

Our performance review: April 2019 - March 2020



Each quarter Cottsway's Scrutiny Group review our performance based on the customer feedback we receive, including customer satisfaction. Here is a summary of the results for 2019 - 2020.



90%

of customers were happy
with the overall service provided
by Cottsway



62%

of people were satisfied
with our handling of anti-social
behaviour reports



90%

of customers were happy
with how their repair
request was dealt with



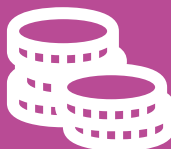
10 days

were taken to
complete a repair
(on average)



43 days

were taken to re-let
an empty home
(on average)



£705.6k

was spent preparing
463 homes to be re-let



186 new homes
were delivered



172 customers
were referred to the
debt advice service

We'll provide an updated version of our performance compared to other landlords when the information becomes available.