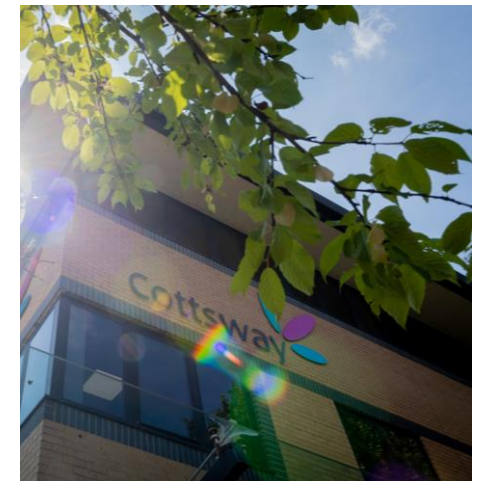


# Customer satisfaction survey



Quarter 2 2023-24



# About the survey

During August 2023, we carried out the second 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.

This survey is designed to be a snapshot and customers are chosen at random to take part. The surveys are anonymous and carried out by an independent market research company – Acuity Research and Practice.

The survey was carried out by phone and a total of 250 customers took part out of a possible 4,781. 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.

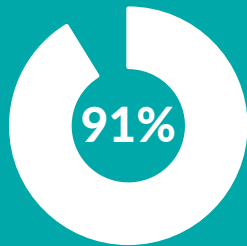


# Overall service and the home

Customers were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cottsway?”. Nine out of ten customers are satisfied with the overall service provided by Cottsway (91%).

Around nine out of ten customers are also satisfied that their homes are well-maintained (88%), and that Cottsway provides a home that is safe (91%). However, fewer customers are satisfied that Cottsway keeps the communal areas associated with their homes clean and well-maintained (76%).

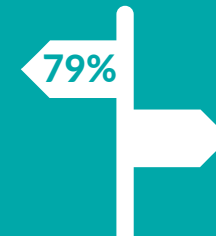
Eight out of ten customers are satisfied with Cottsway’s approach to handling anti-social behaviour (80%). A similar number of customers are satisfied that Cottsway makes a positive contribution to their neighbourhood (79%).



Customers satisfied with Cottsway’s overall service.



88%  
Customers satisfied their home is well-maintained (91% safe).



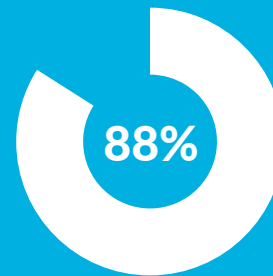
Customers satisfied with the contribution made by Cottsway to their neighbourhood.



# Repairs and maintenance

Just under nine out of ten customers are satisfied with the way Cottsway deals with repairs and maintenance (88%).

Of the 67% of customers that have had a repair carried out in their home by Cottsway in the last 12 months, 88% are satisfied with the repairs service during this period. Slightly fewer customers are satisfied with the time taken to complete their last repair (84%).



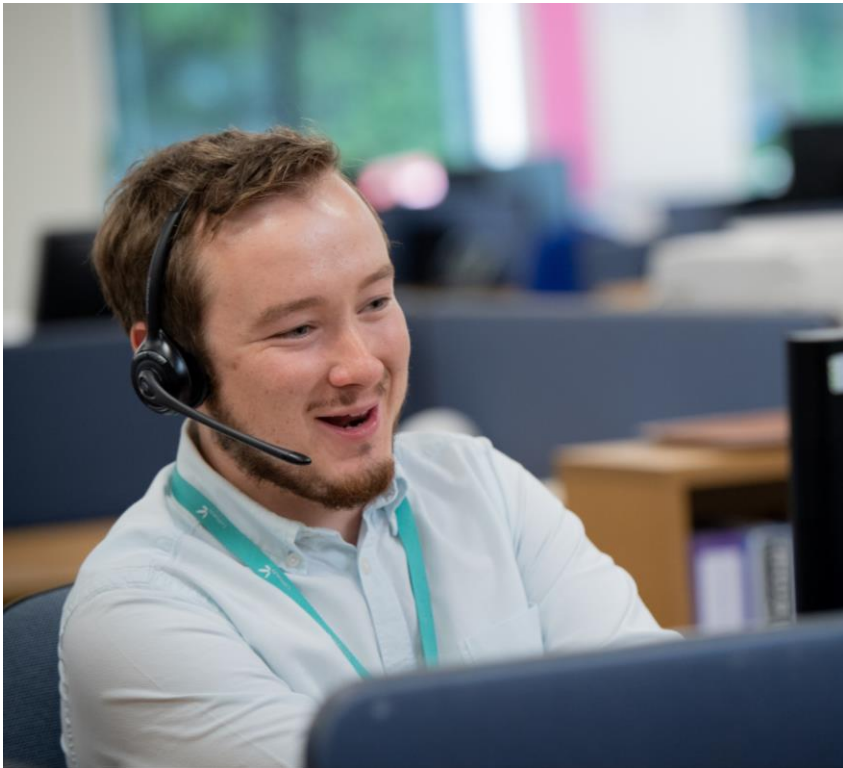
Customers satisfied with the repairs service they received in the last 12 months.



