

Customer feedback

October – December 2020

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	50	33	7	33	123

You said, we did

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



To improve communications, our customer services team will take ownership of any lift repair issues from start to completion, acting as a single point of contact for customers and providing any updates to those affected.



To help reduce the length of time taken to fix a broken boiler and other issues in a specific block of flats, we have introduced a named contact within Cottsway who will notify the contractor directly to ensure orders are completed within set timescales.

In your words



“You are so much better than my old housing association - you can always speak to someone and no hassle to book repairs or get in touch, and you do call backs”



A member of our customer services team was described as:
“Very polite and helpful, took time to listen to what I had to say.”

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