

## Our performance review: January to March 2023

Cottsway's Scrutiny Group regularly review our performance based on the customer feedback we receive and Cottsway's performance monitoring information. Here is a summary of the results for January to March (Q4).



**82%**

**of customers were happy**  
with the overall service provided by  
Cottsway



**68%**

**of people were satisfied**  
with our handling of anti-social  
behaviour reports



**94%**

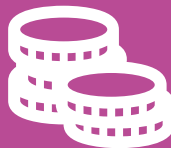
**of customers were happy**  
with how their repair  
request was dealt with



**30 days**  
**were taken to**  
**complete a repair**  
(on average)



**106** homes  
were let



**£237,383**  
was spent preparing 86  
homes to be re-let



**31** new homes  
were delivered



**41** customers  
were referred to the  
debt advice service