Cottsway

Our report for the year

April 2025 to March 2026

What is in this report

Page 1 About us

Page 1 About this report

Page 2 Work we have done

Page 12 Our money

Page 13 Our plans for next year

Page 16 More information

About us

We are Cottsway.
We own nearly 6 thousand houses and flats.

13 thousand people live in these homes.

They pay us money called **rent** to live there.

About this report

This report tells you some of the things we have done this year.

And it says what we want to do next year.

Work we have done

Good and safe homes

9 in 10 people who live in our homes told us they are happy with Cottsway.

Most people are happy with our **repairs** service.

Repairs is when we fix things that are broken.

We have made a lot of our homes **energy efficient**.

An **energy efficient home** uses less gas or electricity to keep people warm in winter.

We make all our **emergency repairs** within 24 hours.

Emergency repairs is when we fix something quickly because it is dangerous.

Building new homes

We have built 205 new **affordable** homes this year.

Affordable homes means houses and flats that cost less money to rent or buy.

Supporting people who live in our homes

Most people feel safe in their homes.

Most people say they are treated fairly and with respect.

Most people say that they get information about things that matter to them.

Listening to what people tell us

We listen to the people who live in our homes.

The things they say help us to make our work better.

A lot of people said we listen to people's views and act on them.

We listened to people who were not happy with Cottsway.

The things they told us helped us to make things better.

Things like:

We gave our staff better training.

This helps staff know how to support the people who live in our homes.

We try to make repairs more quickly.

There is better support for people when someone dies.

There is better information for people who ask to live in 1 of our homes.

Making changes to people's homes

We put things in our homes to make them easier for people to use.

Things like:

- A shower people can walk into.

- Ramps for people who use wheelchairs.

- Rails to help people use steps or get around their home.

£288,000

This year we spent 2 hundred and 88 thousand pounds on things like these.

Energy efficient homes

Here are ways that we have made some of our homes more energy efficient this year.

We have put in new windows and doors.

We have put **insulation** in the walls and lofts.

Insulation is like a thick blanket.
It helps to keep heat in.

We have put **solar panels** on the roofs.

Solar panels turn light from the sun into electricity.

We have fitted **heat pumps**.

A **heat pump** is something that uses heat from the air outside to heat your home

Damp and mould

Damp happens when there is too much water in the air inside your home.

If walls, carpets and furniture get damp, **mould** can grow.

Mould usually looks like black dots or patches.

Damp and mould is very bad for people's health.

We have been working hard this year to stop damp and mould in people's homes.

If you think you have damp or mould in your home, you must tell us straightaway.

Phone us at:

01993 890 000

Helping our communities

Your **community** is the area you live in and the people who live there.

We are doing lots of things to support our local communities.

We run community clear-up days. These are days when people who live in our homes and staff work together.

They help to tidy up the local area.

We pay for projects that help children, young people, and their parents.

We work with other organisations to find homes for people who do not have a home.

We support local **food banks**.
A **food bank** is a place where people can get free food if they cannot afford to buy it.

We make sure that the areas around our homes are safe and clean.

We work with the police and other organisations to stop bad behaviour and noise problems.

We help people to pass on furniture they don't want any more.

We pass it on to people who do need it.

We offer people training about how to support people with their **mental health**.

Mental health is things like your thoughts, feelings and how you cope in everyday life.

Our money

Money we earned this year:

50 million pounds.

Money we spent this year:

31 million pounds.

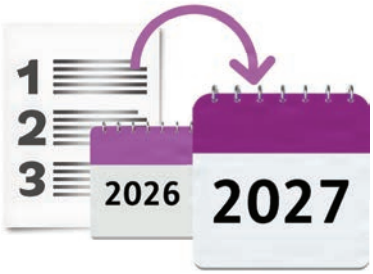
We spent just over 18 and a half million pounds on looking after our homes and fixing things.

Money we had left over:

5 and a half million pounds.

We used this money to build more homes.

Our plans for next year



Here are the main things we will do in 2026 to 2027:

We will spend over 20 million pounds to keep our homes safe and well looked after.

We will put new kitchens and bathrooms into lots of our homes.

We will build lots of new affordable homes.

We will make more of our homes energy efficient.

We will spend 55 thousand pounds on projects in local communities.

Other things we will do

We will find more ways to hear from people who live in our homes.

People will have more chance to have their say about our services.

We will make **shared areas** better in our homes.

Shared areas are places like:

- Hallways and stairs.

- Gardens and footpaths.

We will support a company called **Citizens Advice.**
They will help people look after their money.

We will keep supporting food banks.

We will make our **online** services easier to use.

Online means using the internet.

This is something you can use on a computer, phone or tablet.

More information

If you want to know more about our plan or have any questions, you can contact us:

Phone us:
01993 890000

Email us:
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