Acuity
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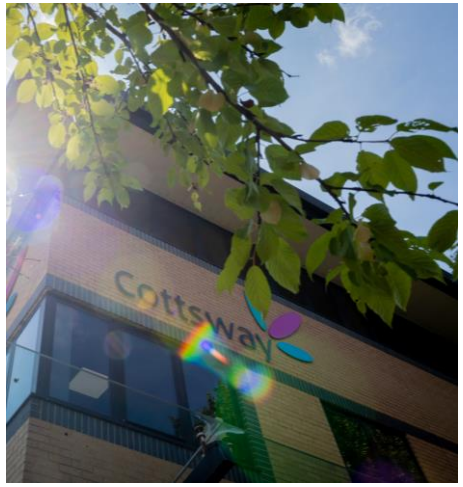
Cottsway

Post-transaction customer surveys

- Repairs
- Lettings
- Anti-social behaviour (ASB)
- Complaints
- New build

Annual summary 2024-25



About the survey

Acuity Research and Practice is an independent market research company. Between April 2024 and March 2025, we carried out a range of satisfaction surveys with customers who have had a 'transaction' with Cottsway, including a repair being carried out, moving into a new home, reporting anti-social behaviour and making a complaint.

These surveys find out how happy Cottsway's customers are with the delivery of key services.

They are designed to be a snapshot, and customers are chosen at random to take part. Sampling is used with quotas set to ensure the results represent the customer base.

The surveys are carried out by telephone, with 883 customers taking part in the repairs survey, 146 in the lettings survey, 57 in the complaints survey, 12 in the ASB survey and 24 in the new build survey, during 2024-25.

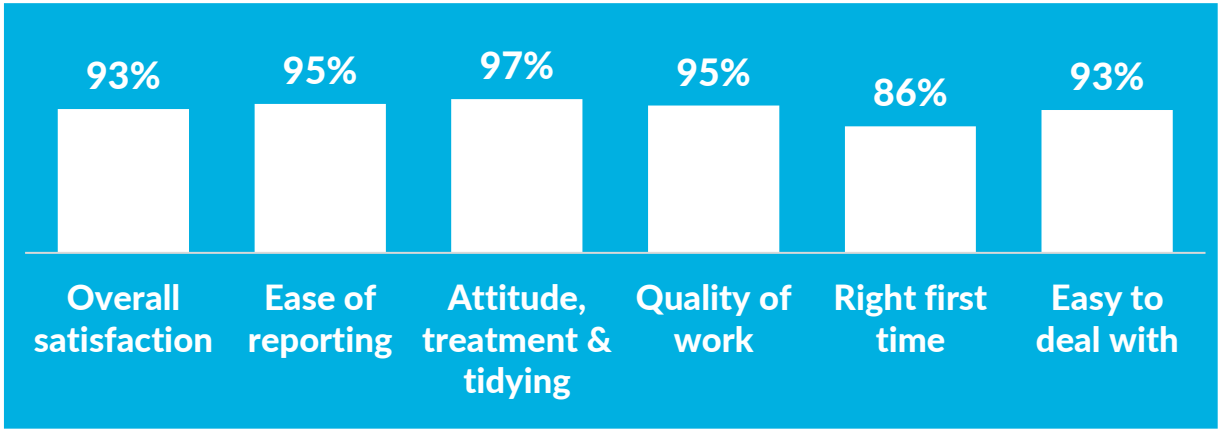
This report contains key results from the surveys with respect to customers' opinions about their homes and the services they receive. Transactional surveys are different to Tenant Satisfaction Measure (TSM) surveys, which are based on customer perception and help to give a wider understanding of customer satisfaction as required by the Regulator of Social Housing. See Cottsway's annual TSM results: www.cottsway.co.uk/TSM

Repairs

Over nine out of ten customers who had a repair are satisfied with the overall repairs service provided by Cottsway (93%).

Customers are the most satisfied with the worker's attitude, treatment of their home and tidying (97%), followed by the ease of reporting the repair (95%), the overall quality of the work (95%) and Cottsway being easy to deal with (93%).

Slightly fewer customers are satisfied with the repair being done right first time (86%).



Lettings

New tenants were asked, “Thinking about the lettings service, how satisfied or dissatisfied were you with the overall lettings process?”. Over nine out of ten customers are satisfied with the overall lettings process (94%).

