Customer feedback

April – June 2023

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	27	47	13	19	106

You said, we did

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

👍 Following customer feedback, the termination letter sent to those who wish to end their tenancy has been amended to state that the property **and** garden needs to be cleared of any personal belongings and rubbish before the keys are returned to Cottsway.

👍 A leaseholder was unhappy that they were unaware that payments could no longer be taken by our customer services team over the phone. All Cottsway invoices sent to leaseholders now include details about our 24/7 automated payment line and the customers personal reference number (PRN) so they no longer need to contact us to obtain their number.

In your words

💬 An extremely pleased customer contacted us about the work our operatives had completed at their home. They said they were polite, efficient and cleared up so well that the work area was left better than when they arrived.

💬 Customer wanted to pass on their thanks to operatives and customer service advisor for their prompt kind approach when customer was locked in their property - they were both described as 'fantastic'.

💬 Customer called to thank Cottsway for the 'very good service' he received after he raised a repair request and got a same day appointment. He is happy the issue is all resolved.

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