

Customer feedback

October - December 2024

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.

	Feedback only	Resolved within 2 days	Resolved within 10 days	Compliments	Total
Feedback received	14	31	5	16	66

In your words



Customer called to say he was very happy in his flat and that Cottsway are always on top of repairs. He also commented that he has not seen anything that he has been unhappy with in the 3 years since he has been with us: "I am very happy and pleased to be a Cottsway customer."



Brilliant service reporting fault and Cottsway attending and fixing within 2 hours.



Customer contacted customer services to praise the actions of a Cottsway operative who assisted the customer with a 98-year-old lady who had fallen over. Operative stayed with the customer, helping to lift the elderly lady while waiting for the emergency services. Customer was full of praise for the kind actions undertaken by the operative who was working nearby.

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