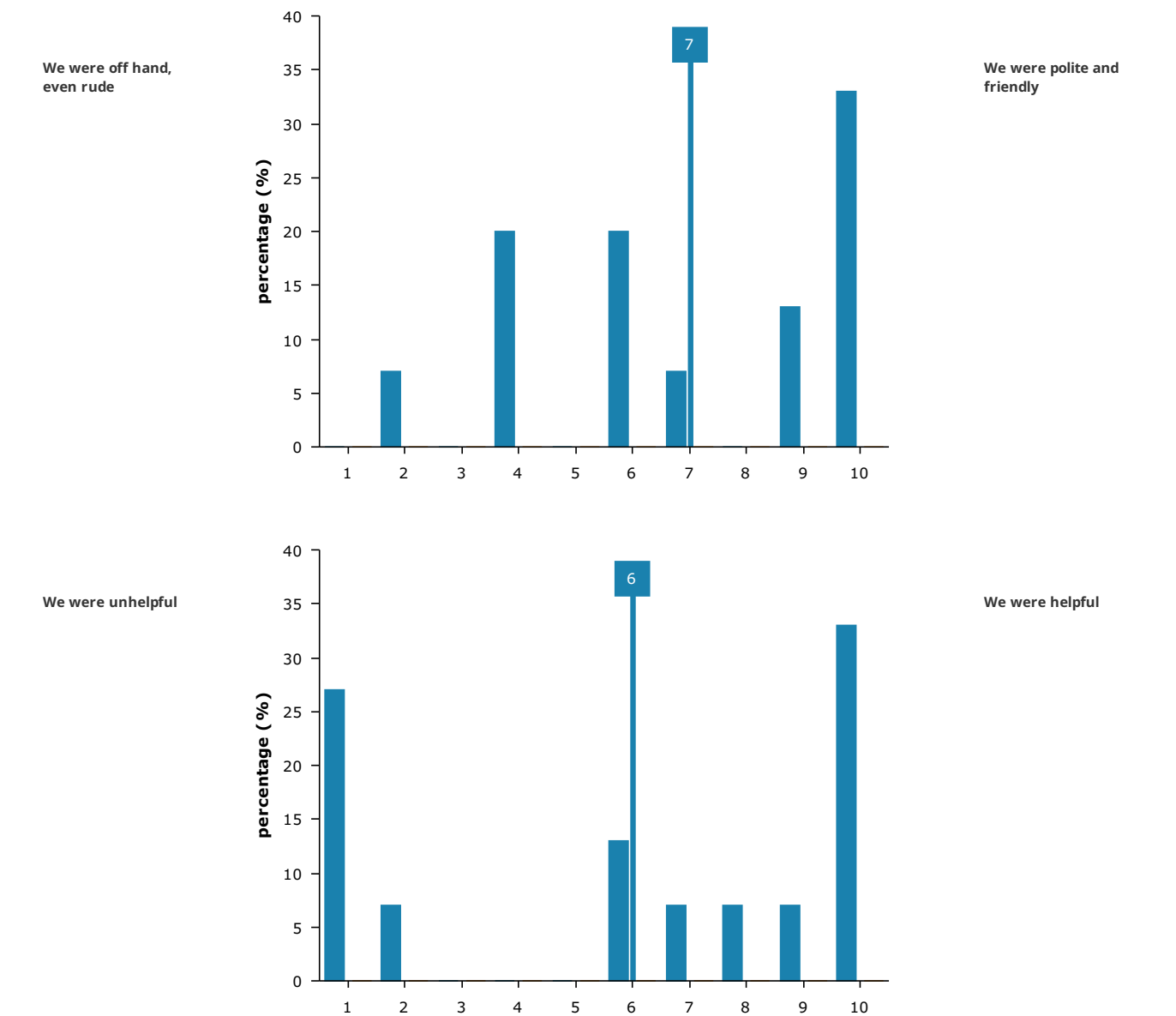
In order for the trend chart to appear, there has to be at least two months within the last six months where at least one survey response was submitted.



