

Our performance review: October to December 2025



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 October to December 2025 (Q3).



89%

of customers were happy
with the overall service provided by
Cottsway



No ASB satisfaction surveys
were completed in Q3.



90%

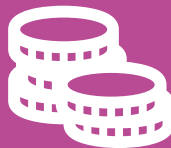
of customers were happy
with how their repair
request was dealt with



14 days
were taken to
complete a repair
(on average)



116 homes
were let



£290,872
was spent preparing 70
homes to be re-let



45 new homes
were delivered



20 customers
were referred to the
debt advice service