

Our performance review: April – June 2020



Each quarter Cottsway's Scrutiny Group review our performance based on the customer feedback we receive and Cottsway's performance monitoring information. Here is a summary of the results for April to June 2020 (Q1) - you will see some areas were impacted by the UK-wide Coronavirus lockdown, for example, how long it took to complete a repair and re-let an empty home.



93%

of customers were happy
with the overall service provided by
Cottsway



57%

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



94%

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



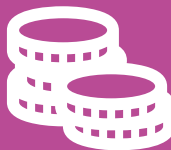
17 days

**were taken to
complete a repair**
(on average)



76 days

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



£250k

**was spent preparing
71 homes to be re-let**



12 new homes
were delivered



23 customers

**were referred to the
debt advice service**