

# Customer feedback

January – March 2020

## Your feedback is helping us to learn and improve

We are always keen to know your views so that we can put things right when they go wrong and continually improve our services to you.

We respond to issues raised with us quickly as we can and monitor all feedback. Please see [www.cottsway.co.uk/complaints](http://www.cottsway.co.uk/complaints) for more details on how we deal with your feedback. We produce this summary quarterly to help keep you informed about the feedback we receive and what we are doing about it.

	Feedback only	Resolved within 2 days	Resolved within 10 days	Compliments	Total
Feedback received	32	44	4	22	102

## In your words



“Thank you to Assets team for organising the chimney sweep during my lunch hour today and for the chimney sweep - he is so friendly and did a very good job.”



“I ordered a repair for a dropped worktop in the morning and operative had been out and fixed it by the afternoon. Operative was very friendly and did a great job. Thanks to the whole team involved.”



“Thank you so much for everything. We wanted to take the time to say thank you to you and the team for helping us with documentation and information. We are extremely pleased to have been offered a house and can't wait to join Cottsway Housing, everyone is extremely polite and all the information we ask is always given to us.”



“I just wanted to email to say thank you for the quick response regarding our boiler today. I rang at 8.15am this morning as we could not get the heating or hot water to work. The lady I spoke to initially to log the call was very helpful, as was the 2nd lady I spoke to about the issue. G&O engineers have just been out and sorted the problem. The man attending was very professional and followed very good safety measures to follow the social distancing guidelines and the problem is now all sorted. I am very grateful that under the circumstances someone could come out to the property to fix the issue so thank you.”

We are listening. Please get in touch to let us know your views.