

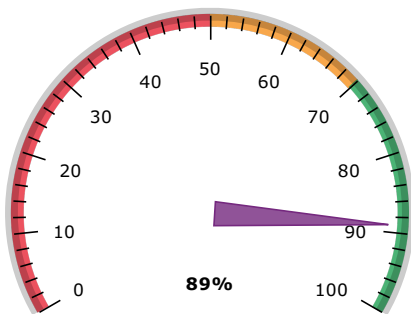


Pinnacle PSG Report

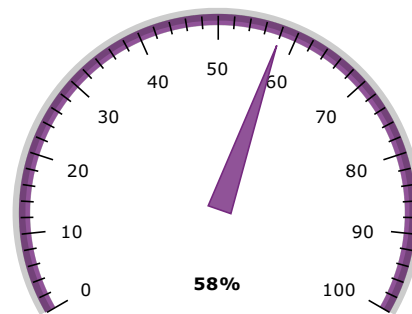
Number of Responses:

57 customers completed the survey during this reporting period (01/01/2017 - 31/01/2017) compared with 65 customers over the previous period of the same duration (01/12/2016 - 31/12/2016).

Customer Confidence Score:



very or fairly confident



very confident

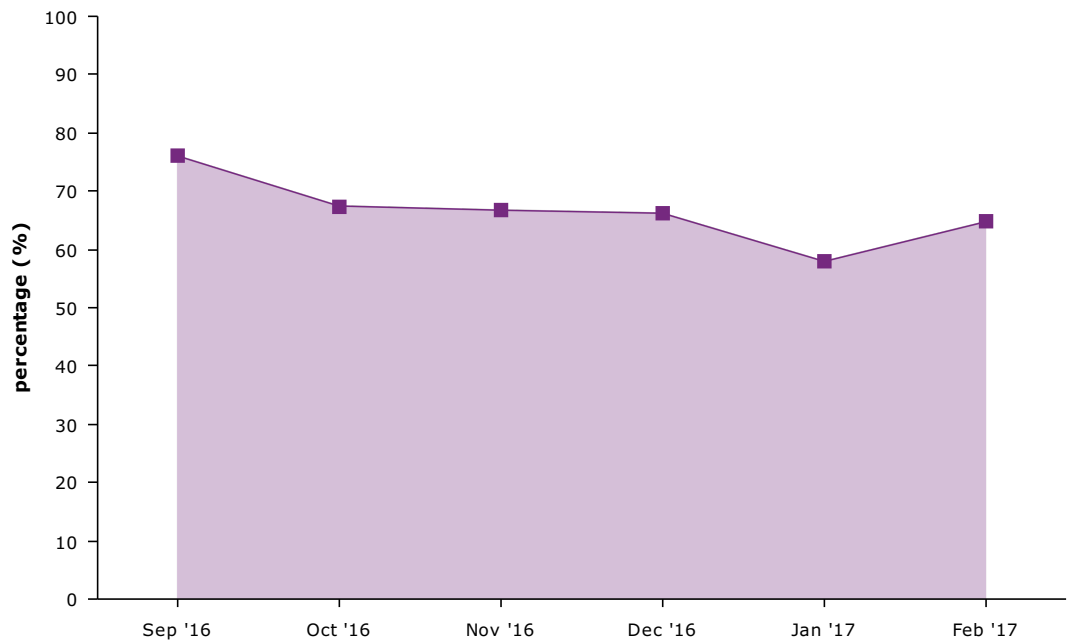
We want our customers to feel completely confident about the service which we deliver. The dials above highlight the percentage (%) of customers, during the current reporting period and based on the reporting criteria you selected, that were either "very" or "fairly confident" that their next experience of our services would be good. **89% were either "very or fairly confident" with 58% "very confident". 9% 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 60%. 85% said they were either "very or fairly confident" with 13% "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.