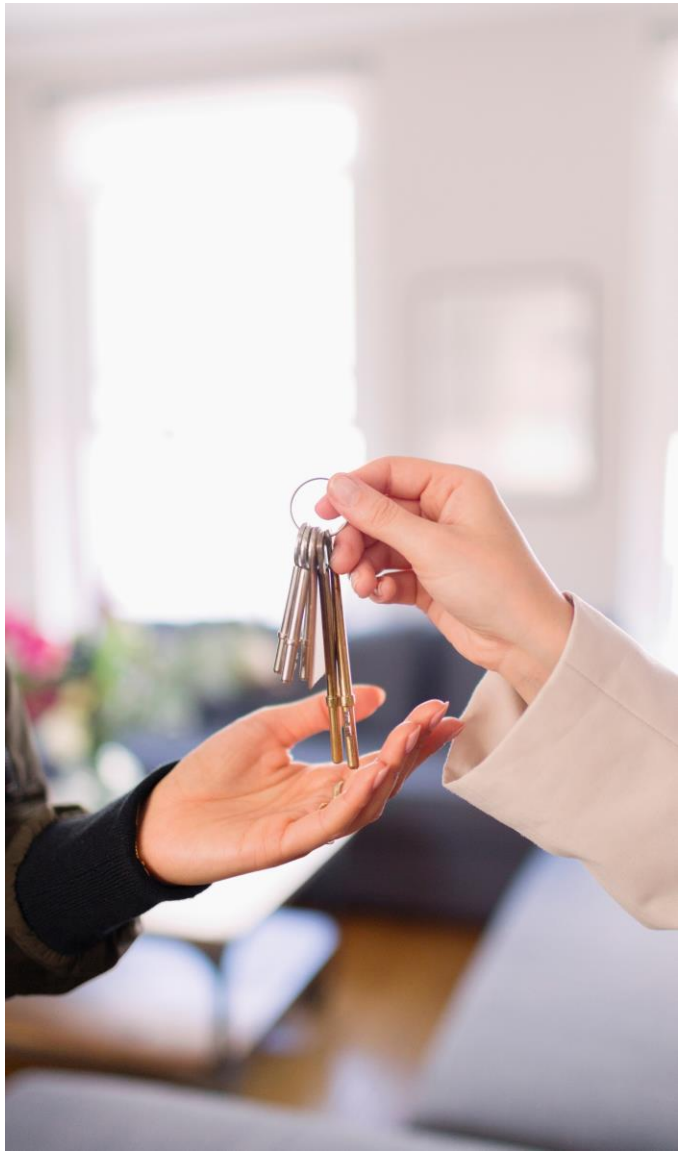
Customers are also highly satisfied that Cottsway is easy to deal with (96%) and with the helpfulness of staff dealing with their new tenancy (94%).

Slightly fewer customers are satisfied with the overall condition of their home at the time of letting (85%) and the way Cottsway dealt with any outstanding repairs when they moved into the property (79%).

Customers satisfied with the overall lettings process.

85%

Customers satisfied with the condition of their home.

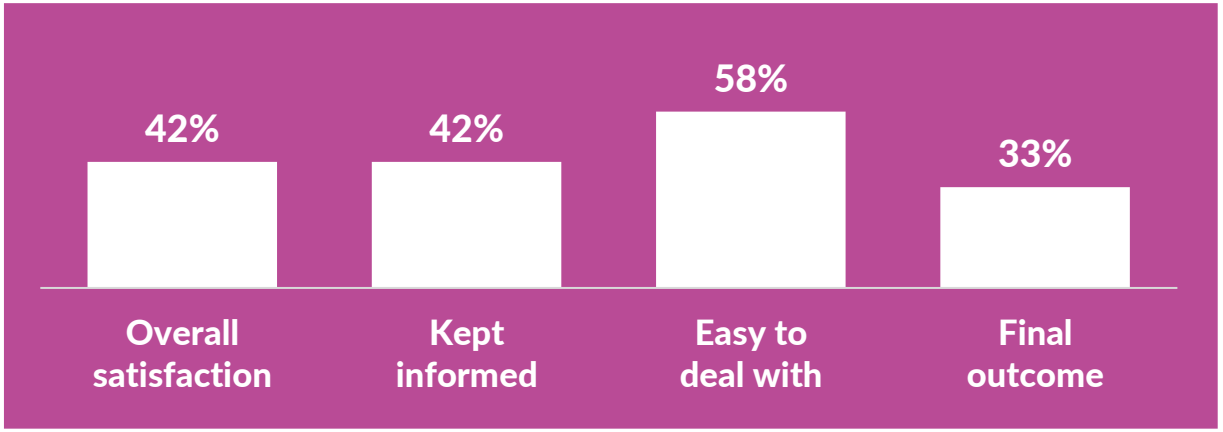


Anti-social behaviour

Around four out of ten customers who reported anti-social behaviour are satisfied with the way their complaint was handled, and with how well they were kept up to date with what was happening throughout their case (42%).

One-third of customers are satisfied with the final outcome of their anti-social behaviour complaint (33%).

More customers are satisfied that Cottsway is easy to deal with (58%).

