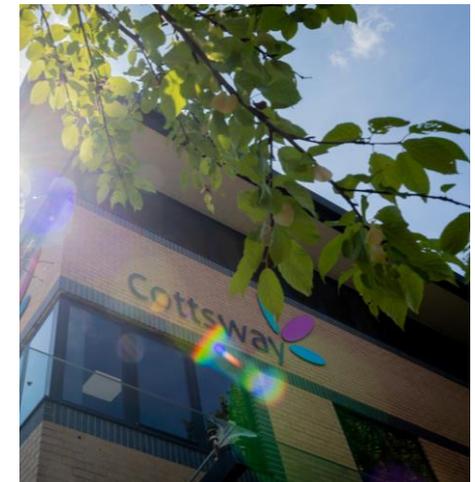


# Customer satisfaction survey



Quarter 3 2023-24



# About the survey

During November 2023, we carried out the third of four surveys that will take place during 2023-24, to find out how happy our customers are with the way Cottsway delivers key services and maintains their homes. These surveys also collect the Tenant Satisfaction Measures as required by the Regulator of Social Housing.

This survey is designed to be a snapshot and customers are chosen at random to take part. Sampling is used with quotas set on tenure, age and housing area to ensure the results represent the whole customer base. The surveys are carried out by an independent market research company – Acuity Research and Practice.

The survey was carried out by phone and a total of 252 customers took part out of a possible 4,822. The aim is to complete around 1,000 interviews a year.

This report contains key results from the survey in respect of customers' opinions about their homes and the services they receive.



# Overall service and the home

Customers were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cottsway?”. Six out of seven customers are satisfied with the overall service provided by Cottsway (87%).

Over eight out of ten customers are satisfied that their homes are well-maintained (84%), with slightly more customers satisfied that Cottsway provides them with a home that is safe (89%). However, fewer customers are satisfied that Cottsway keeps the communal areas associated with their homes clean and well-maintained (66%).

Three-quarters of customers are satisfied with Cottsway’s approach to handling anti-social behaviour (76%). While more customers are satisfied that Cottsway makes a positive contribution to their neighbourhood (82%).



Customers satisfied with Cottsway’s overall service.



84%  
Customers satisfied their home is well-maintained (89% safe).



Customers satisfied with the contribution made by Cottsway to their neighbourhood.



# Repairs and maintenance

Eight out of ten customers are satisfied with the way Cottsway deals with repairs and maintenance (81%).

Of the 68% of customers that have had a repair carried out to their home by Cottsway in the last 12 months, 88% are satisfied with the overall repairs service during this period. Slightly fewer customers are satisfied with the time taken to complete their most recent repair (84%).



Customers satisfied with the repairs service they received over the last 12 months.



84%

Customers satisfied with the time taken to complete their last repair after they reported it.



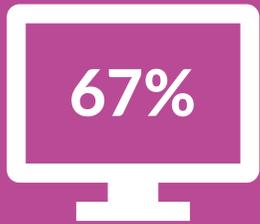
## Communications and engagement

Three-quarters of customers are satisfied that Cottsway listens to their views and acts upon them (76%). While 88% of customers agree that Cottsway treats them fairly and with respect.

When asked if they are satisfied that they are kept informed about things that matter to them, around nine out of ten customers are satisfied (88%).

One out of five customers said they had made a complaint to Cottsway in the last 12 months (19%), and 63% of these customers are satisfied with Cottsway's approach to complaints handling.

Finally, 67% of customers use the internet and online services and 88% of these customers are satisfied with the online services provided by Cottsway.



67%  
Customers that use the internet and online services.



88%  
Customers satisfied that they are kept informed.

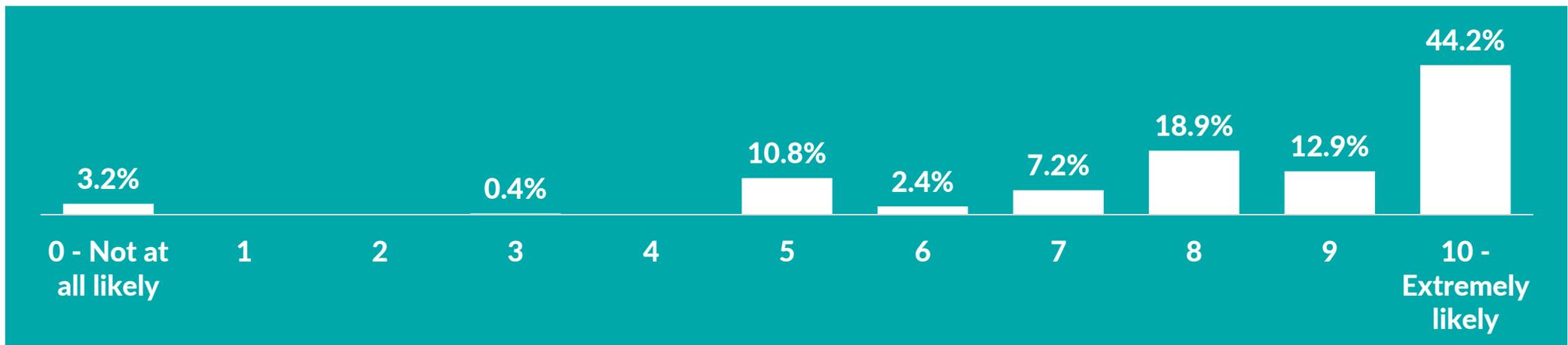


# Recommending Cottsway

Customers were also asked how likely they would be to recommend Cottsway to other people. This is a 0–10-point rating. Those who would recommend the organisation score 9 or 10, those that are unsure score 7 or 8 and those who wouldn't recommend them score 6 or below.