84%

Customers satisfied with the time taken to complete their most recent repair.





## Communications and engagement

Some 84% of customers feel that Cottsway listens to their views and acts upon them. While 93% of customers agree that Cottsway treats them fairly and with respect.

When asked if they are satisfied with how they are kept informed about things that matter to them, six out of seven customers are satisfied (86%).

One out of seven customers had made a complaint to Cottsway in the last 12 months (14%), and 49% of these customers are satisfied with Cottsway's approach to complaints handling.

Finally, 66% of customers use the internet and online services and 89% of these customers are satisfied with the online services provided by Cottsway.



Customers that use the internet and online services.



86%  
Customers satisfied that they are kept informed.

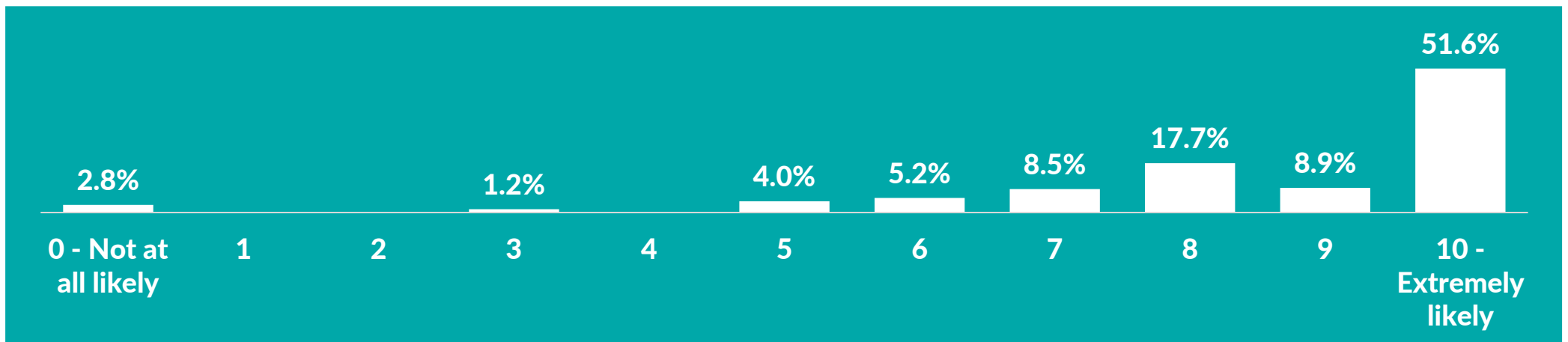


# Recommending Cottsway

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.

Six out of ten customers are happy to recommend Cottsway (60%), some 26% are unsure and 13% 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 47.





