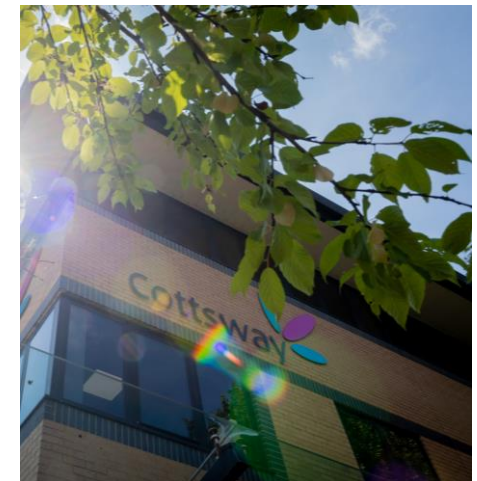


Customer satisfaction
survey – Shared owners
& Leaseholders



2023-24



About the survey

In March 2024, we carried out our annual survey with shared owners and leaseholders; to find out how happy these customers are with their homes and the way Cottsway delivers key services. The survey also collects the Tenant Satisfaction Measures (TSMs).

This survey is designed to be a snapshot, and customers are chosen at random to take part. Sampling is used with quotas set on tenure type to ensure the results represent the whole customer base. The surveys are carried out by an independent market research company – Acuity Research and Practice.

The survey was carried out by telephone and a total of 115 customers took part out of a possible 688. The aim is to complete around 150 interviews a year.

This report contains key results from the survey with respect to customers' opinions about their homes and the services they receive.

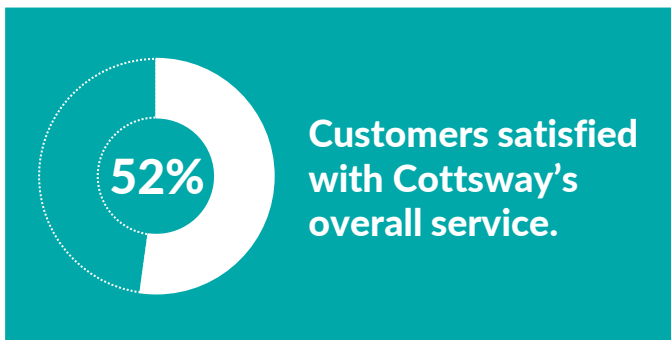


Overall service and the home

Customers were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cottsway?”. Around half of customers are satisfied with the overall service provided by Cottsway (52%).

Over eight out of ten customers are satisfied that Cottsway provides them with a home that is safe (83%).

Almost six out of ten customers live in a building with communal areas that Cottsway is responsible for maintaining (56%). Of these customers, 44% are satisfied that Cottsway keeps the communal areas associated with their homes clean and well-maintained.

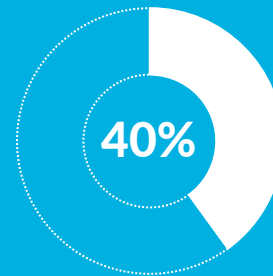




Neighbourhood

Four out of ten customers are satisfied with Cottsway's approach to handling anti-social behaviour (40%).

Slightly more customers are satisfied that Cottsway makes a positive contribution to their neighbourhood (42%).



Customers satisfied with the approach to handling anti-social behaviour.



42%

Customers satisfied with the positive contribution made to their neighbourhood.



Communications and engagement

Around one-third of customers are satisfied that Cottsway listens to their views and acts upon them (32%).

More customers agree that Cottsway keeps them informed about things that matter to them (66%) and treats them fairly and with respect (67%).

Around one-fifth of customers said they had made a complaint to Cottsway in the last 12 months (23%), and 20% of these customers are satisfied with Cottsway's approach to complaints handling.

Finally, 89% of customers use the internet and online services and 77% of these customers are satisfied with the online services provided by Cottsway.



Customers that use the internet and online services.



66%
Customers satisfied that they are kept informed.

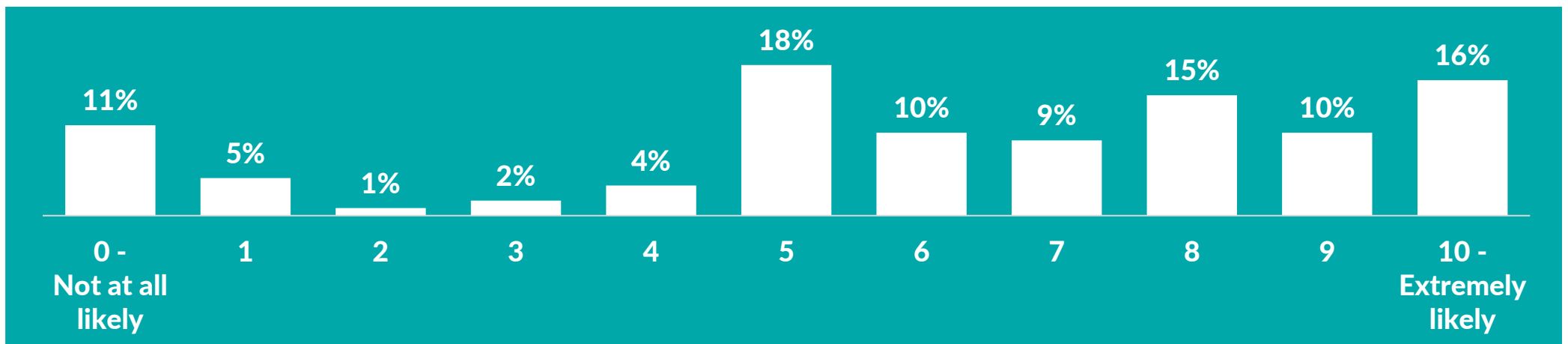


Recommending Cottsway

Customers were also asked how likely they would be to recommend Cottsway to other people. This is a 0–10-point rating. Those who would recommend the organisation score 9 or 10, those who are unsure score 7 or 8 and those who wouldn't recommend them score 6 or below.

