



AktivBo



Resultatet av Hyresgästenkäten CustomerScoreCard 2008

28 aug – 7 okt



Svarssammanställning 2008



AktivBo

Antal ut: 2 340

Antal in: 1 666

Kan ej: 8

Vill ej: 2

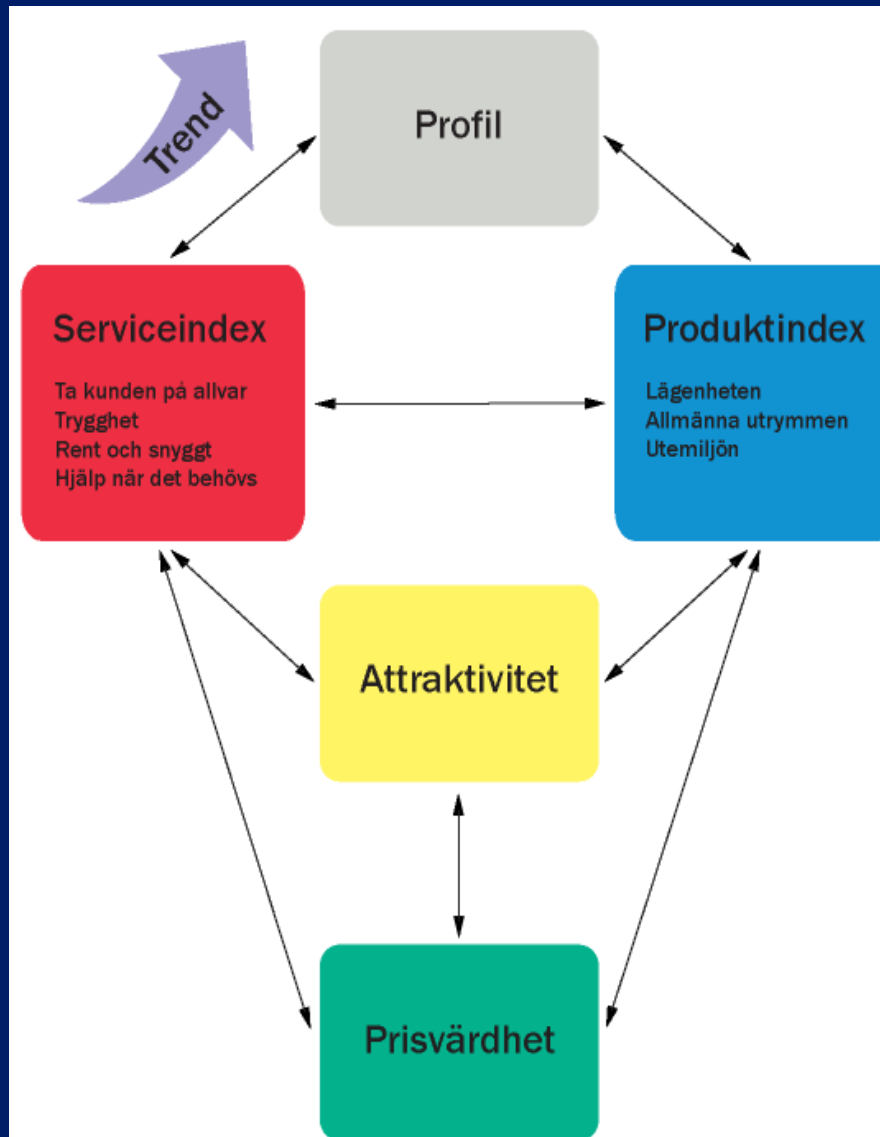
Felaktiga: 4

Returer: 28

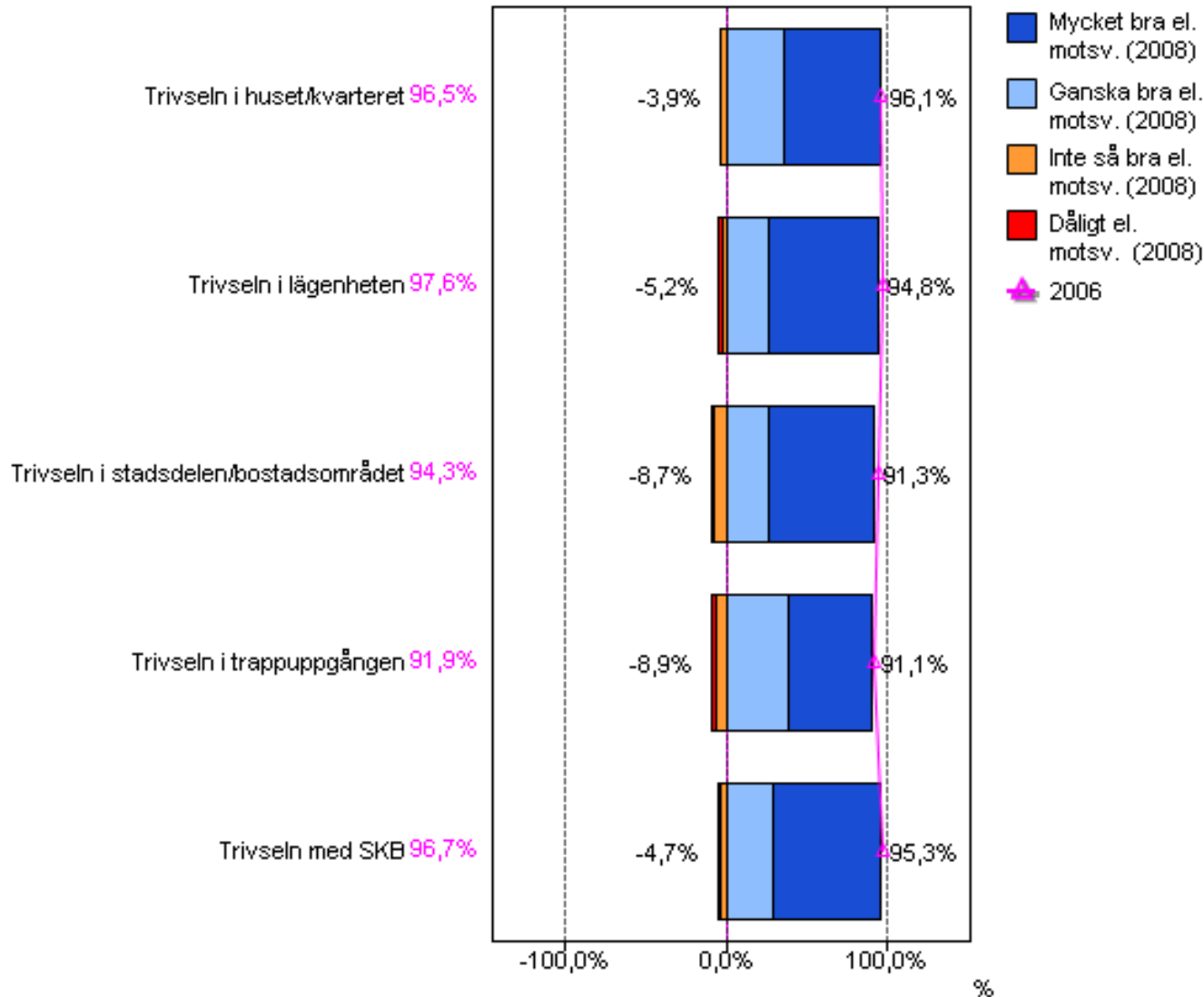
Svarsprocent: 72,6%



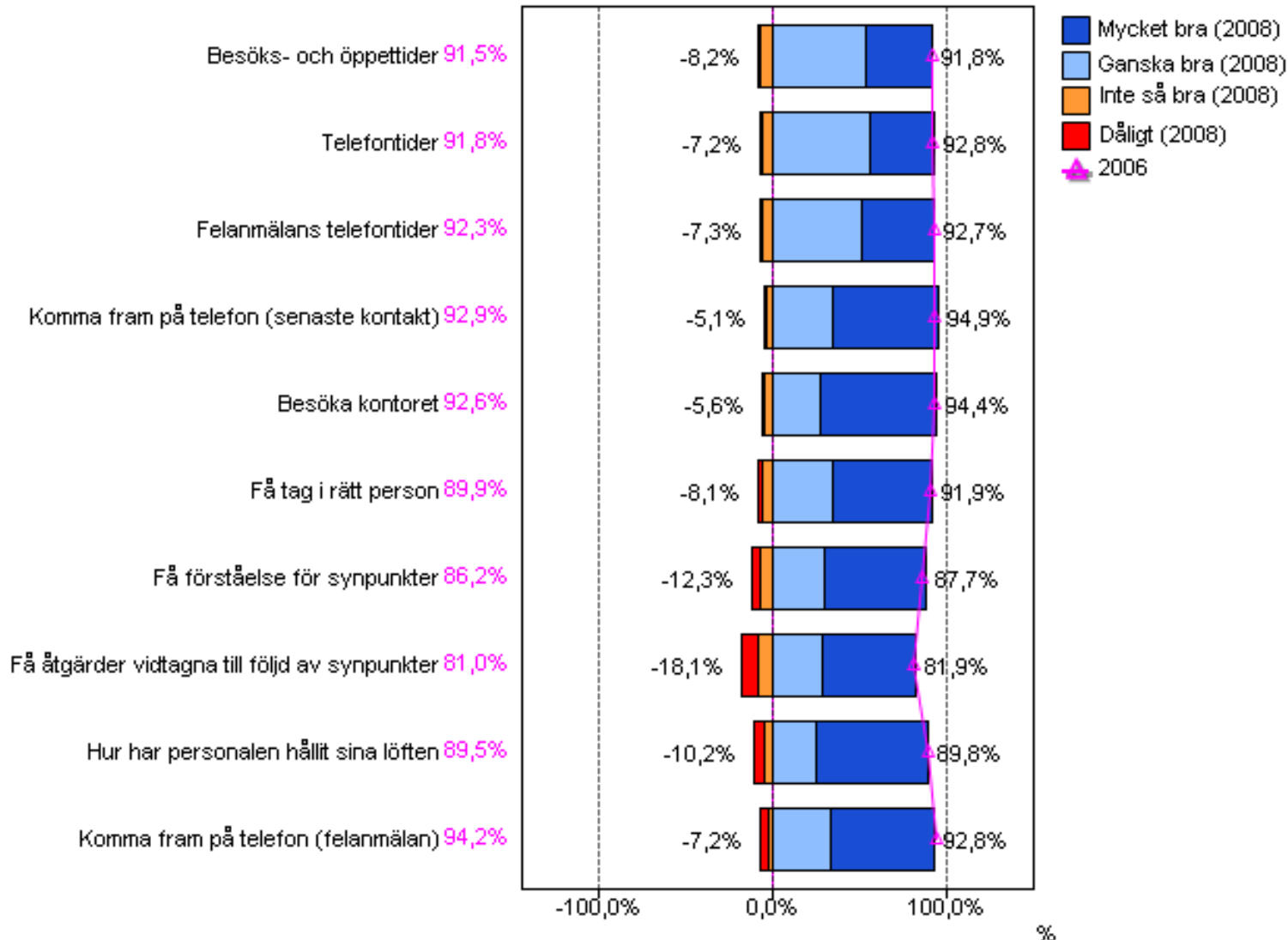
CustomerScoreCard – styrkort och benchmark