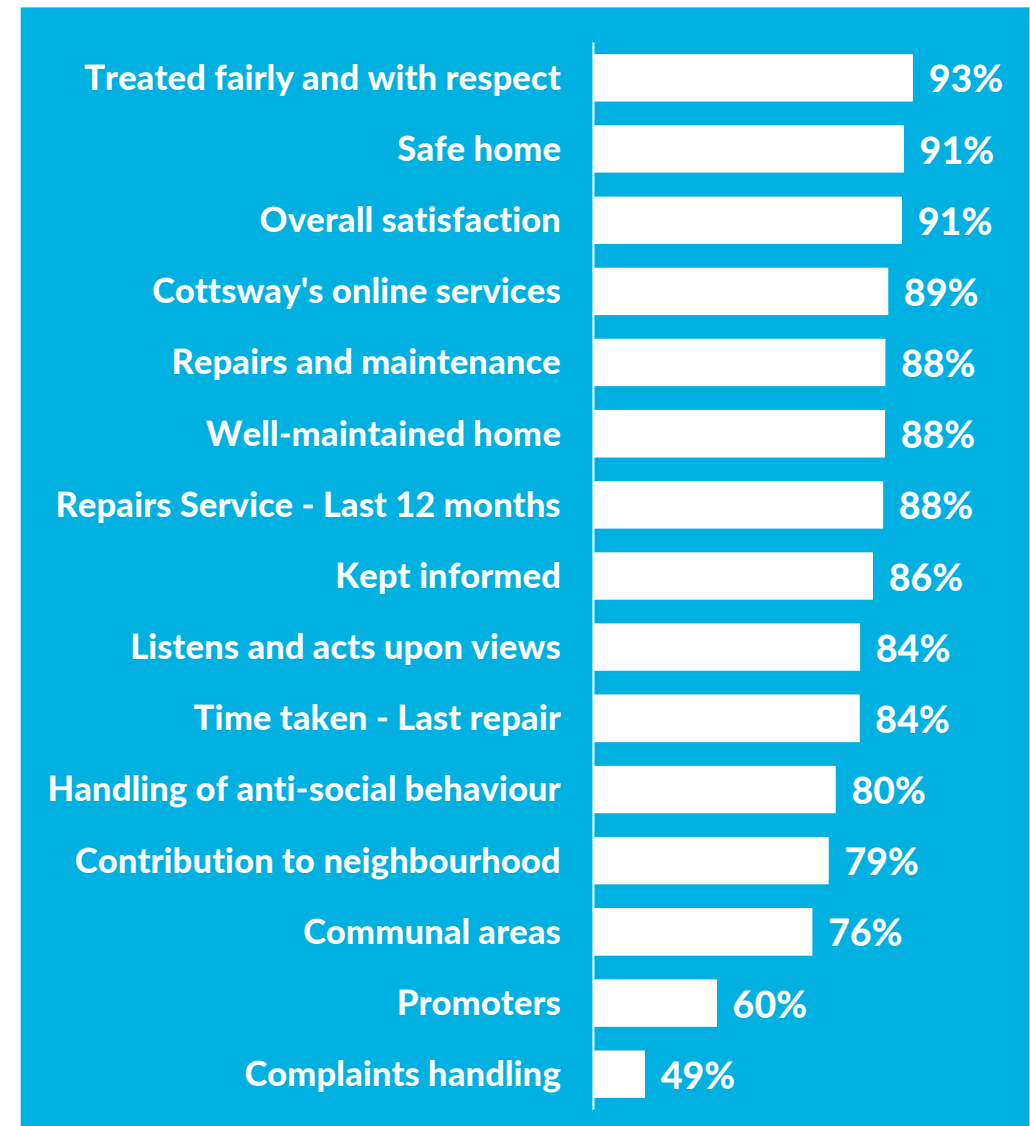
# Quarterly summary

When looking at all the ratings for Q2 23-24, customers are the most satisfied that they are treated fairly and with respect (93%), that they are provided with a safe home (91%) and with the overall service from Cottsway (91%).

Over eight out of ten customers are satisfied with how Cottsway deals with repairs and maintenance (88%), that their homes are well-maintained (88%) and with how they are kept informed (86%).

Customers are the least satisfied with how complaints are handled (49%), followed by the upkeep of their communal areas (76%) and the positive contribution made by Cottsway to their neighbourhood (79%).

At least four-fifths 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 they provide.



**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.**



Cottsway House  
Heynes Place  
Avenue Two  
Witney  
Oxfordshire OX28 4YG

[www.cottsway.co.uk](http://www.cottsway.co.uk)

T: 01993 890000

E: [contact@cottsway.co.uk](mailto:contact@cottsway.co.uk)

**Follow us on:**

Twitter, Facebook, LinkedIn and Instagram