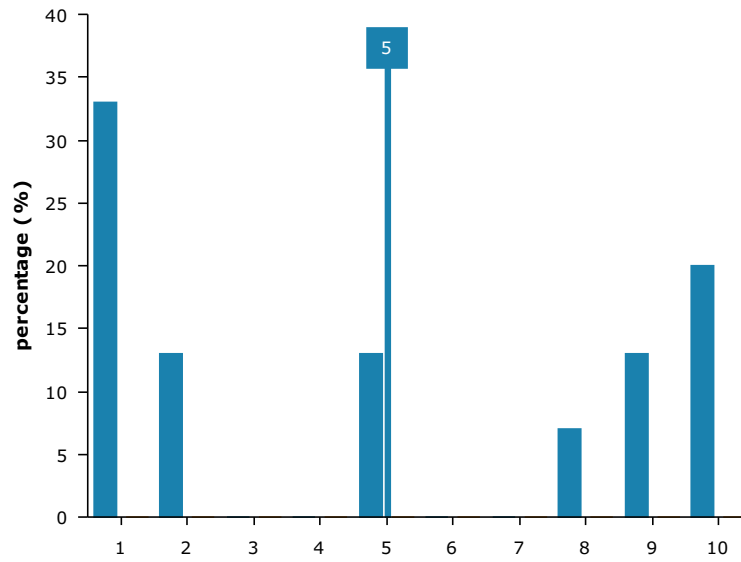
The Customer Experience:

The chart below shows how customers rated the service for each of the paired statement slider questions in the survey. The chart illustrates the distribution of responses along with the mean or average scores for both the current as well as the previous reporting period. The length of the previous reporting period will match the length of the current reporting period. If the mean score moves to the right, the average scores during the period are improving. If the mean score has moved to the left the average scores have got worse. You can also view the additional comments made by customers with their corresponding score for each individual question displayed alongside.

- Current Period (08/02/2016 - 08/01/2017)
- Previous Period (09/03/2015 - 07/02/2016)

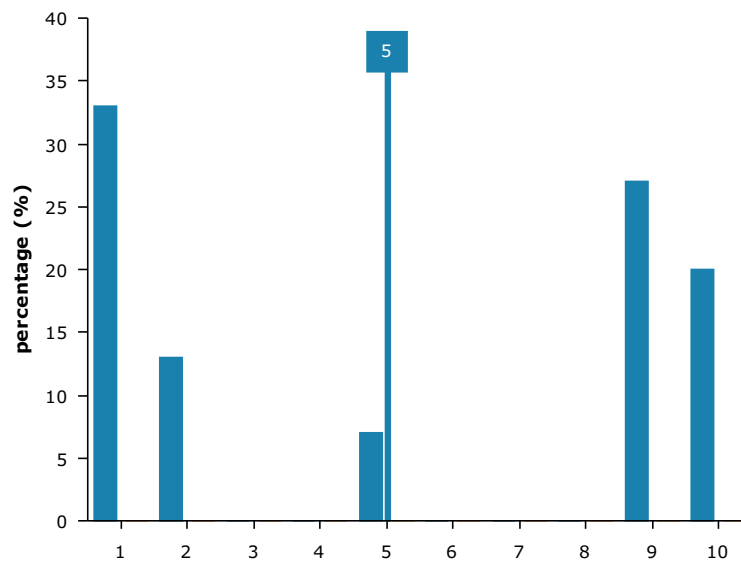


We left you unsure as to what action was going to take place next



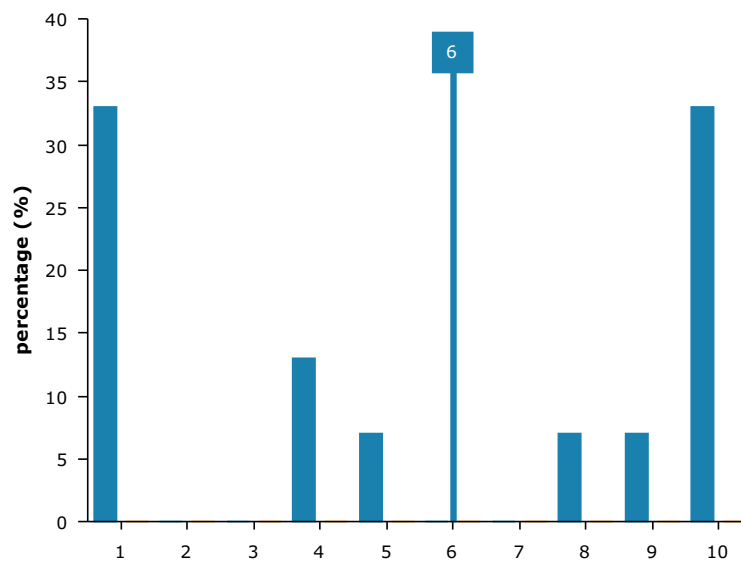
We made it clear to you what would happen next and when

