

Our performance review: January to March 2024



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 results for January to March (Q4).



85%

of customers were happy
with the overall service provided by
Cottsway



50%

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

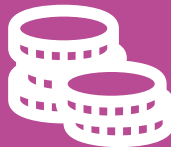


24 days

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



95 homes
were let



£161,269
was spent preparing 82
homes to be re-let



28 new homes
were delivered



29 customers
were referred to the
debt advice service