Our performance review: July to September 2026

Cottsway

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 2026 (Q2).

91%*
of customers were happy
with the overall service provided by Cottsway

73%*
Were happy with Cottsway's approach to ASB

93%*
of customers were happy
with how their repair request was dealt with

21 days
were taken to complete a repair
(on average)

120 homes were let

£342,135
was spent preparing 88 homes to be re-let

34 new homes were delivered

28 customers accessed Cottsway's Citizens' Advice service

*Taken from the Tenant Satisfaction Measures survey Q2 2026/27