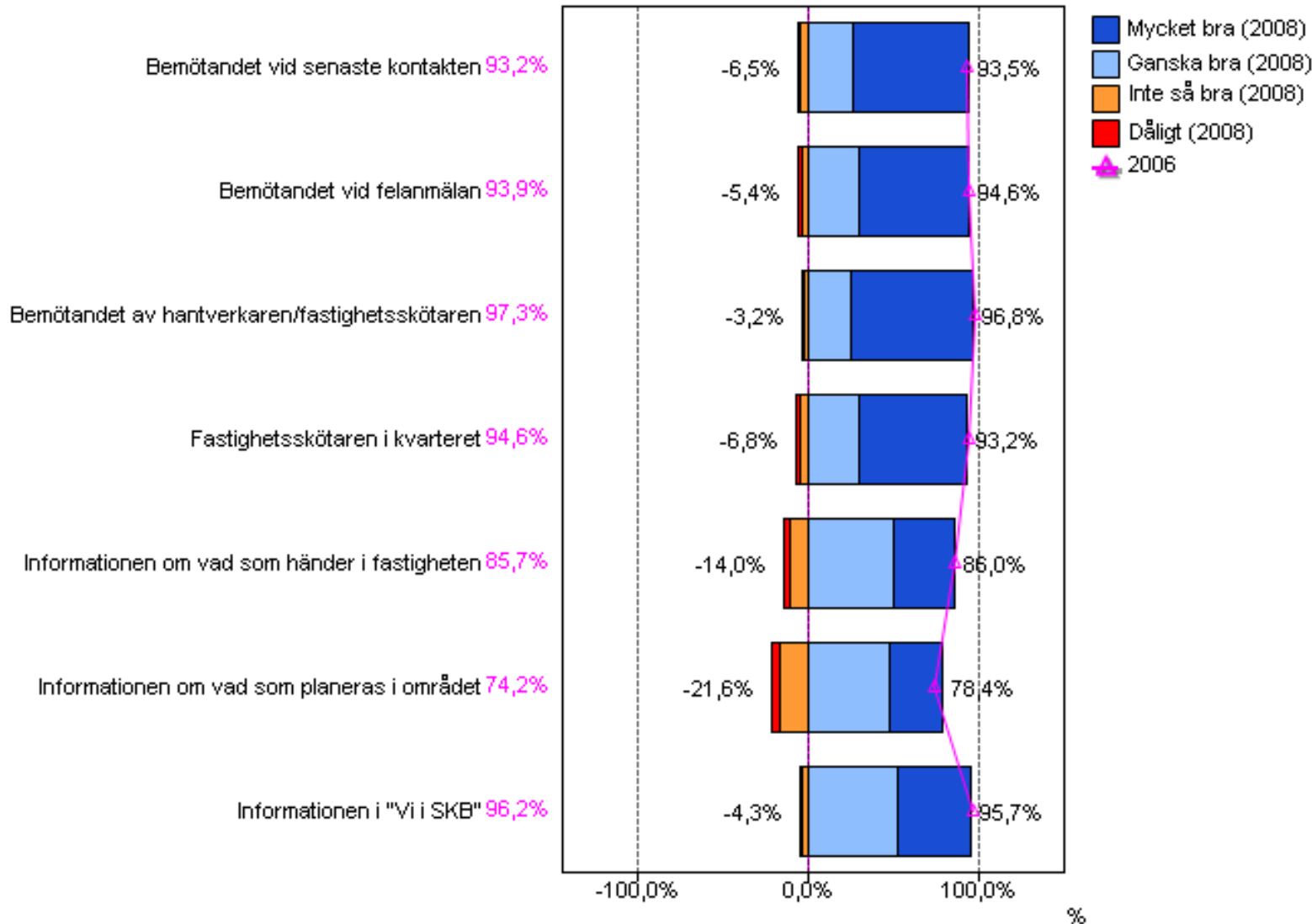
Alla frågor



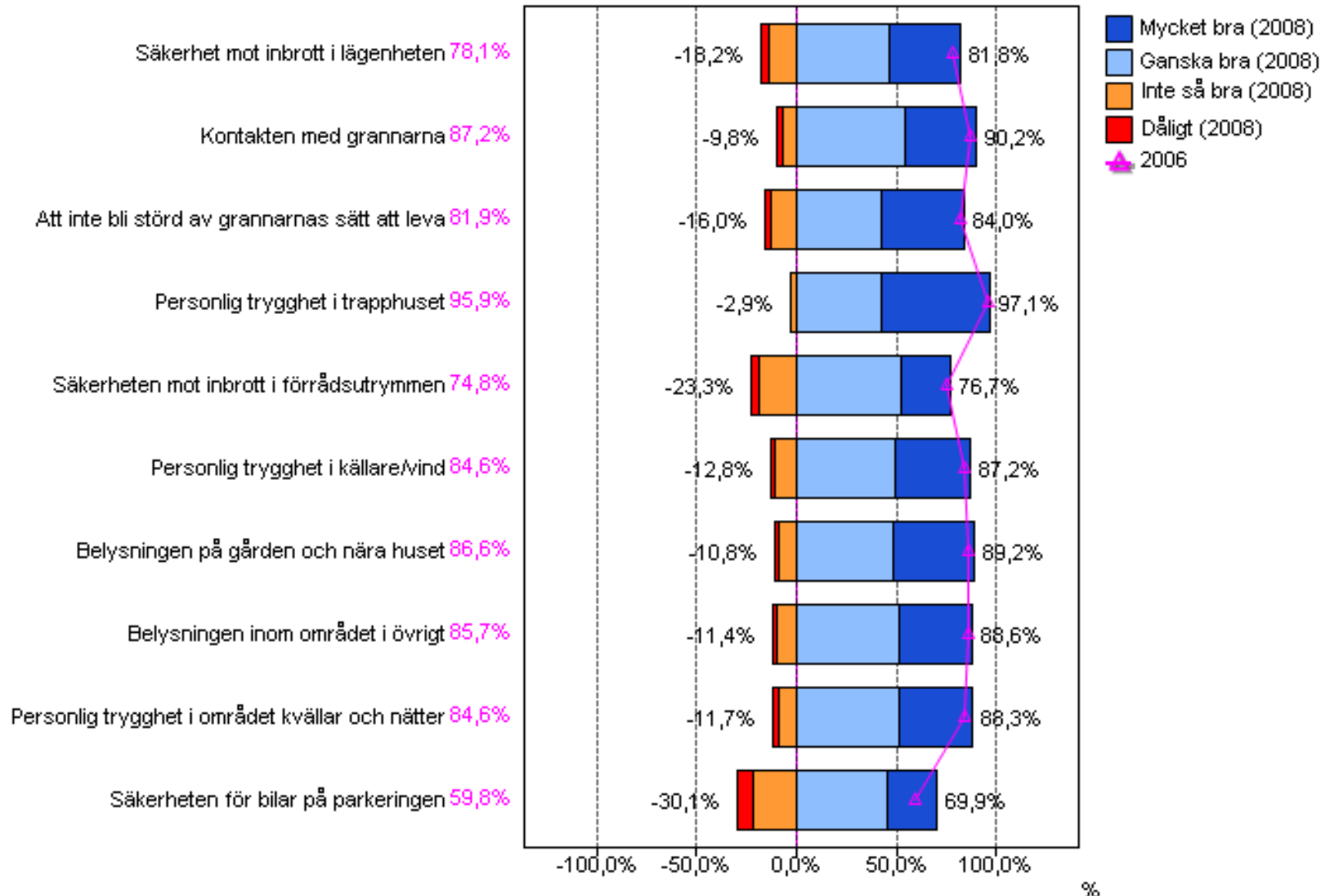
Ta kunden på allvar



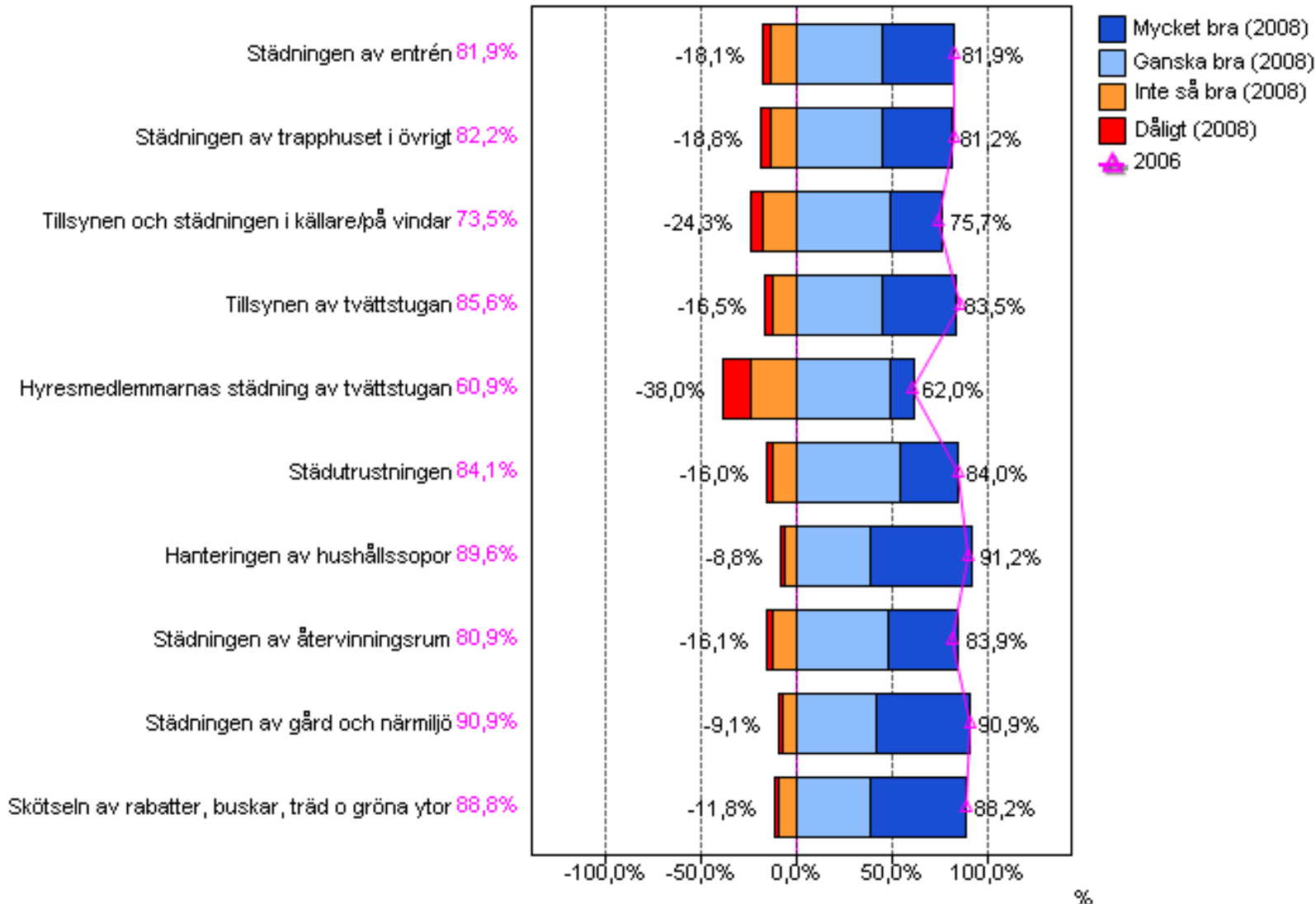