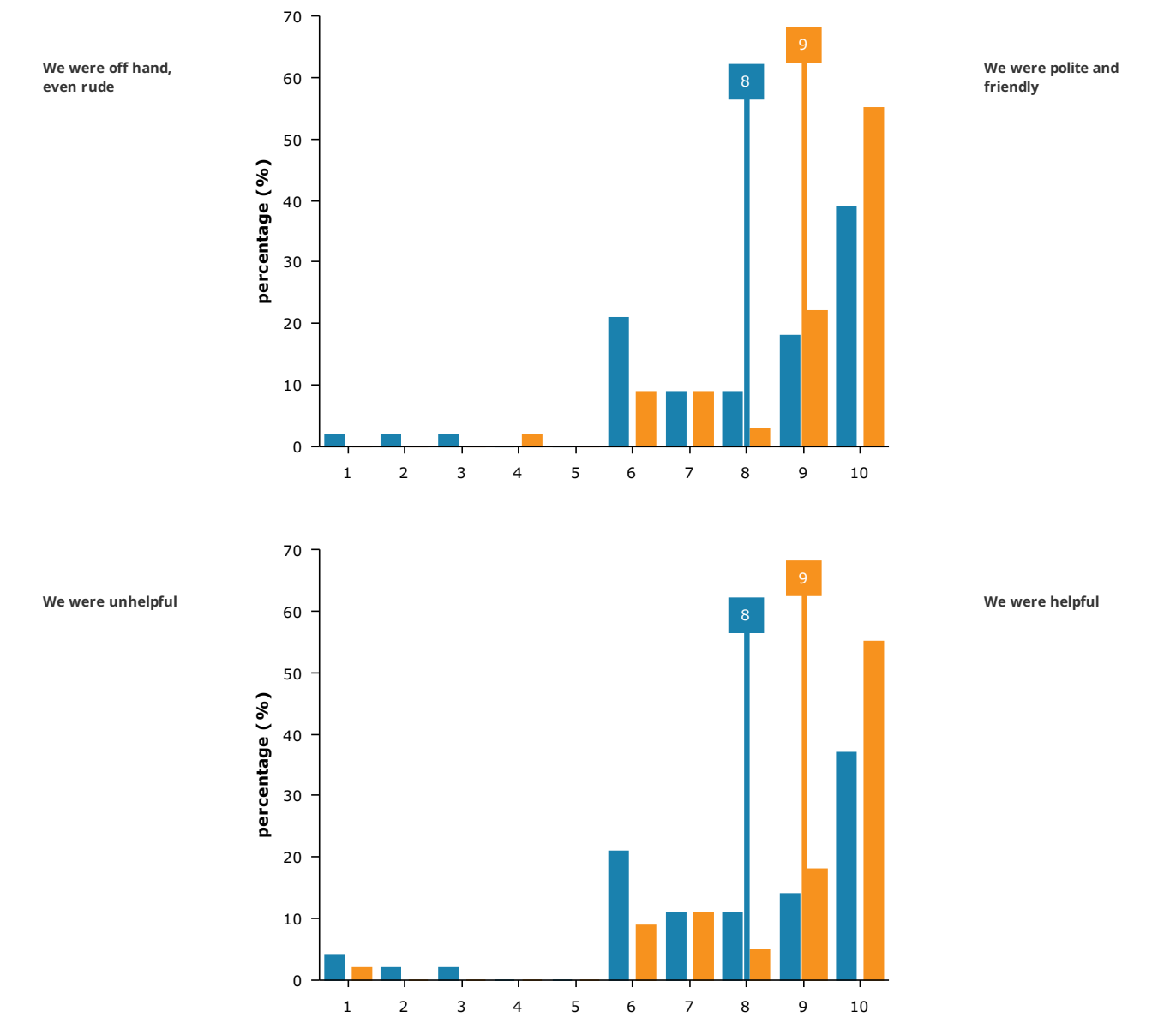
In order for the trend chart to appear, there has to be at least two months within the last six months where at least one survey response was submitted.



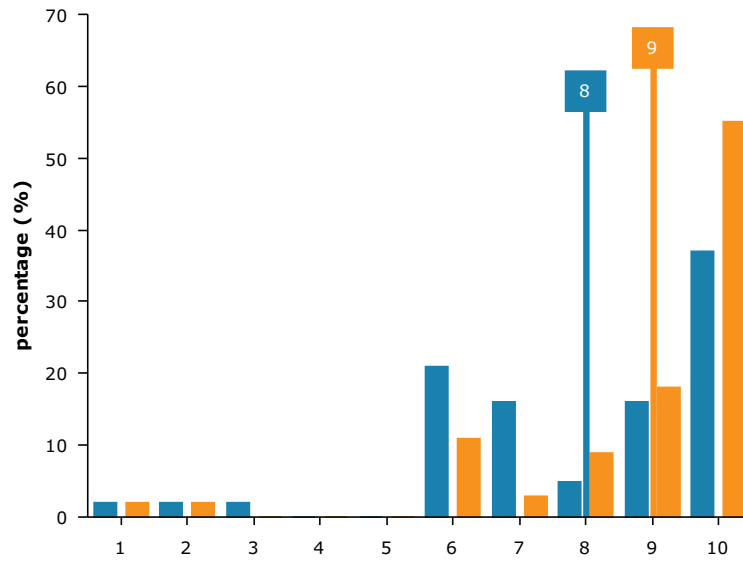
The Customer Experience:

