

Our performance review: April to June 2024

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 April to June (Q1).



85%

of customers were happy
with the overall service provided by
Cottsway



0%*

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



91%

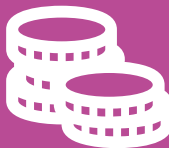
of customers were happy
with how their repair
request was dealt with



27 days
were taken to
complete a repair
(on average)



105 homes
were let



£198,545
was spent preparing 53
homes to be re-let



57 new homes
were delivered



17 customers
were referred to the
debt advice service

**Based on only three responses in Q1, all dissatisfied.*