

Our performance review: January to March 2021



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 the results for January to March (Q4). *Please note: Some data is currently unavailable as we move to a new data management system, this information will follow.*



88%

of customers were happy
with the overall service provided
by Cottsway



60%

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



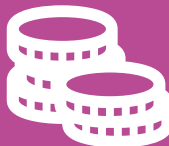
11 days

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



Data currently unavailable
for average re-let time
in this period.

Update to follow



Data currently unavailable
for number of homes re-let
in this period.

Update to follow



34 new homes
were delivered



42 customers
were referred to the
debt advice service