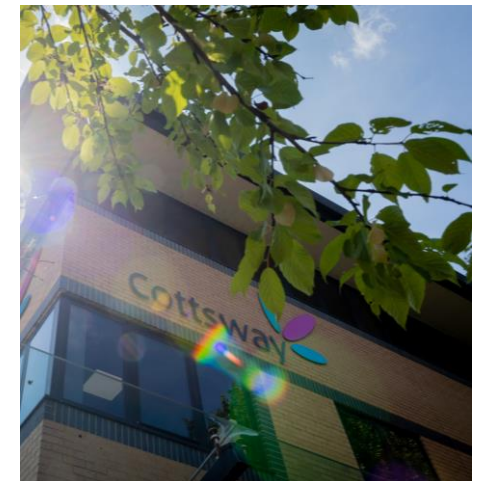


Customer satisfaction survey



Quarter 1 2023-24



About the survey

During May 2023, we carried out the first of four surveys that will take place during 2023-24, to find out how happy our customers are with the way Cottsway delivers key services and maintains their homes.

This survey is designed to be a snapshot and customers are chosen at random to take part. The surveys are anonymous and carried out by an independent market research company – Acuity Research and Practice.

The survey was carried out by phone and a total of 251 customers took part out of a possible 4,739. The aim is to complete around 1,000 interviews a year.

This report contains key results from the survey in respect of customers' opinions about their homes and the services they receive.

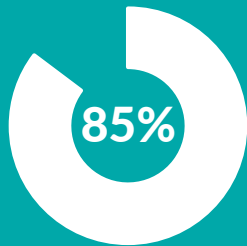


Overall service and the home

Customers were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cottsway?”. Over eight out of ten customers are satisfied with the overall service provided by Cottsway (85%).

Around four-fifths of customers are satisfied that their homes are well-maintained (82%), while slightly more are satisfied that Cottsway provides a home that is safe (89%). However, fewer customers are satisfied that Cottsway keeps the communal areas associated with their homes clean and well-maintained (78%).

Around three-quarters of customers are satisfied that Cottsway makes a positive contribution to their neighbourhood (74%). A similar number of customers are also satisfied with Cottsway’s approach to handling anti-social behaviour (76%).



Customers satisfied with Cottsway's overall service.



82%
Customers satisfied their home is well-maintained (89% safe).



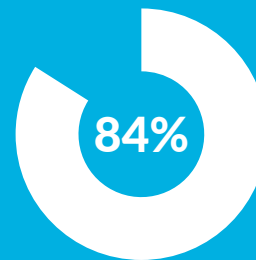
Customers satisfied with the contribution made by Cottsway to their neighbourhood.



Repairs and maintenance

Over eight out of ten customers are satisfied with the way Cottsway deals with repairs and maintenance (84%).

Of the 65% of customers that have had a repair carried out in their home by Cottsway in the last 12 months, 84% are satisfied with both the service they received, and the time taken to complete their last repair.



Customers satisfied with the repairs service they received in the last 12 months.



84%

Customers satisfied with the time taken to complete their most recent repair.



Communications and engagement

Some 77% of customers feel that Cottsway listens to their views and acts upon them. While 90% of customers agree that Cottsway treats them fairly and with respect.

When asked if they are satisfied with how they are kept informed about things that matter to them, four-fifths of customers are satisfied (81%).

Around a fifth of customers had made a complaint to Cottsway in the last 12 months (17%), and 44% of these customers are satisfied with Cottsway's approach to complaints handling.

Finally, 67% of customers use the internet and online services and 90% of these customers are satisfied with the online services provided by Cottsway.



67%
Customers that use the internet and online services.



81%
Customers satisfied that they are kept informed.

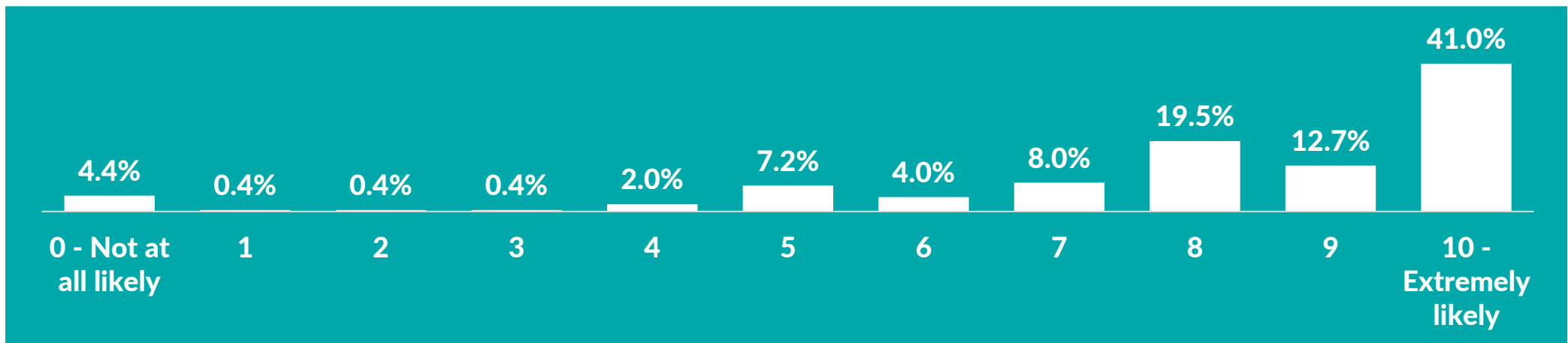


Recommending Cottsway

Customers were also asked how likely they would be to recommend Cottsway to other people. This is a 0–10-point rating. Those who would recommend the organisation score 9 or 10, those that are unsure score 7 or 8 and those who wouldn't recommend them score 6 or below.

