

# Customer feedback

July – September 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](http://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	48	60	9	27	144

## You said, we did

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



Customers fed back that they were unhappy with the service they had from one of our contractors. After investigation, a dedicated site manager has now been assigned to keep a personal overview of the progress of our programme of work.



Following feedback from a dissatisfied customer who could not proceed with a mutual exchange as one of the parties did not meet the Section 106 local connection criteria, our customer services team have now been issued with new guidance re: mutual exchanges and the application form has been updated to include a checklist to identify if a scheme has a S.106 agreement in place, and what those restrictions are.

## In your words



After calling about another matter, a customer went on to thank Cottsway staff for their support over the past 7 years and said that Cottsway were "fantastic and brilliant".



Repairs delivery team attended a property to repair bathroom door. While there he also repaired the customers bedroom door even though this was not raised on the original repairs order. Customer called to say "he did a fantastic job" and she was very thankful.

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