

# Our performance review: October to December 2023



Cottsway's Scrutiny Group regularly review our performance based on the customer feedback we receive and Cottsway's performance monitoring information. Here is a summary of results for October to December (Q3).



**87%**

**of customers were happy**  
with the overall service provided by  
Cottsway



**25%**

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



**95%**

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

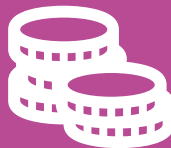


**21 days**

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



**76 homes**  
were let



**£336,163**  
was spent preparing 113  
homes to be re-let



**51 new homes**  
were delivered



**23 customers**  
were referred to the  
debt advice service