

Our performance review: July to September 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 July to September (Q2). *Please note: Some data is currently unavailable as we move to a new data management system, this information will follow.*



85%

of customers were happy
with the overall service provided by
Cottsway



60%

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



92%

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

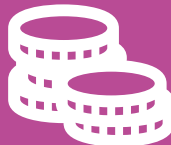


25 days

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



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



£110k

was spent preparing 75
homes to be re-let



54 new homes
were delivered



39 customers
were referred to the
debt advice service