Cottsway

Tenant Satisfaction Measures 2025 to 2026

Showing you how well we are doing

About this report

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

There are rules we must follow when people live in our homes.

The rules help us to make sure we give people good homes and services.

The rules say we must show how well we are doing every year.

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There are 2 important things we must do:

1. Ask people who live in our homes what they think about our services.

2. Tell people about important things we must do.

   Things like dealing with problems and fixing things.

We must share this information with people who live in our homes.

It helps them to see what we are doing well and what we need to do better.

It also helps us to make our services better in the future.

What people told us

Last year, more than 1 thousand people answered our questions.

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

Good and safe homes

Nearly everyone said they were happy with our **repairs** service.
Repairs is when we fix things that are broken.

Most people said they were happy with how quickly we fixed things.

Most people think that we take good care of their home.

Nearly everyone said they feel safe in their home.

Supporting people who live in our homes

A lot of people think that we listen to their views and act on them.

Most people said we tell them about important things they need to know.

Nearly everyone said we treat them fairly and with respect.

Less people were happy with how we deal with **complaints**.

A **complaint** is when someone tells us they are unhappy about something.

Looking after the local area

A lot of people think that **shared areas** are clean and well looked after.

Shared areas are places like:

- Hallways and stairs.

- Gardens and footpaths.

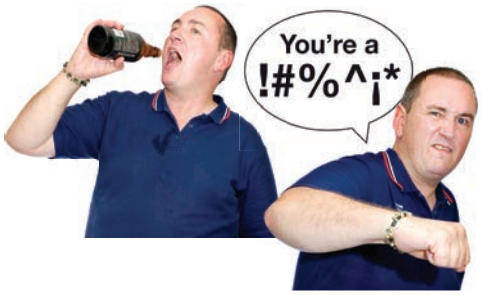
Most people said Cottsway helps to make their local area a better place to live.

A lot of people were happy with how we deal with **anti-social behaviour**.

Anti-social behaviour are things like:

- Noise that happens a lot like loud music or dogs barking all the time.

- People writing and drawing on walls and buildings.



- People who are drunk or angry towards other people.

Important things we must do

We must deal with complaints

There are 2 stages that can happen when someone makes a complaint.

Stage 1

We will look at your complaint.

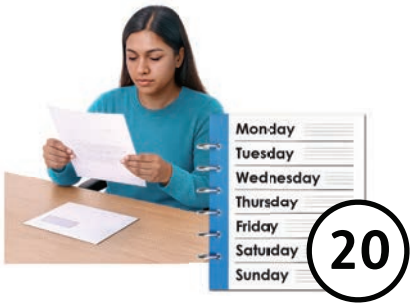
We will try to sort it out within 10 days.

Stage 2

If someone is still not happy, 1 of our bosses will look at the complaint.

They will try to find out why you are still unhappy.

They will look at what Cottsway has done to put things right.



They will write to you within 20 days to let you know what they found out.

In the last year, people made some stage 1 complaints.

We dealt with all of these complaints within 10 days.

Less people made stage 2 complaints.

We dealt with all of these complaints within 20 days.

We must deal with anti-social behaviour

In the last year there was some anti-social behaviour.

We only had to deal with **hate crime** once.

A **hate crime** is when people treat you badly or unfairly because of things like:

- A disability.

- The colour of your skin.

- Your religion.

We must meet the Decent Homes Standards

Standards are a bit like rules.

The Decent Homes Standards are rules about making sure a home is good and well looked after.

All of our homes meet the Standards.

We must make repairs on time

We try to fix **emergency repairs** within 24 hours.

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

Things like no water or electricity.

We try to make **urgent repairs** within 5 days.

Urgent repairs are things that need fixing quickly.

But they are not as serious as emergency repairs.

An urgent repair could be when you cannot get any hot water from your tap.

We try to make most other repairs within 20 days.

Some repairs might take longer.

We made all of our emergency repairs on time.

We made a lot of our urgent and other repairs on time.

We must help to keep people safe

In the last year, we have done these safety checks.

We have done checks to make sure gas is safe to use.

We have done checks to help keep people safe from fire.

We have done checks to make sure the water is safe to use and drink.

We have done checks to make sure lifts are safe to use.

We have done checks to keep people safe from **asbestos**.

Asbestos is something that used to be put in buildings.

It is bad for your health if you breathe it in.

More information

If you want to know more about what people told us, you can contact us:

Phone us:
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Email us:
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