Ta kunden på allvar



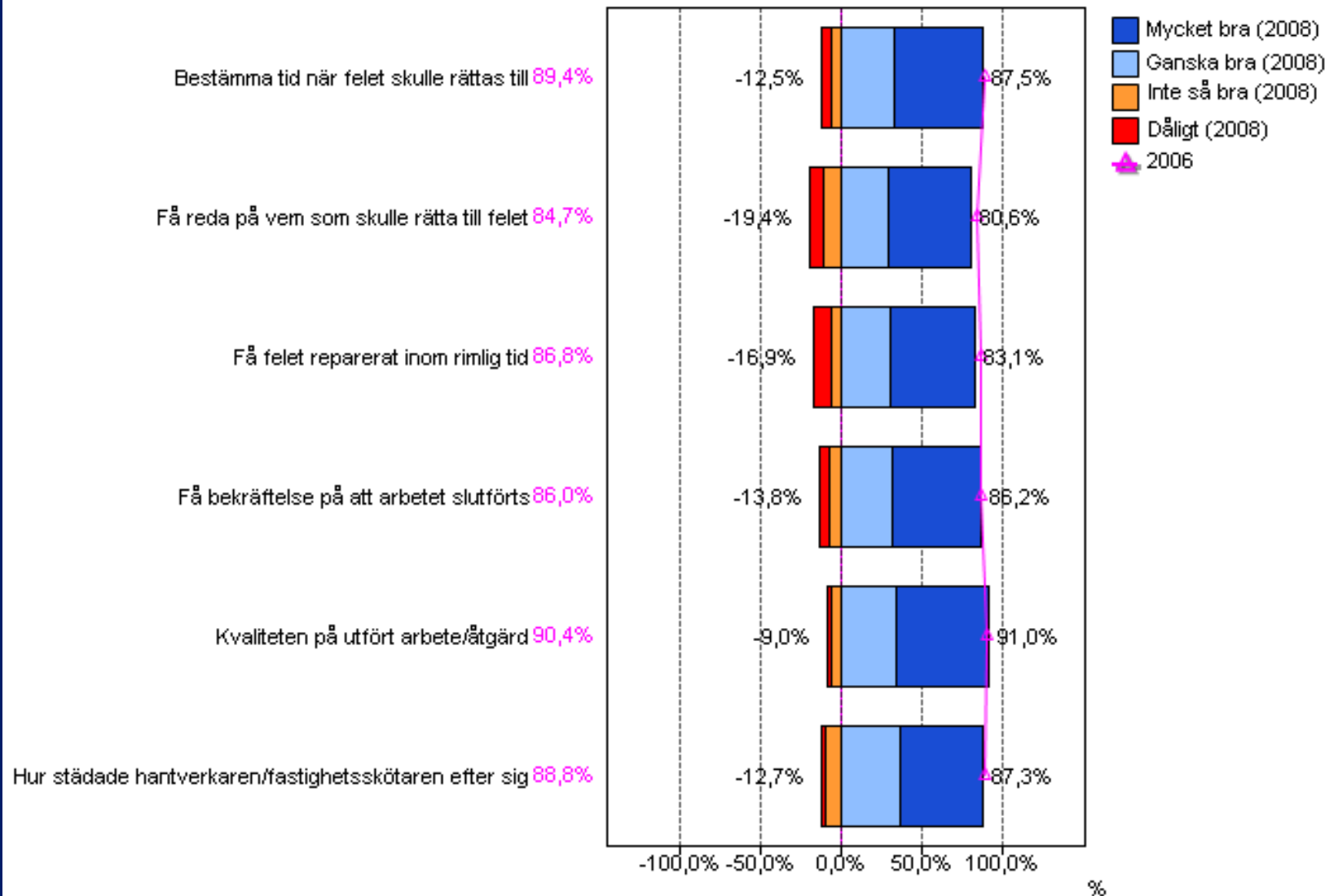
Trygghet

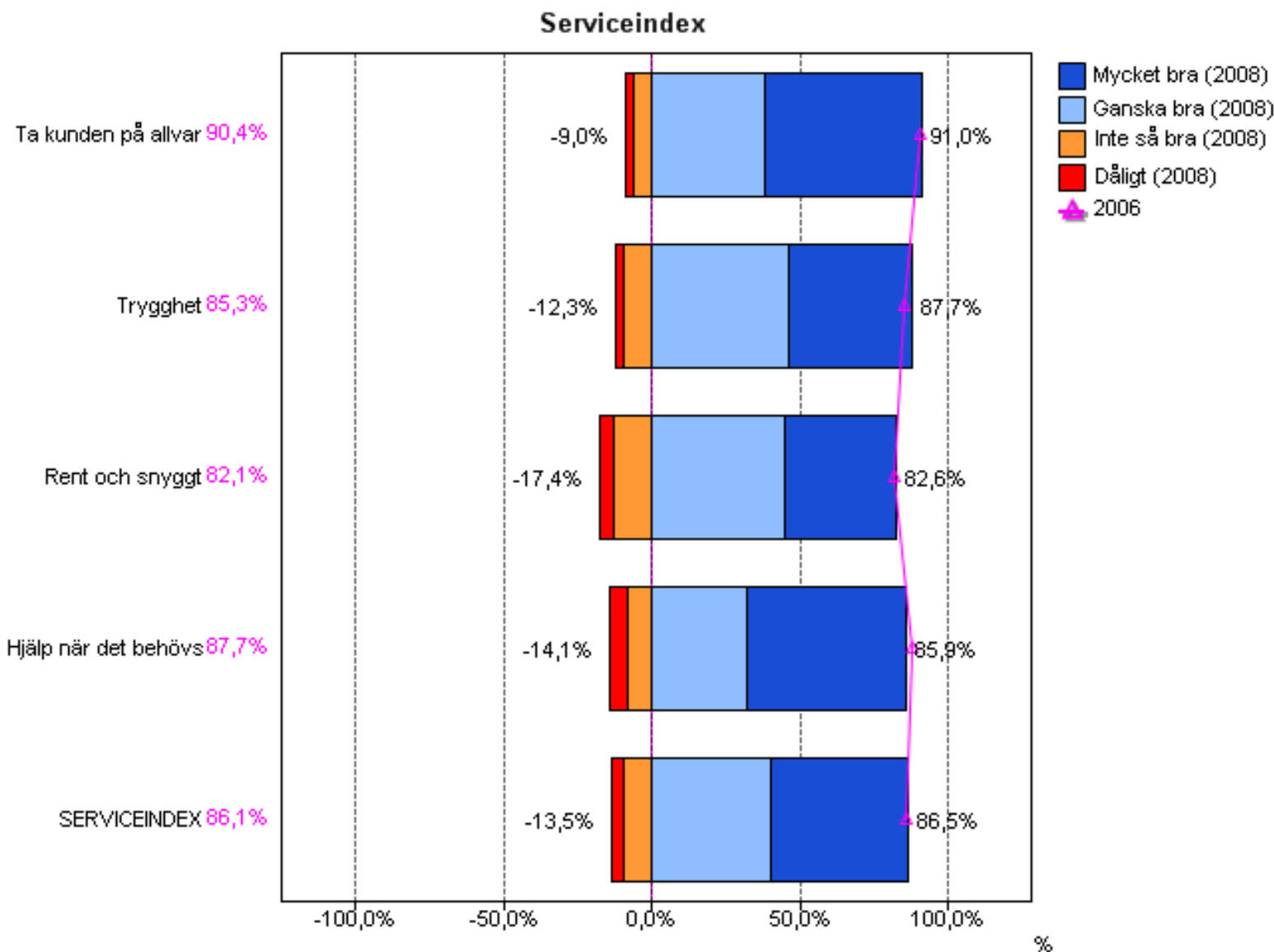


Rent och snyggt

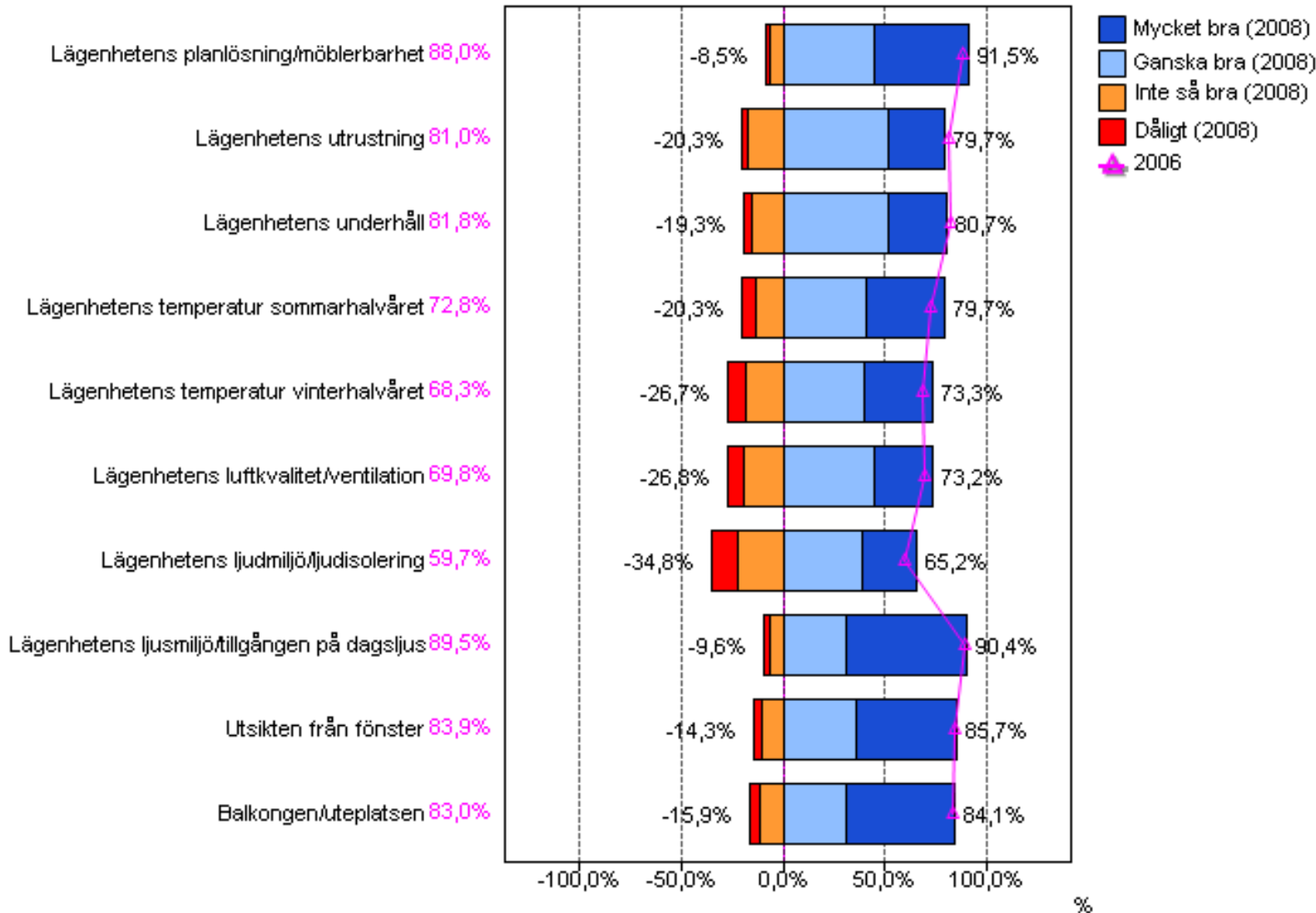


