

# Our performance review: April to June 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 April to June (Q1).



**85%**

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



**53%**

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



**96%**

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

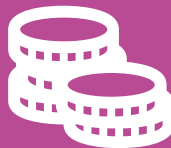


**27 days**

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



**103** homes  
were let



**£162,565**  
was spent preparing 61  
homes to be re-let



**40** new homes  
were delivered



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