

# Our performance review: July to September 2024

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 July to September (Q2).



**85%**

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



**N/A\***

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



**86%**

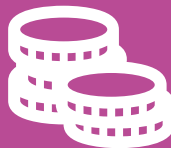
**of customers were happy**  
with how their repair  
request was dealt with



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



**99 homes**  
**were let**



**£225,548**  
**was spent preparing 116**  
**homes to be re-let**



**73 new homes**  
**were delivered**



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

\* No ASB satisfaction surveys were completed in Q2.