Hjälp när det behövs

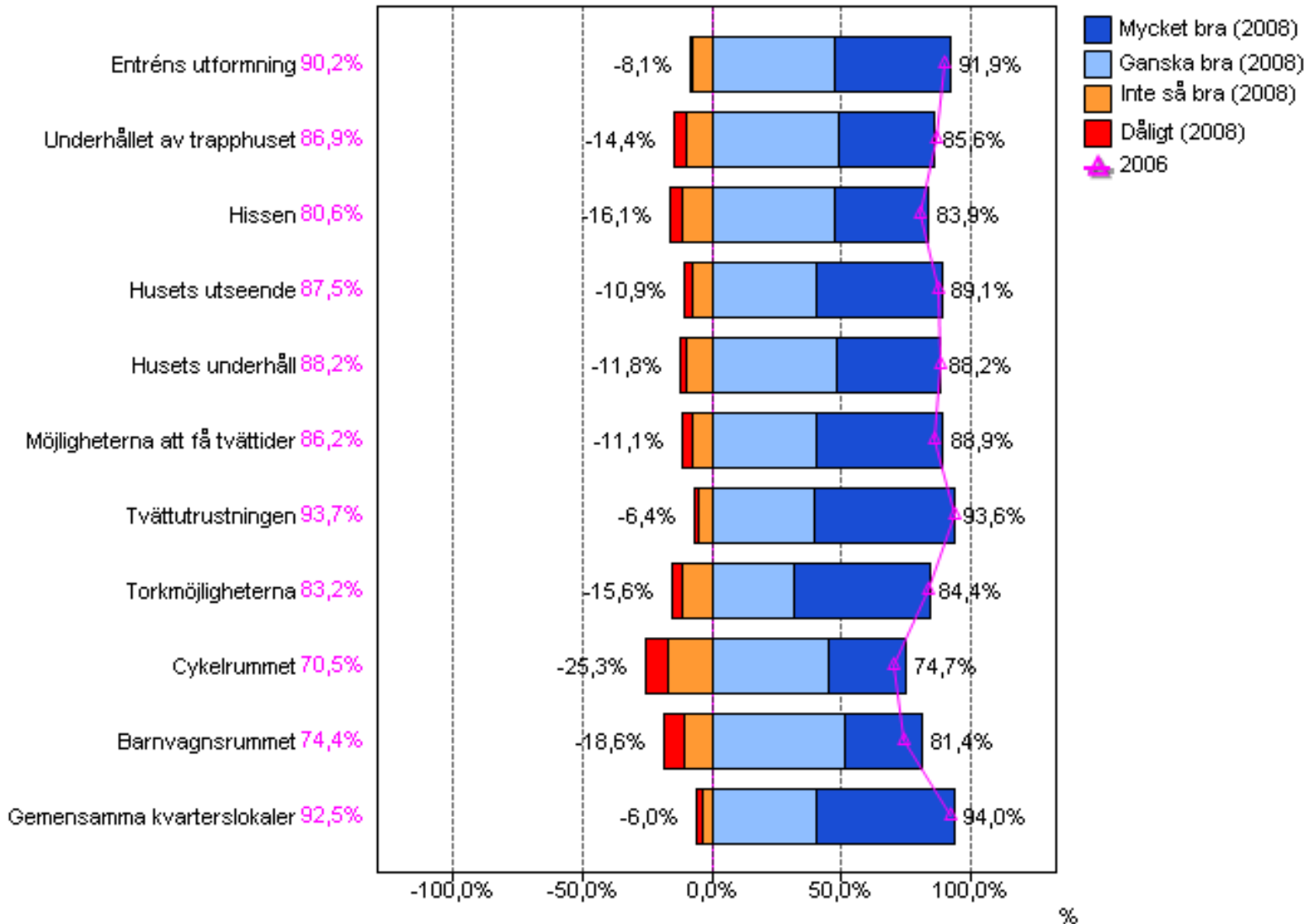




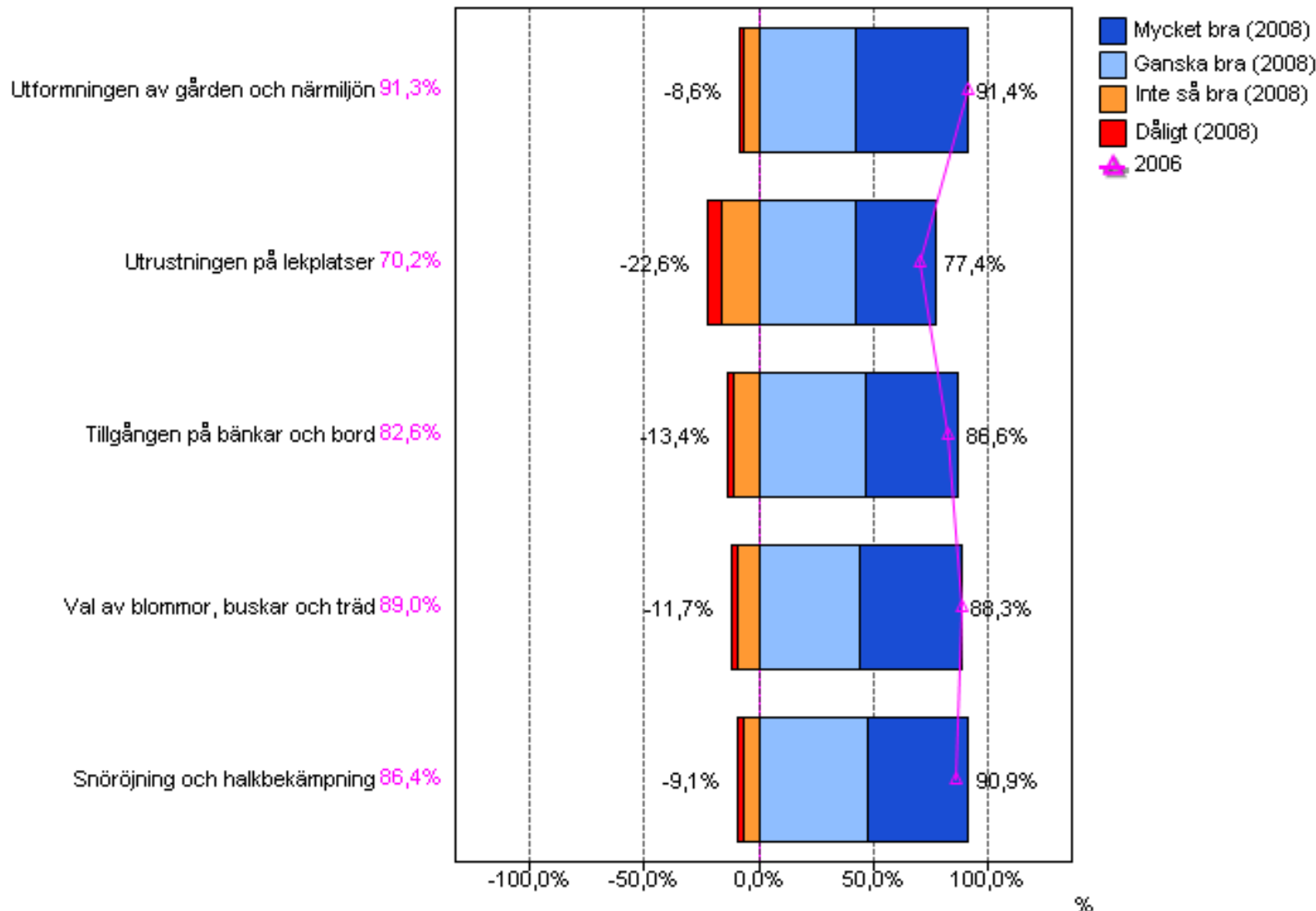
Lägenheten

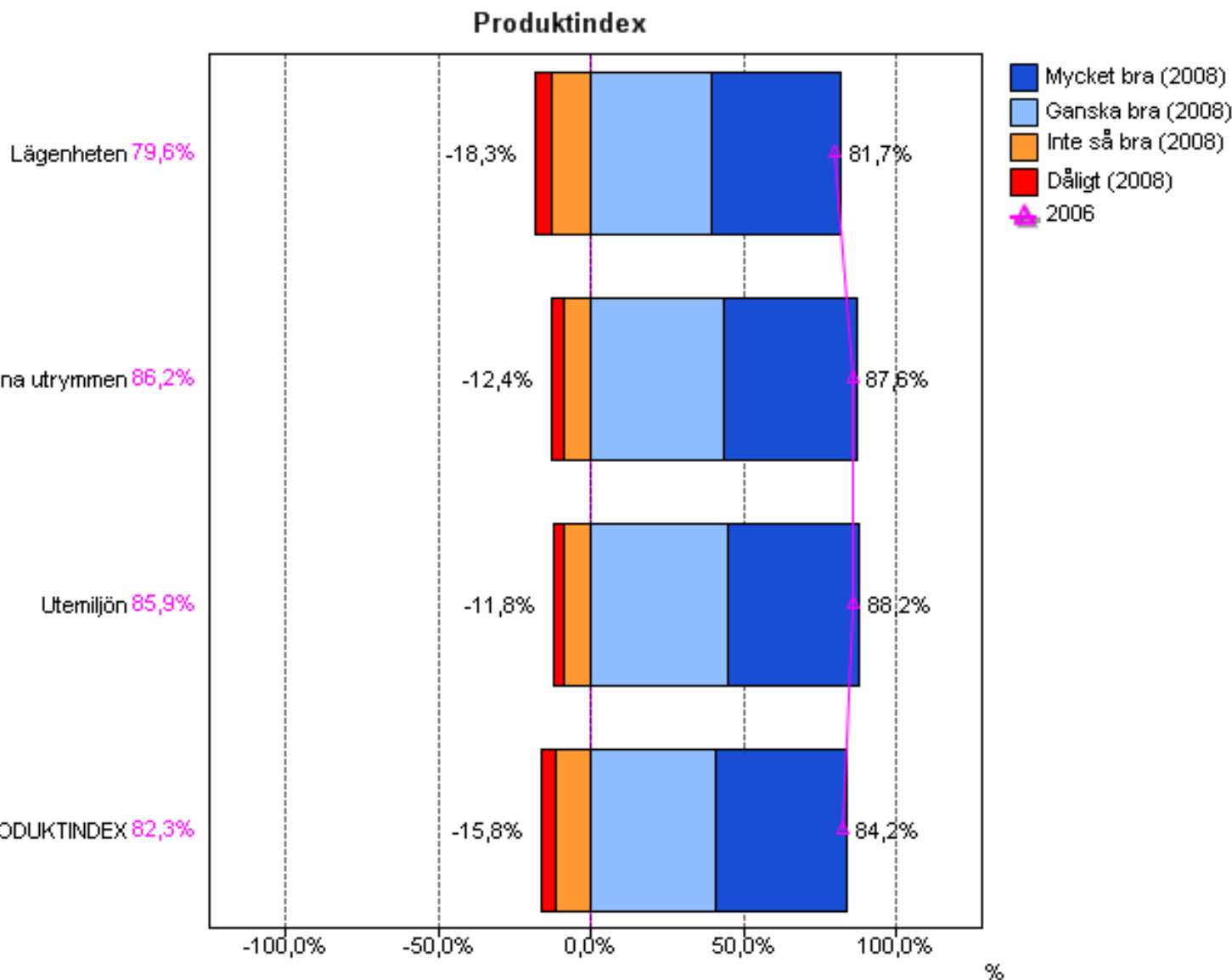


