

Our performance review: July – September 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 July to September 2020 (Q2). Some services, such as time taken to re-let an empty home, were impacted due to a backlog of work from the first lockdown.



87%

of customers were happy
with the overall service provided by
Cottsway



62%

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



92%

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



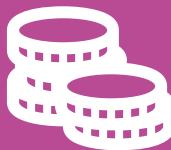
17 days

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



78 days

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



£173k

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



36 new homes
were delivered



23 customers
were referred to the
debt advice service