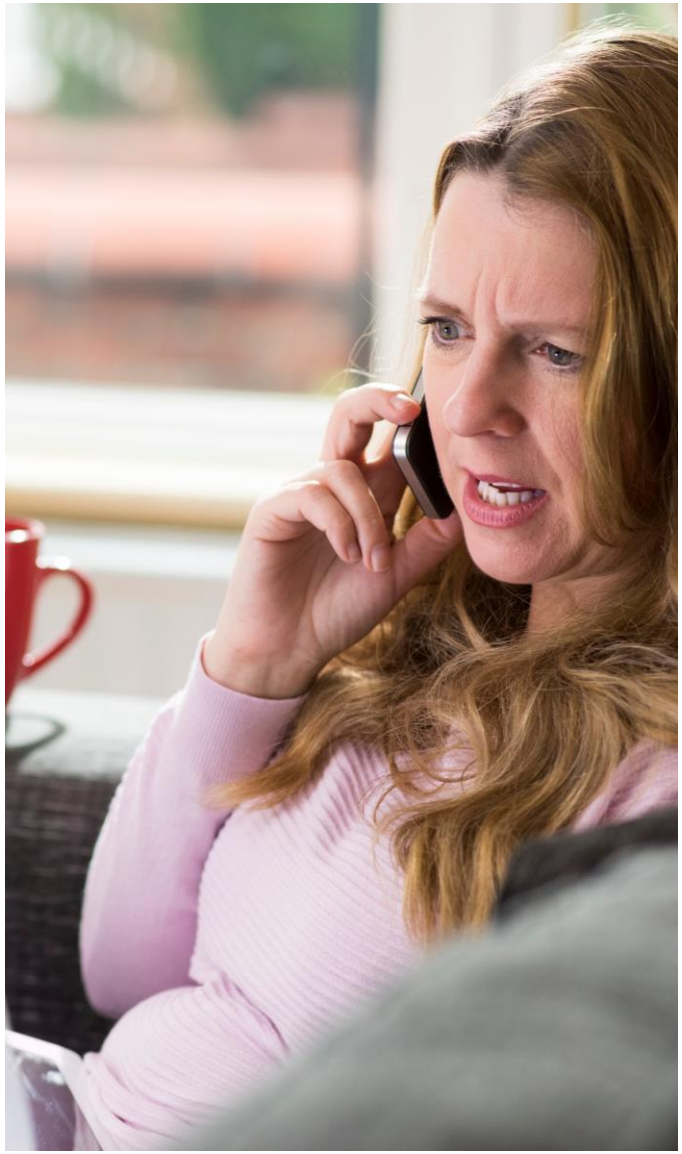


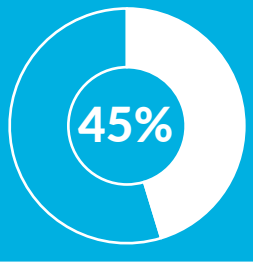
Complaints

Customers who have made a complaint to Cottsway are asked, “How satisfied or dissatisfied were you with the way Cottsway handled your complaint?”. Almost half of customers are satisfied (45%).

Four out of ten customers are satisfied with the final outcome of their complaint (41%), with slightly more satisfied that Cottsway is easy to deal with (47%).

Three out of ten customers who have used the complaints service would recommend it to other people who may need to use the service (31%).





Customers satisfied with how their complaint was handled.

47%

Customers satisfied that Cottsway is easy to deal with.

New build

Six out of seven new build customers are satisfied with the sales process (86%).

Around nine out of ten customers are satisfied with the service provided by Cottsway before they moved into their new home (88%), with 83% satisfied with the service provided now that they have moved into their home.

Slightly fewer customers are satisfied with the overall quality of their home (79%) and the contractor's performance in resolving any defects in their home (77%).

Finally, 58% of new build customers would recommend Cottsway to other people, with 25% unsure and 17% who would not.

86%

Customers satisfied with the service before they moved into their new home.

77%

Customers satisfied with the contractor's performance in resolving any defects.

Overall satisfaction summary

Below shows the overall satisfaction ratings for each of the transactional surveys carried out in 2024-25: repairs, lettings, ASB, complaints and new build.

93%

Customers satisfied with the overall repairs service provided by Cottsway.

72% would recommend the service to other people.

94%

Customers satisfied with the overall lettings process.

70% would recommend Cottsway's lettings service to other people.

42%

Customers satisfied with the way their ASB case was handled.

67% would recommend the ASB complaints service to other people.

45%

Customers satisfied with the way Cottsway handled their complaint.

31% would recommend the complaints service to other people.

86%

Customers satisfied with the overall sales process.

58% would recommend Cottsway to other people.

You say – we do

Carrying out these surveys is just part of the work Cottsway does to involve customers in developing services. As well as publishing the results of the surveys, 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, communications and complaints handling.

Involve customers in shaping service improvements.

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