

Customer feedback

January – March 2021

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 as 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	41	27	3	19	90

You said, we did

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



To prevent delays in actioning emergency work during the morning changeover period from our out of hours service provider to our customer services team, we will be notified by phone of any emergency repairs raised between 8.30am and 9am on a workday.

In your words



Our Tenancy Support and Sustainment Officers received a thank you card from a customer who was grateful for the empathy shown when they were going through a particularly bad time.



Customer comment received about a member of our repair's delivery team following a home visit: "First class piece of workmanship and was very personable and professional."

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