Allmänna utrymmen

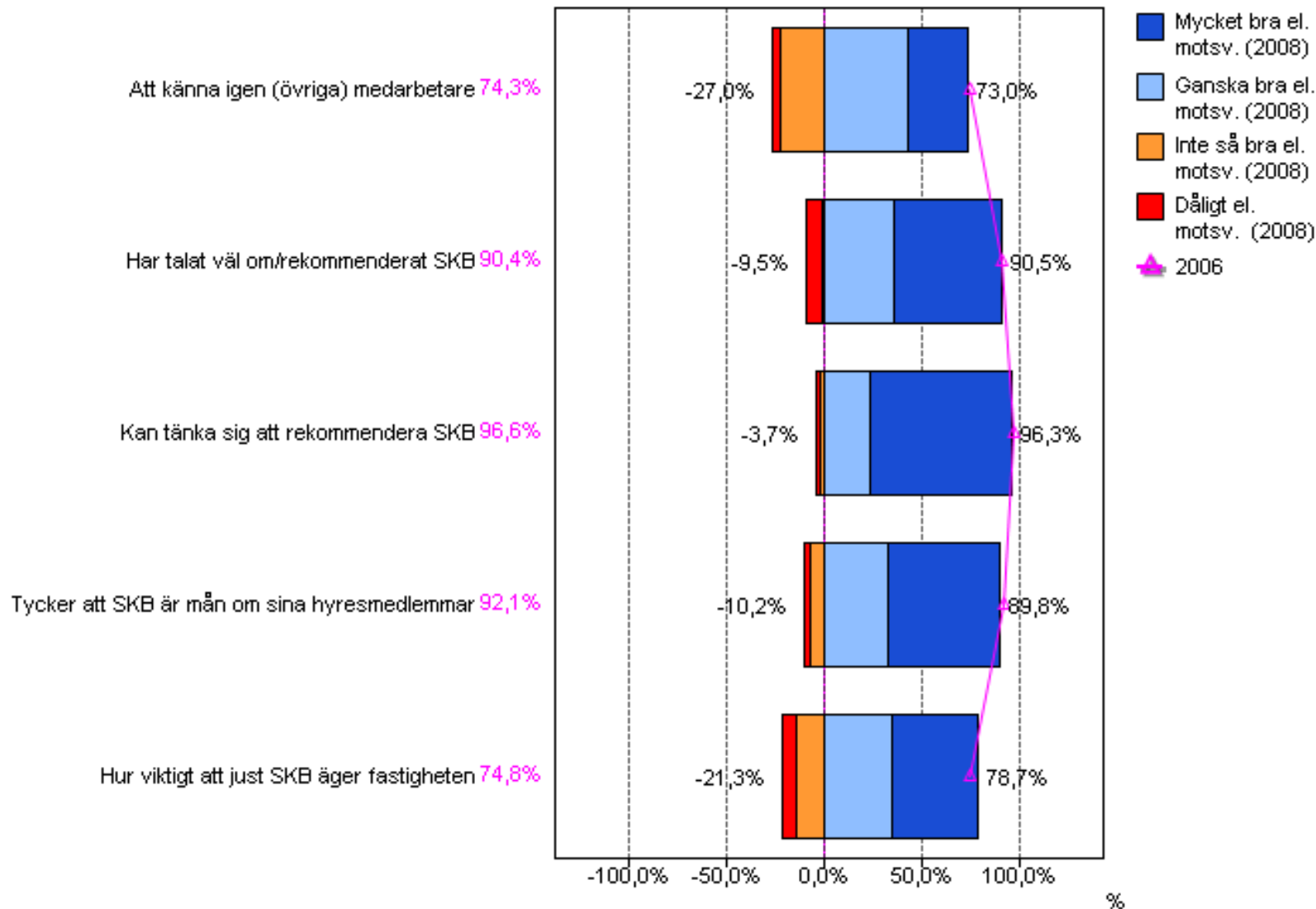


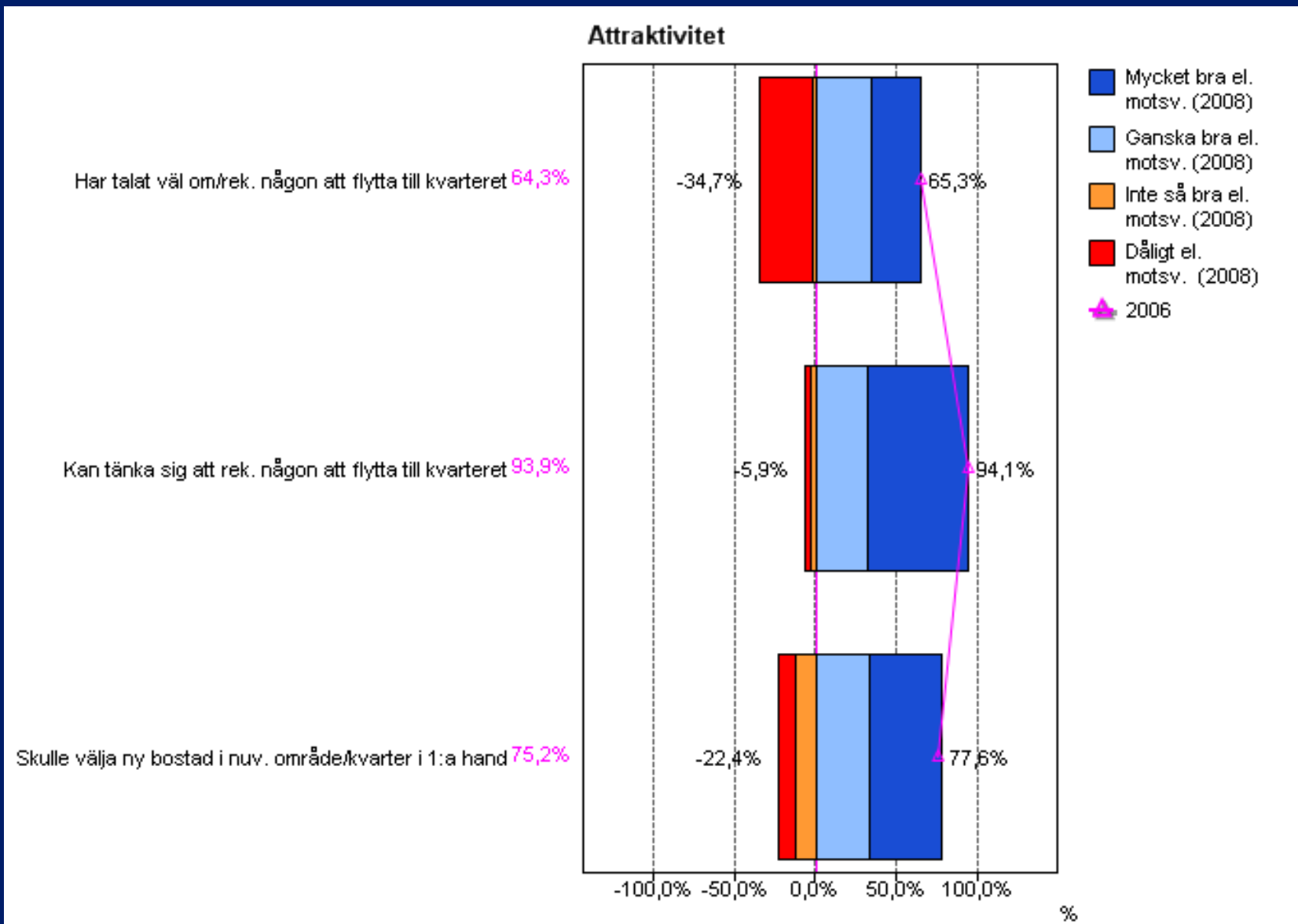
Utemiljö



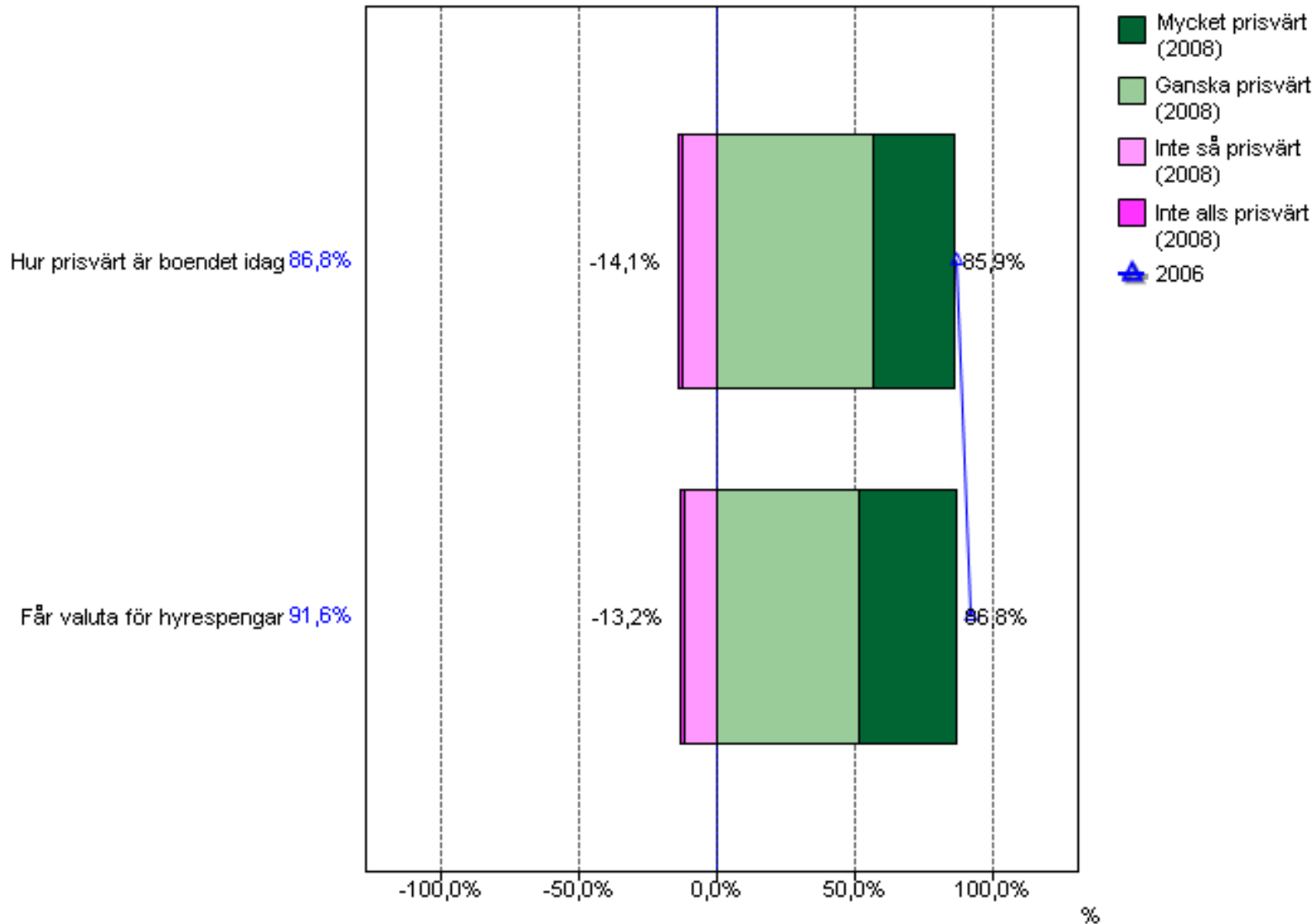


