# Customer feedback

## July – September 2026

## Your feedback is helping us to learn and improve

We are always keen to know your views so that we can put things right when they go wrong and continually improve our services to you.

We respond to issues raised with us quickly as we can and monitor all feedback. Please see www.cottsway.co.uk/complaints for more details on how we deal with your feedback. We produce this summary quarterly to help keep you informed about the feedback we receive and what we are doing about it.

| | Service requests | Stage 1 complaints | Stage 2 complaints | Compliments | Total |
|---|---|---|---|---|---|
| **Feedback received** | 62 | 133 | 23 | 34 | 252 |

## You said, we did

Here's just a few ways we have made changes to our services following your feedback:

| | |
|---|---|
| | Updated our end-of-tenancy pack to clearly explain which decoration colours are acceptable before customers return their keys.<br><br>Introduced a new step to help us close accounts sooner and notify customers of any outstanding balances or credits.<br><br>Updated our system reports so teams can easily see customers' contact preferences. |

## In your words

| | |
|---|---|
| | "Your team were great and very helpful and sent a team round and fixed it the same day, great service. Thanks to all." |
| | "Thank you for being helpful landlords as you really have been brilliant with helping me!" |

## We are listening. Please get in touch to let us know your views.

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