

Customer feedback

July – September 2023

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 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	19	30	13	27	89

You said, we did

Here's just a couple of ways we have made changes to our services following your feedback:



A customer contacted us, frustrated that the information on website about ending a tenancy did not make it clear that any written notice sent to Cottsway must be signed by the tenant. Our website has now been updated to include this requirement.

In your words



Customer wanted to pass on their thanks to the operatives that attended to install their new bathroom. Operatives were described as “amazing and kept the area tidy.”



“Thank you, thank you, thank you for installing the new ariel - it was just in time for Strictly Come Dancing.”

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