

Our performance review: October to December 2020



Each quarter Cottsway's Scrutiny Group review our performance based on the customer feedback we receive and Cottsway's performance monitoring information. Here is a summary of the results for October to December 2020 (Q3).



89%

of customers were happy
with the overall service provided by
Cottsway



67%

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



96%

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



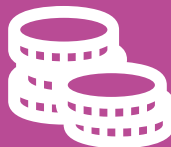
17 days

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



77 days

**were taken to re-let
an empty home**
(on average)



£201k

**was spent preparing
114 homes to be re-let**



**48 new homes
were delivered**



34 customers

**were referred to the
debt advice service**