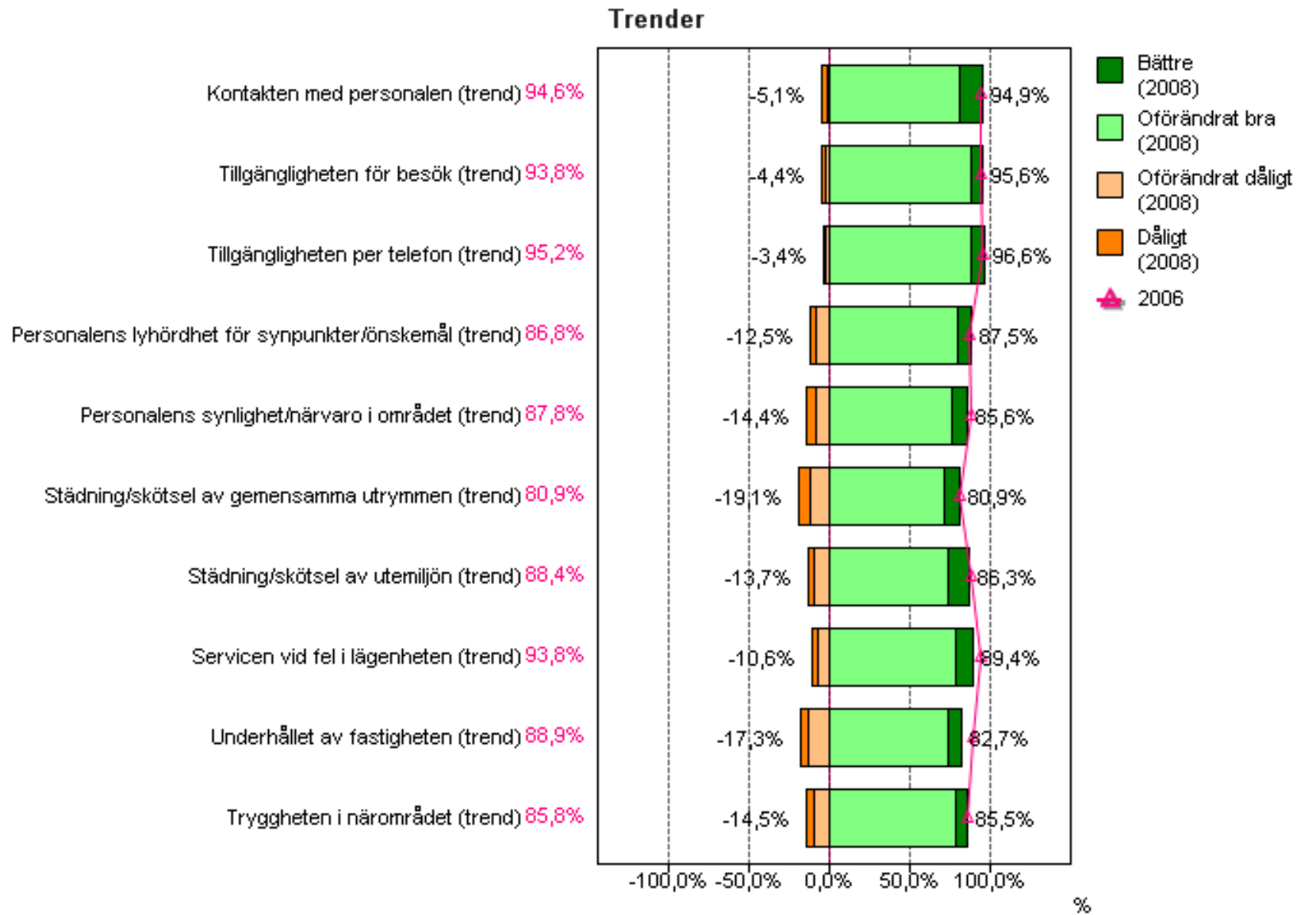
Profil

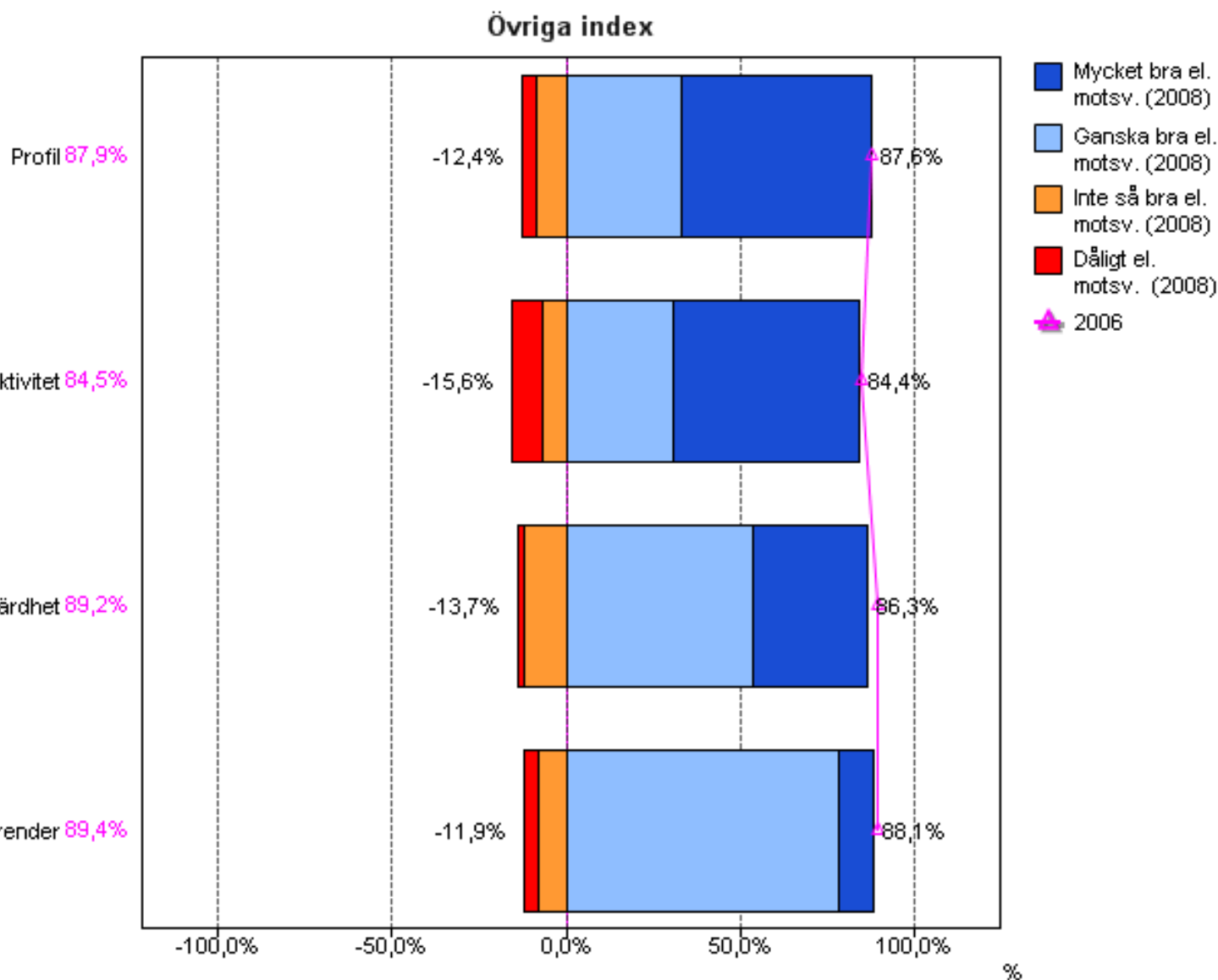




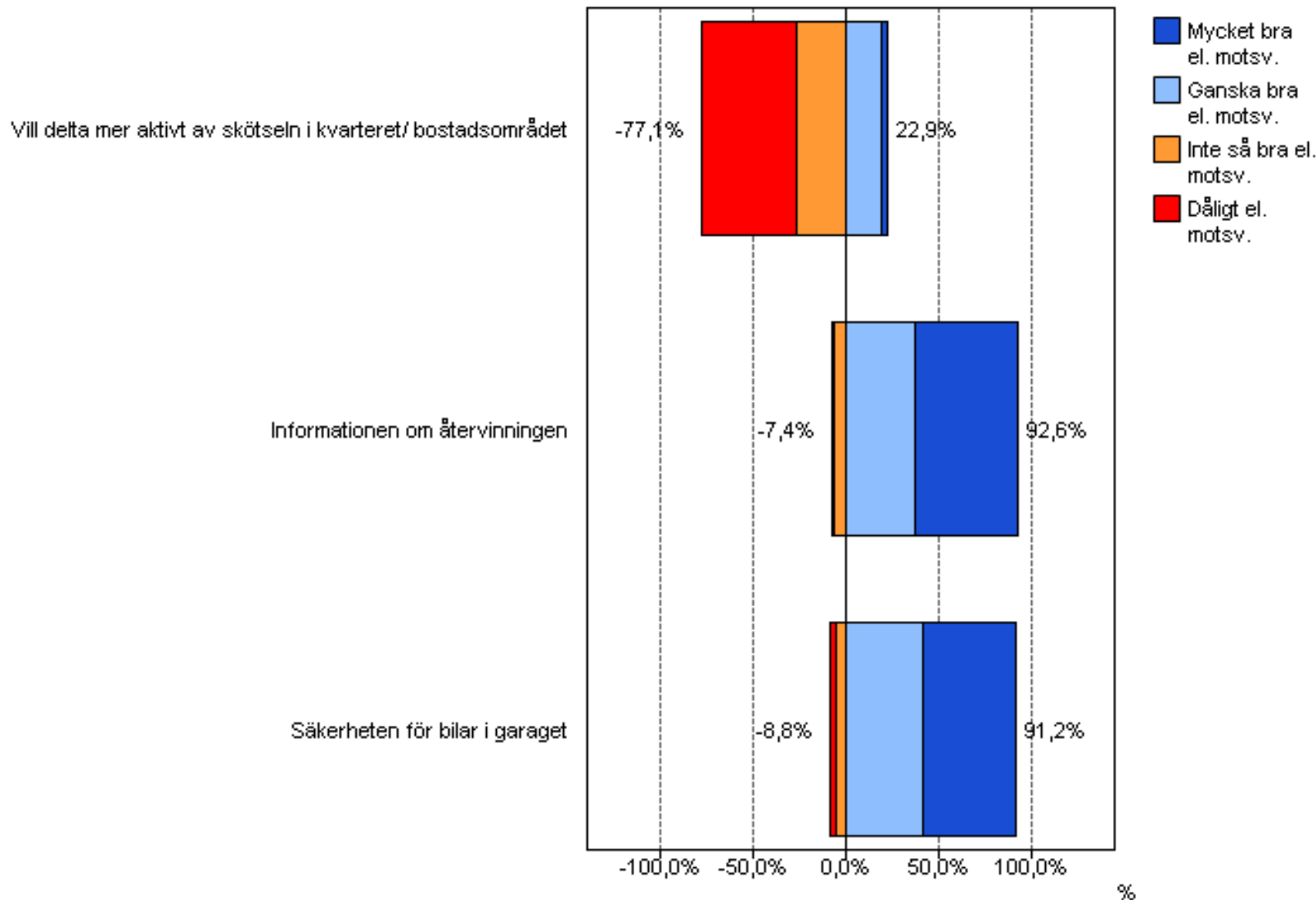
Prisvärdhet







