

Customer feedback

October - December 2025

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 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.

	Service Requests	Resolved within 10 days	Resolved within 20 days	Compliments	Total
Feedback received	85	117	6	45	253

You said, we did

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



After some customers questioned their recharges after moving out, we now record videos instead of photos of empty properties (also known as void properties). Videos give a clearer view of each room and include areas like gardens and lofts. This helps us make sure the information we collect is fair, accurate, and easy for everyone to understand. It also gives us complete and reliable evidence.



Applicants told us that when they emailed us about their housing application, they were not sure what would happen next. To make this clearer, IT have set up an automatic reply for the lettings inbox. Now, when applicants email us, they receive a message explaining that it can take up to 5 working days for us to respond. This has helped reduce repeat emails and given applicants a clear timeframe, making it easier for everyone to know what to expect.

In your words



We received seven compliments this quarter from customers about their newly refurbished kitchens and bathrooms. One customer said, "I am over the moon with my new bathroom and wanted to pass on my thanks"



A customer praised their complaint handler, saying: "Thank you for staying in contact - you have been exemplary through all of this".

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