Almost six out of ten customers are happy to recommend Cottsway (57%), 26% are unsure and 17% would not recommend them, feeling more negative about the organisation.

The 'Net Promoter Score' for Cottsway (the percentage of those who would recommend Cottsway minus the percentage of those who would not) is 40.





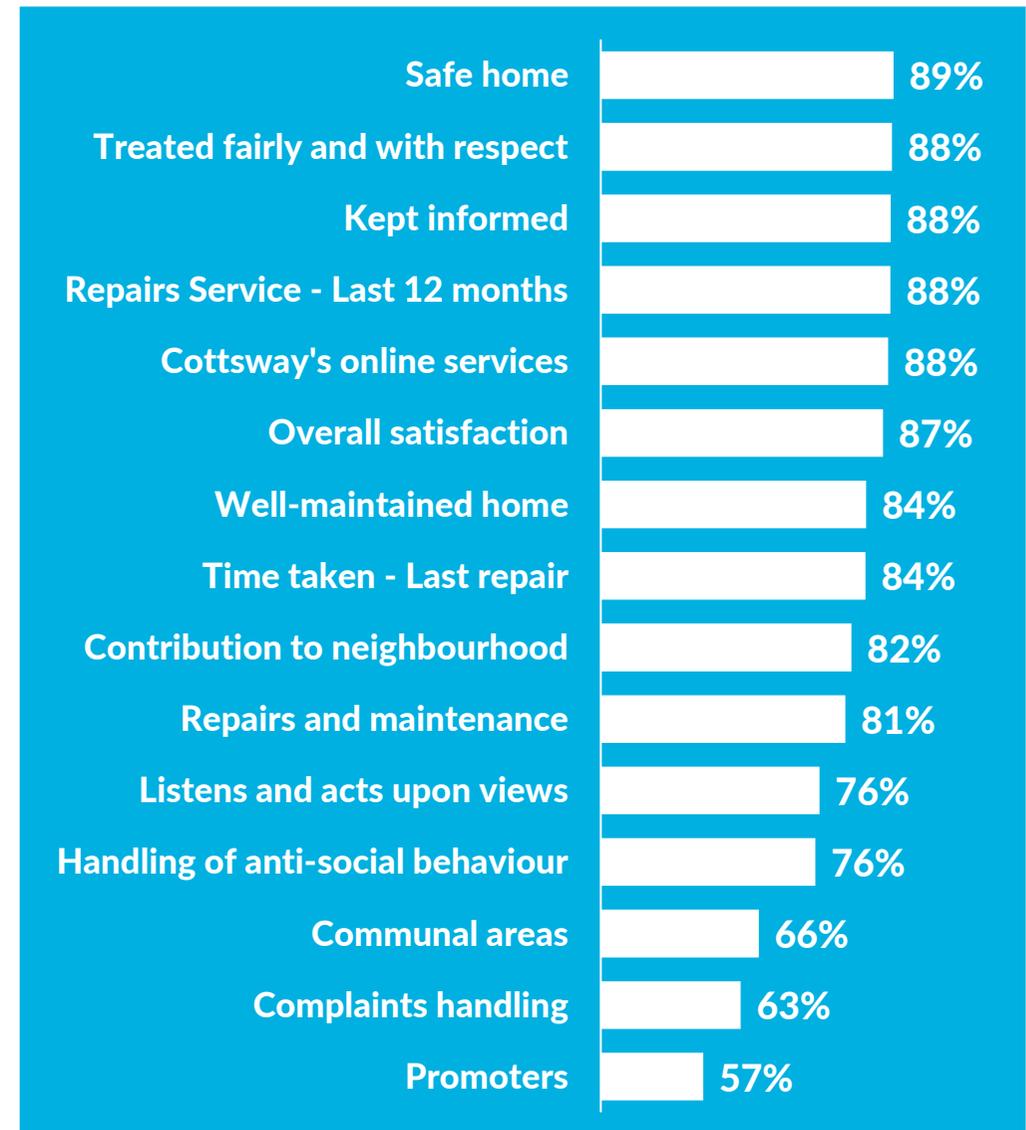
# Quarterly summary

When looking at all the ratings for Q3 23-24, customers are the most satisfied that they are provided with a safe home (89%), treated fairly and with respect (88%), kept informed (88%) and with the repairs service in the last 12 months (88%) and Cottsway's online services (88%).

Customers are also highly satisfied with the overall service provided by Cottsway (87%), that their homes are well-maintained (84%) and with the time taken to complete their most recent repair (84%).

Customers are the least satisfied with how complaints are handled (63%), followed by the upkeep of their communal areas (66%).

At least three-quarters of customers are satisfied with all the other measures in the survey.





# You say – we do

Carrying out this survey is just part of the work Cottsway does to involve customers in developing services. As well as publishing the results of the survey, Cottsway plans to put the findings to good use by working with customers to further improve the services provided.



**Publish findings to customers.**



**Use findings to plan and improve services, e.g., improve repairs, external maintenance, property improvements and communications.**



**Involve customers in shaping service improvements.**

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