We completely failed to deliver the service we promised



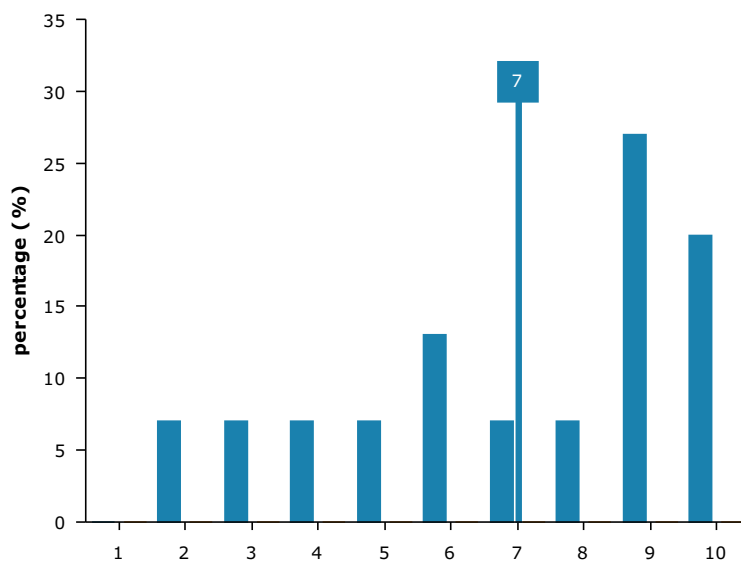
We did what we said we were going to do in the time that we said

We had no understanding of your requirements



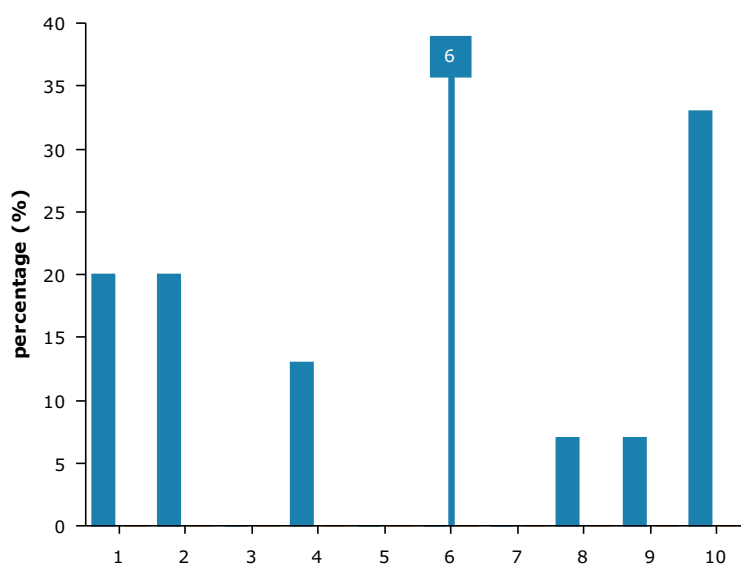
We had an excellent understanding of your requirements

The language we used was unprofessional



Our language was professional

Our response was vague and lacked detail



Our response was precise and detailed

Recognition for Great Service: 6



The names of people and the associated comments, where submitted, are listed exactly as they were typed in.

- Gerain Dearman (1)
He responded promptly to my email.
- Paul Herbert (1)
Paul Herbert is the most able conscientious and reliable manager.
- Paulette Narine (1)
Helpful once she was aware of my issue. Responded quickly to emails. Courteous.
- sarah (1)
Shes very helpful and very understanding. Comes across as a caring person and im so grateful for her help.
- Sarah Brock Wallis (1)
She always answers her emails, always makes a huge effort to understand the issue and to follow up until the right results are reached, and she's professional and friendly throughout
- There isn't. (1)
I'd rather not.


Red Flag Responses: 6



During this reporting period (08/02/2016 - 08/01/2017), 6 customer(s) completed the survey with a red flag response. This compares with 0 customer(s) over the previous reporting period of the same duration (09/03/2015 - 07/02/2016).

Comments for this period:

This section lists all of the comments submitted in this reporting period as well as highlighting any comments linked to either a red and/or amber flag response.

Comment	Red Flag	Amber Flag
Listen and deliver on services that will benefit the residents and not keep to a blinkered approach that fails to address our concerns. The heavy green gates on the Maystar estate is the most obvious one that comes to mind where officials seem utterly blind to what residents have said and voted on at TRA meetings.		
Treat every tenant fairly & make sure all landings are kept clear , access areas kept clear , & proper lighting on landings !		