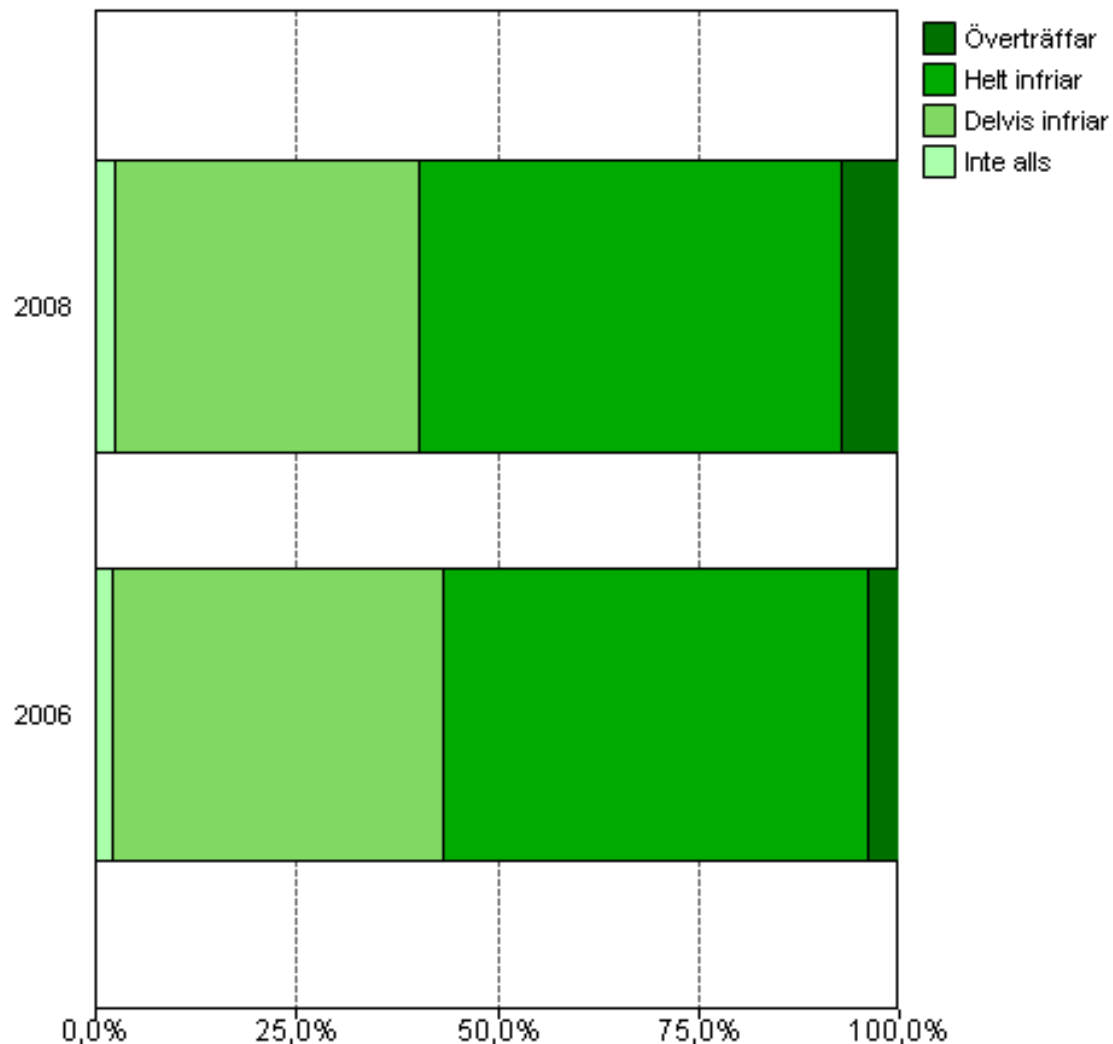
Skräddarsydda frågor (välj år)



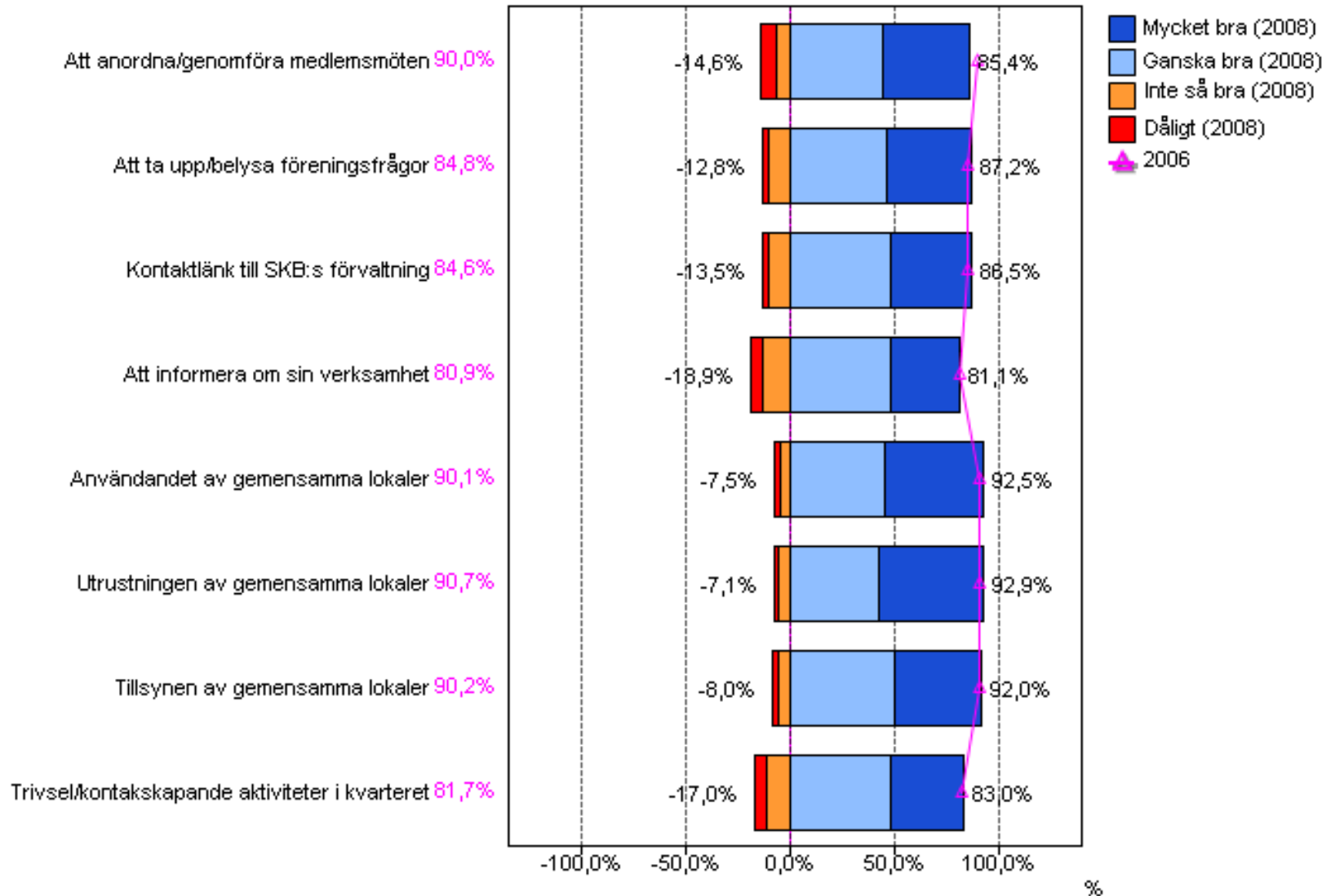
Hur lever SKB upp till positiva förväntningar