One-quarter of customers are happy to recommend Cottsway (26%), 24% are unsure and 50% would not recommend them, feeling more negative about the organisation.

The 'Net Promoter Score' for Cottsway (the percentage of those who would recommend Cottsway minus the percentage of those who would not) is -24.





TSMs summary

Below summarises the ratings in 2023-24 for the Tenant Satisfaction Measures (TSMs).





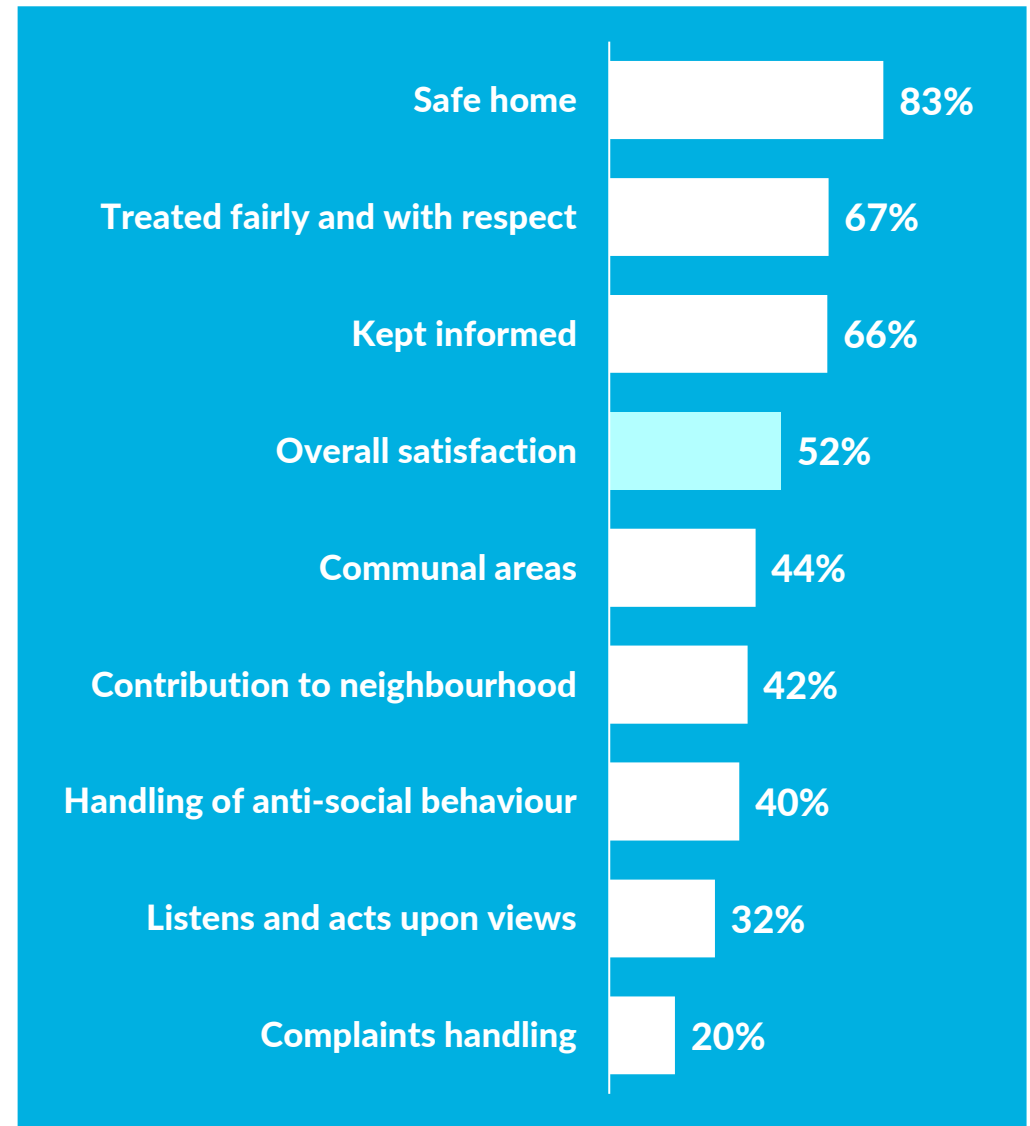
TSMs summary

When looking at the TSM results for 2023-24, customers are the most satisfied that they are provided with a safe home (83%), treated fairly and with respect (67%) and kept informed about things that matter to them (66%).

Around half of customers are satisfied with the overall service provided (52%).

Customers are the least satisfied with Cottsway's approach to complaints handling (20%), followed by how their views are listened to and acted upon (32%) and the approach to handling anti-social behaviour (40%).

Around three out of seven customers are satisfied with the remaining TSMs in the survey.





You say – we do

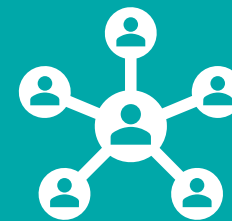
Carrying out this survey is just part of the work Cottsway does to involve customers in developing services. As well as publishing the results of the survey, Cottsway plans to put the findings to good use by working with customers to further improve the services provided.



Publish findings to customers.



Use findings to plan and improve services, e.g., communications, the handling of complaints and communal areas.



Involve customers in shaping service improvements.

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