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 (01/01/2017 - 31/01/2017)
- Previous Period (01/12/2016 - 31/12/2016)

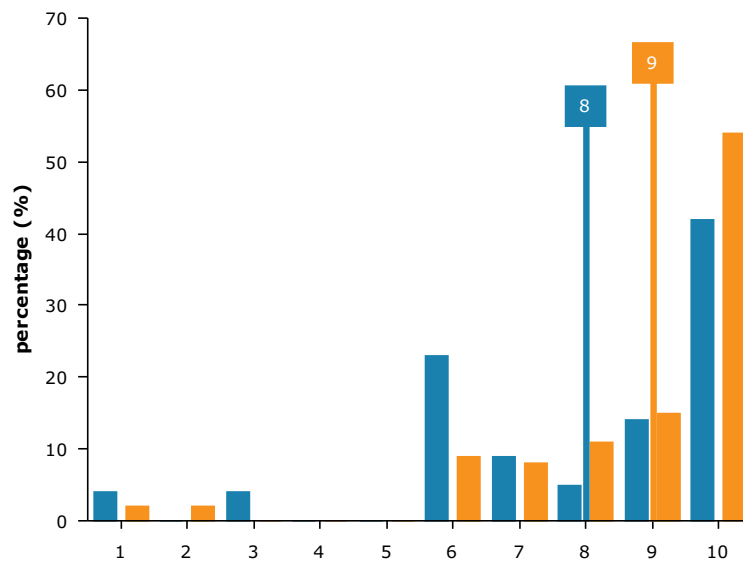


We left you unsure as to what action was going to take place next



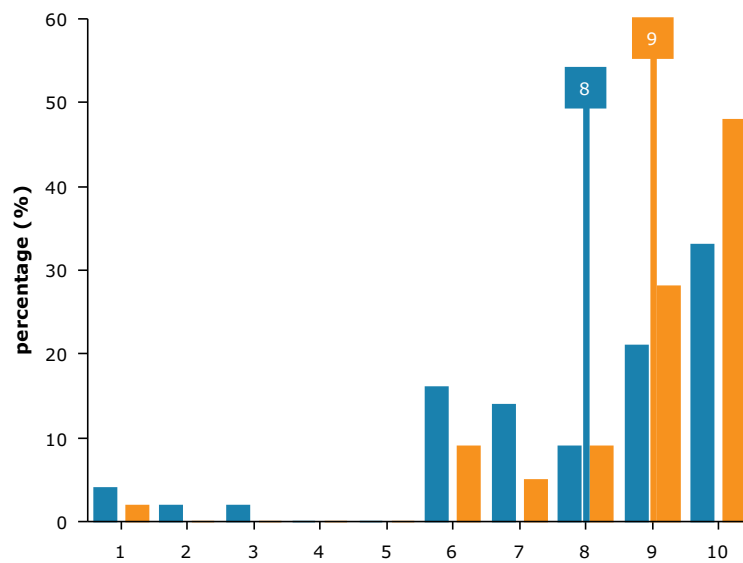
We made it clear to you what would happen next and when

We completely failed to deliver the service we promised



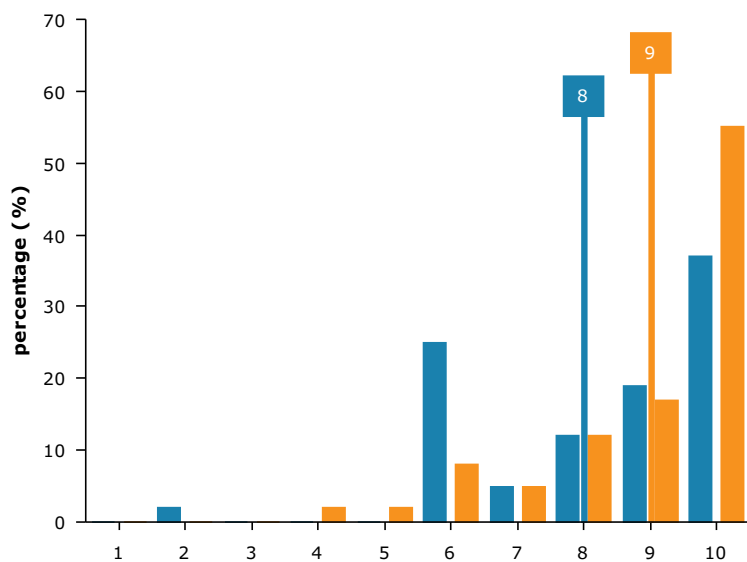
We did what we said we were going to do in the time that we said