Over half of customers are happy to recommend Cottsway (54%), some 27% are unsure and 19% would not recommend them, feeling more negative about the organisation.

The 'Net Promoter Score' for Cottsway (the percentage of those who would recommend Cottsway minus the percentage of those who would not) is 35.





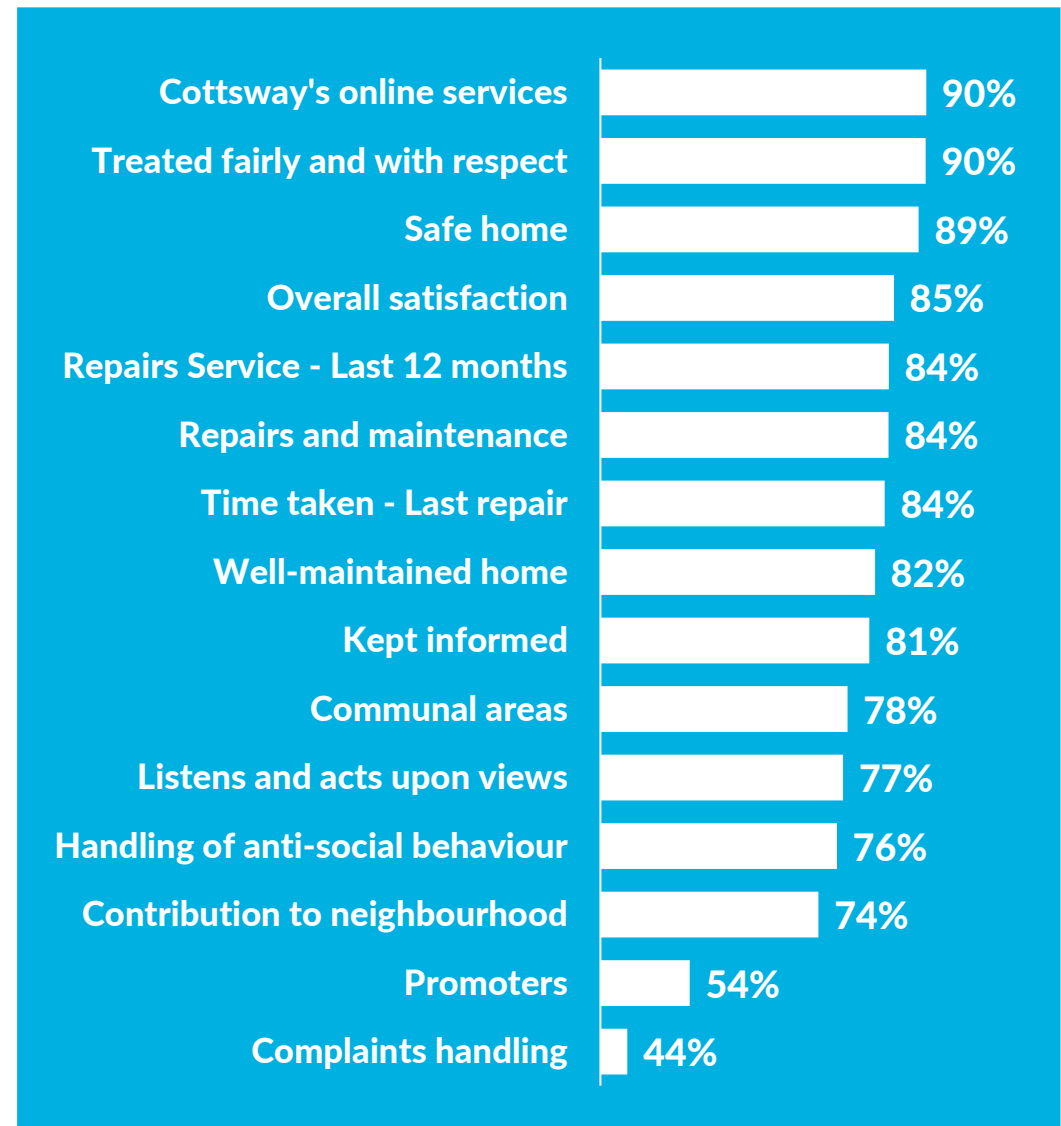
Quarterly summary

When looking at all the ratings for Q1 23-24, customers are the most satisfied with Cottsway's online services and that they are treated fairly and with respect (both 90%).

Over eight out of ten customers are satisfied with the overall service provided by Cottsway (85%) and that their homes are safe (89%) and well maintained (82%).

Customers are the least satisfied with how complaints are handled (44%) and the positive contribution made by Cottsway to their neighbourhood (74%).

At least three-quarters of customers are satisfied with all the other measures in the survey.





You say – we do

Carrying out this survey is just part of the work Cottsway does to involve customers in developing services. As well as publishing the results of the survey, Cottsway plans to put the findings to good use by working with customers to further improve the services they provide.



Publish findings to customers.



Use findings to plan and improve services, e.g., improve repairs, external maintenance, property improvements and communications.



Involve customers in shaping service improvements.

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