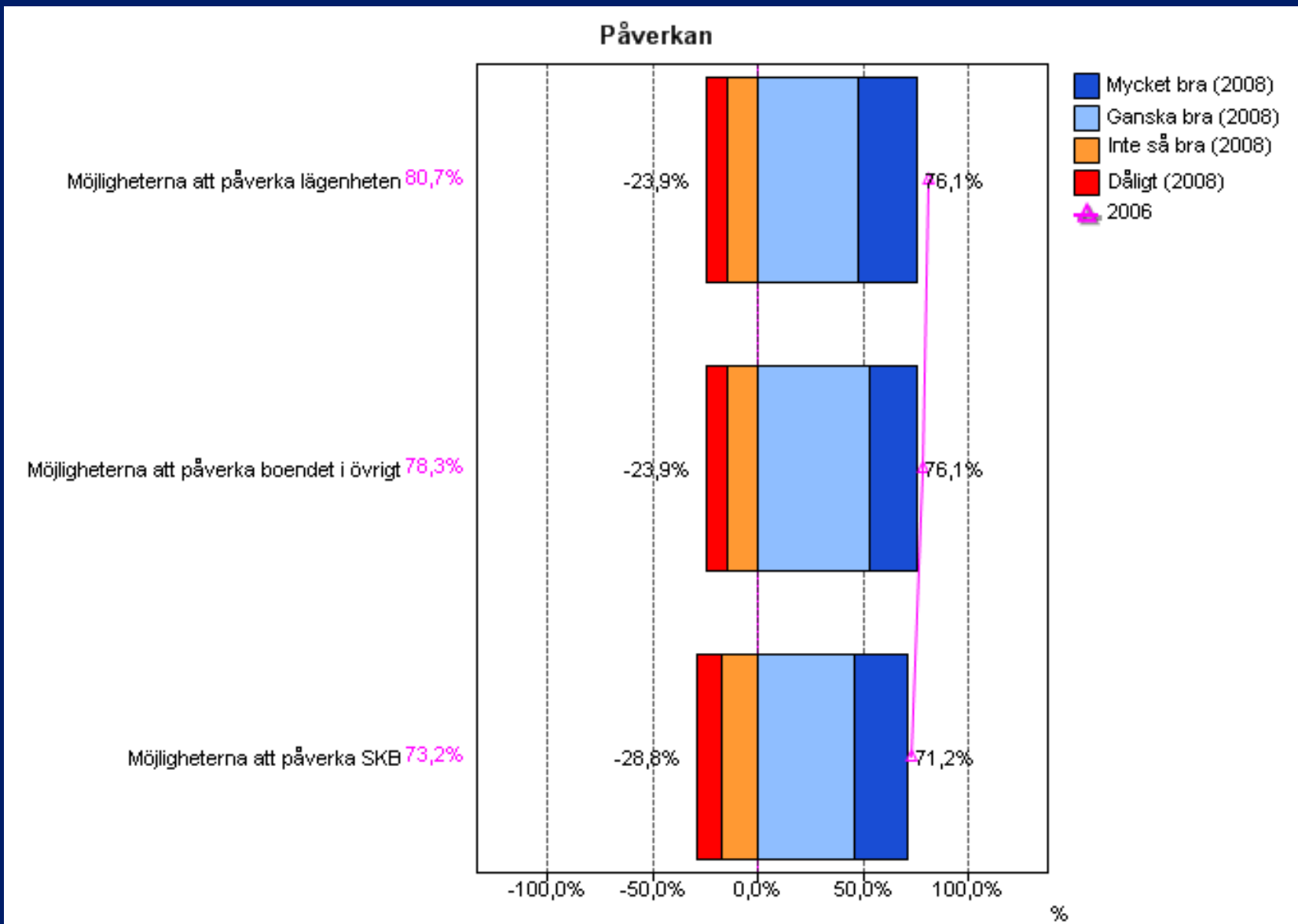


År



Kvarteretsråd/kontaktperson

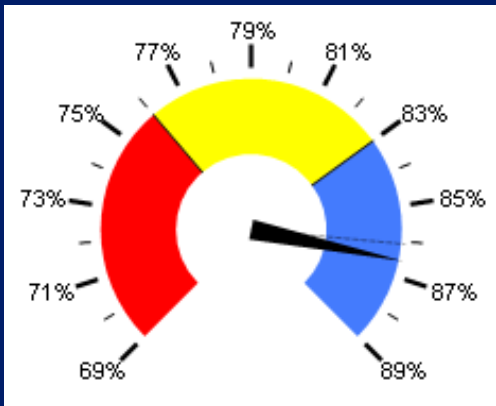




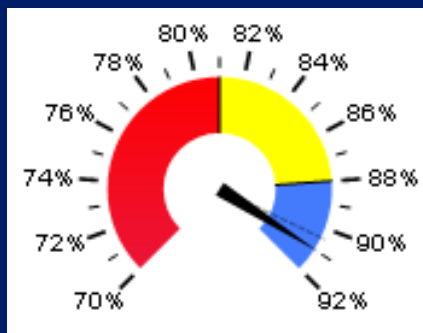
Benchmark

Referensvärden: lägsta - högsta värde uppmätt med AktivBo CSC 2007

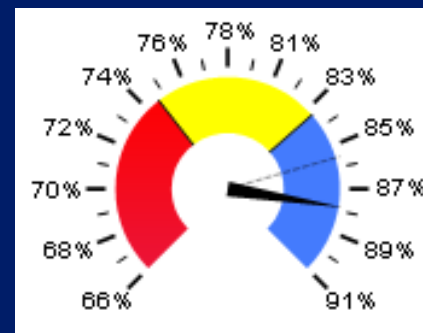
Serviceindex



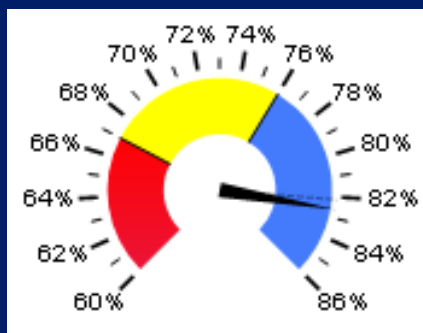
Ta kunden på allvar



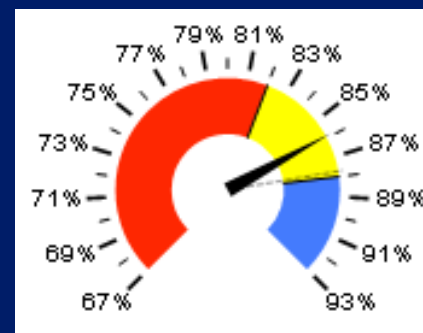
Trygghet



Rent och snyggt



Hjälp när det behövs

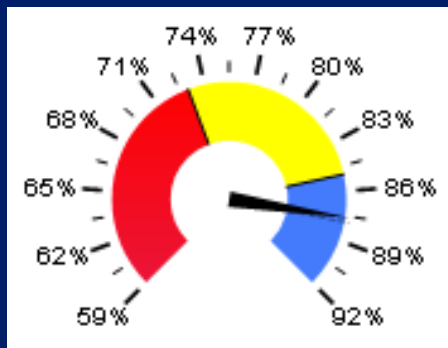


- Övre fjärdedel
- Hälften
- Nedre fjärdedel

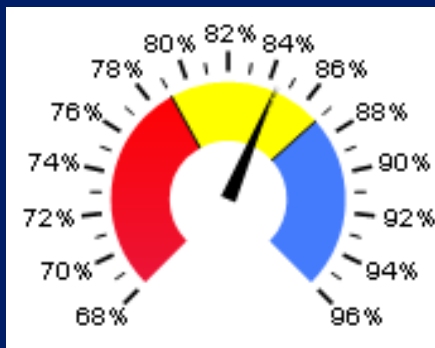
Benchmark

Referensvärden: lägsta - högsta värde uppmätt med AktivBo CSC 2007

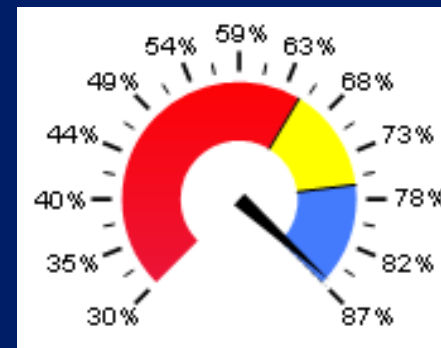
Profil



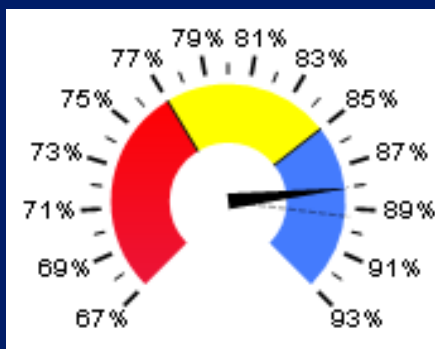
Attraktivitet



Prisvärdhet



Trender

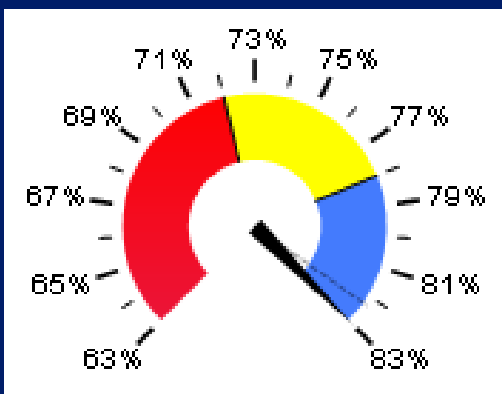


- Övre fjärdedel
- Hälften
- Nedre fjärdedel

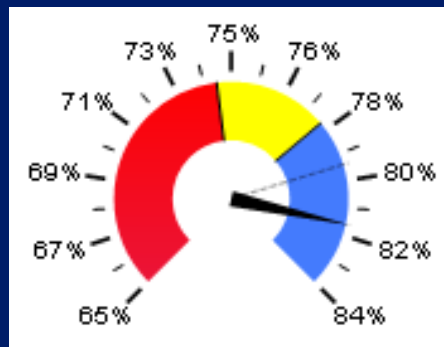
Benchmark

Referensvärden: lägsta - högsta värde uppmätt med AktivBo CSC 2007

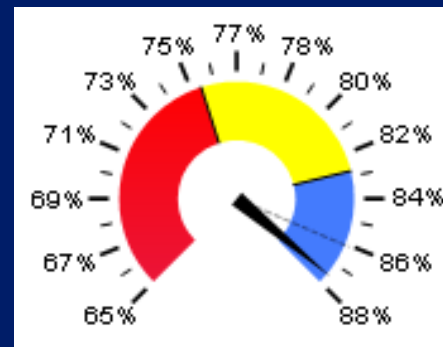
Produktindex



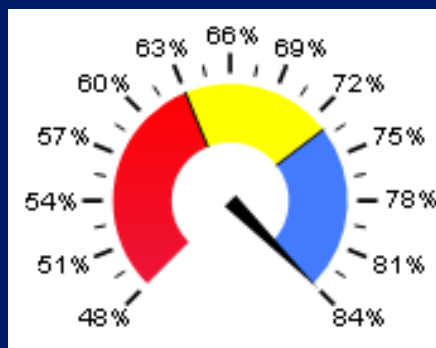
Lägenheten



Allmänna utrymmen



Utemiljön



- Övre fjärdedel
- Hälften
- Nedre fjärdedel