We had no understanding of your requirements



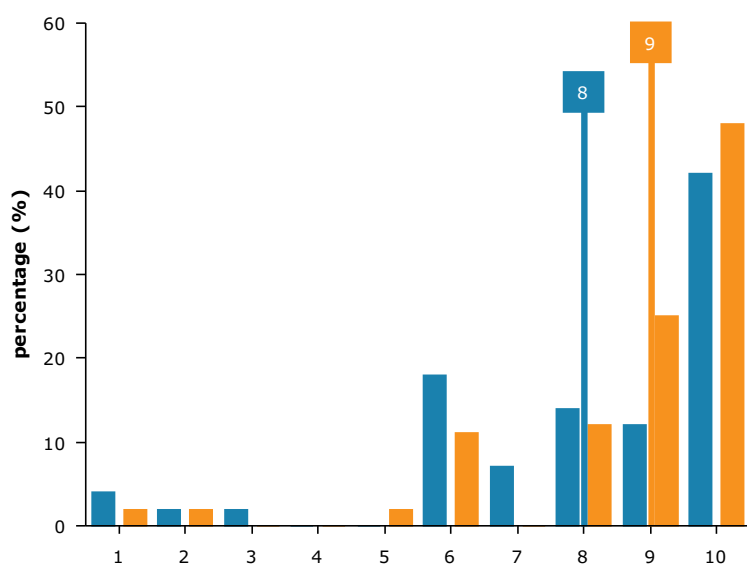
We had an excellent understanding of your requirements

The language we used was unprofessional



Our language was professional

Our response was vague and lacked detail



Our response was precise and detailed

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

- Andy McDonagh (1)
Efficient and considerate to problems and issues raised.
- Colin Thomas (1)
He was articulate and very professional. He was thorough and caring in his approach and wanted to make sure that the task was completed properly. he has a very nice manner over the 'phone.
- Every one (1)
All the staff are helpful and polite
- Everyone (1)
Always helpful
- Fatuma Beyan, Dawn Germain (1)
They have both been friendly and helpful.
- gerri summers (2)
Very friendly and easy to talk too
Very friendly and easy to talk too
- Good team (1)
Good communication
- James (1)
Very helpful
- James Gibson. (1)
Never had many dealings with James which proves to me he is on the ball when it comes to assisting with rent and council tax problems.
- Keneisha and Natalie (1)
I am new tenant, they both helped me and were very informative as I was clueless on what to do.
- Kenny excellent service (1)
Help with IT
- Natalie (1)
WROTE A LETTER The same time
- Nigel walker (1)
Very understanding and after my bad experience of being left with no follow up in the past with someone else he managed to fix things for me and is dealing with my case now and I'm much happier as I feel he knows what he is doing.
- No (1)
No
- Patracia (1)
Very beautiful and helpful and understanding
- Patricia lawler (1)
Helped me with rent and repairs
- patricia robinson lawler (2)
Patricia has been a great help helping me understand an ongoing problem.None
Patricia has been a great help helping me understand an ongoing problem.None
- Patricia, Violet (1)
They were both very helpful
- Raqucel (1)
Came in to report a repair to my bathroom door.. she called radon to explain on my behalf an log the repair for me. Thank you
- Sonia (1)
Helped fill in form
- Swarna (1)
Very helpful
- The whole team (1)
Always very helpful
- Vanston (1)
No heating or hot water in property, call made to Eon to discuss matters..thanks for your help Mr Hunte

- Vanston Hunte (1)
Had a problem with my hob cooker..he took time to call the manufacturer to arrange an appointment to repair the cooker
- Violet (3)
Helpfully
Very friendly and helpful
She explained my concern very well and given me good tips

Red Flag Responses: 1

During this reporting period (01/01/2017 - 31/01/2017), 1 customer(s) completed the survey with a red flag response. This compares with 4 customer(s) over the previous reporting period of the same duration (01/12/2016 - 31/12/2016).

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
answer e mails	□	
Answer the questions you're asked, not the question you would have liked to be asked.		
Housing officers are not there for tenants when needed from my experience it's not very good.		
I d		
Improve back area of Vincent street		
More homes for Newham residents		
N/A		
na		
Nil		
No		
None		
Nothing needed. I have always had satisfaction from all depts.		
Nothing. Everything seems to operate ok. Very professional.		
Really house tenant daughter		
Treat every tenant fairly & make sure all landings are kept clear , access areas kept clear , & proper lighting on landings !		
Up till now all good		