



Latest news: Autumn 2025

Neighbourhood update: Supporting you and your community

In our last update, we introduced Housing Officer Emma Walker (pictured), who has been actively working across much of the Cirencester area.



Emma and Liz Frost, who is the Housing Officer for Cricklade, have been supporting customers with tenancy matters, tackling anti-social behaviour, carrying out estate inspections to ensure they're well maintained, and letting vacant homes.

We'd love to hear your views on how communal areas are managed and welcome any ideas you have for improvement.



Upcoming estate inspections

The next quarterly Cirencester estate inspections - covering Charlotte House, Lavender Lane, Shepherds Way, Templeton House, Jefferies Court, Vyners Close and Wilbur House - will take place on:

- Tuesday 9 December 2025 (afternoon)
- Tuesday 10 March 2026 (afternoon)

The next annual estate inspection at Jenners Yard in Cricklade will take place on:

- Tuesday 27 January 2026 (morning)

If you'd like to join Emma or Liz on any of these inspections, please let us know.



Community drop-in event coming soon

We're also working with the local police to give extra support and deal with more complex issues together.

A community drop-in session is being planned, run jointly with the neighbourhood police team. This will be a chance for you to speak with us directly, share any concerns, and tell us your ideas for improving your area.

Over the next few months, Emma (or Liz if you live in Cricklade) will be getting in touch with you to talk about your area / estate. They'll be asking for your feedback and suggestions, and will also share details about the drop-in session when they contact you. It's a great way to get involved and have your say.

Help us support you with your tenancy

To provide you with the best support, we'd like to know a bit more about your household. You can update your details online, and if you need any assistance completing the form digitally, we're here to help.

- www.cottsway.co.uk/householdinformation
- 01993 890000

It will only take around 10-15 minutes to do this, depending on how many people live in your home - just make sure you have everyone's details to hand, including the date of birth and National Insurance number for those named on your tenancy agreement.

Have you registered for My Cottsway?

You can report some routine repairs, make and view rent payments, set up Direct Debits and update your contact details online. Scan the QR code or visit:



- www.cottsway.co.uk/mycottsway

To register, you'll need your agreement reference and an email address on our records. If you don't know your agreement reference, please get in touch.

Pledge update: Keeping you informed

PROMISE 1: Cirencester Legacy Fund

We had a busy summer! Together with residents, we filled six skips during community clear-up days in Vyners Close, Shepherds Way and Bowling Green Road – also giving the areas a good tidy-up with litter picking. Thanks to everyone who took part.



In August, we also joined the Heart Safe Family Fundraiser community event and enjoyed meeting some of you - our free craft activities were a hit.

The community clear-up days were part-funded by Cottsway and partially through the Legacy Fund. So far, we've spent £1,315 of the £10,000 Legacy Fund, with £8,685 still available for local projects. Current priorities include:

1. Community clear-up days
2. Improving green spaces
3. Other (various suggestions received)
4. Community events and trips

Get involved

Would you like to help decide how the Legacy Fund is used in your community?

- Join our online meeting at 6pm on 18 November
- Be part of a small customer group to help choose how the fund is spent.

For more information, or to take part and share your ideas, call us or email: communities@cottsway.co.uk

We've also drafted a Community Engagement Plan to guide how the fund will be used, and we'd love your feedback. You can read it online at:


- www.cottsway.co.uk/CEP


We'll send you a link to a short online survey so you can share your thoughts on the plan. Look out for a text or email in the next few days. If we don't have your mobile number or email, we'll give you a call instead.


Take the survey and you could win a £25 gift card!

PROMISE 2: How we're performing

Our latest results from Tenant Satisfaction Measure (TSM) surveys, carried out independently on our behalf between July-September, show:

 **88%** of customers were satisfied with our services overall.

 **92%** were satisfied with the repairs service received in the past 12 months.

 **88%** were satisfied with the time taken to complete their most recent repair.

These are some highlights from our latest customer surveys. We share results quarterly, and our 2024-25 annual results have been submitted to the Regulator of Social Housing. Our recent customer voice report shows how feedback is helping us improve. Learn more at:

- www.cottsway.co.uk/TSM

PROMISE 3: Planned maintenance and component replacements

All our homes meet the Government's Decent Homes Standard, and over the past year we carried out 100% of all essential health and safety checks, including gas, electrical, and fire safety.

Since April, we've carried out 28 more stock condition surveys – this means that almost all homes have now been surveyed, including 20 blocks of flats and maisonettes. Thank you for giving access to your homes for these important checks and a reminder of how essential this is; for safety, and to help us plan future improvements.

Based on these surveys, planned maintenance is ongoing and we're now over halfway through window replacements at Jefferies Court, Lavender Lane, and Chester Mews, with front or rear door updates at 16 homes due by spring 2026.

Update on non-traditional homes

Specialist surveys confirmed the 17 'Easiform' concrete homes on Bowling Green Road and Shepherds Way will last 30+ more years. Improvements include:

- Gas boilers being upgraded to modern air source heat pumps (currently under way);
- New doors and windows (starting next);
- External wall insulation (due to start early next year).

We're keeping the customers living in these homes informed at each step of this major project.