

Our performance review: April to June 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 April to June (Q1). *Please note: Some data is currently unavailable as we move to a new data management system, this information will follow.*



86%

of customers were happy
with the overall service provided by
Cottsway



75%

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



91%

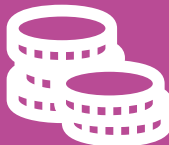
of customers were happy
with how their repair
request was dealt with



16 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



21 new homes
were delivered



78 customers
were referred to the
debt advice service