

# Our performance review: July to September 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 results for July to September (Q2).



**91%**

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



**56%**

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



**92%**

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

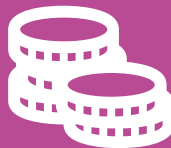


**24 days**

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



**134** homes  
were let



**£192,322**  
was spent preparing 71  
homes to be re-let



**63** new homes  
were delivered



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