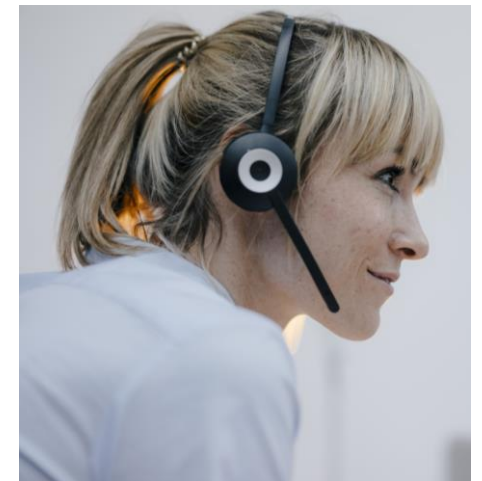


# Customer satisfaction survey



**Quarter 4 & Annual 2022-23**



# About the survey

During February and March 2023, we carried out the final of four surveys that have taken place during 2022-23, 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 254 customers took part out of a possible 4,739. The aim was to complete around 1,000 interviews for the year and in total 1,007 were completed during 2022-23.

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?”. Just over four-fifths of customers are satisfied with the service provided by Cottsway (82%).

Again, around four-fifths of customers are satisfied that their home is well-maintained (81%), while a similar number of customers are satisfied that Cottsway provides a home that is safe (83%). However, significantly fewer are satisfied that Cottsway keeps the communal areas associated with their homes clean and well-maintained (71%).

Around seven out of ten customers are satisfied that Cottsway makes a positive contribution to their neighbourhood (72%). While fewer are satisfied with Cottsway’s approach to handling anti-social behaviour (63%).

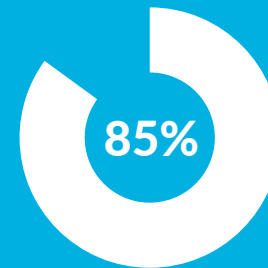




## Repairs and maintenance

Eight out of ten customers are satisfied with the way Cottsway deals with repairs and maintenance (79%).

Of the 74% of customers who have had a repair carried out in their home by Cottsway in the last 12 months, 85% are satisfied with the service they received and 81% are satisfied with the time taken to complete their last repair.



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



81%

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



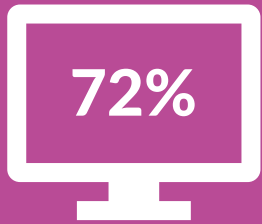
## Communications and engagement

Some 69% of customers feel that Cottsway listens to their views and acts upon them. While 83% 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 (80%).

A fifth of customers had made a complaint to Cottsway in the last 12 months (20%), and 30% of these customers are satisfied with Cottsway's approach to complaints handling.

Finally, 72% of customers use the internet and online services and 83% of these customers are satisfied with the online services provided by Cottsway.



Customers that use the internet and online services.



80%  
Customers satisfied that they are kept informed.



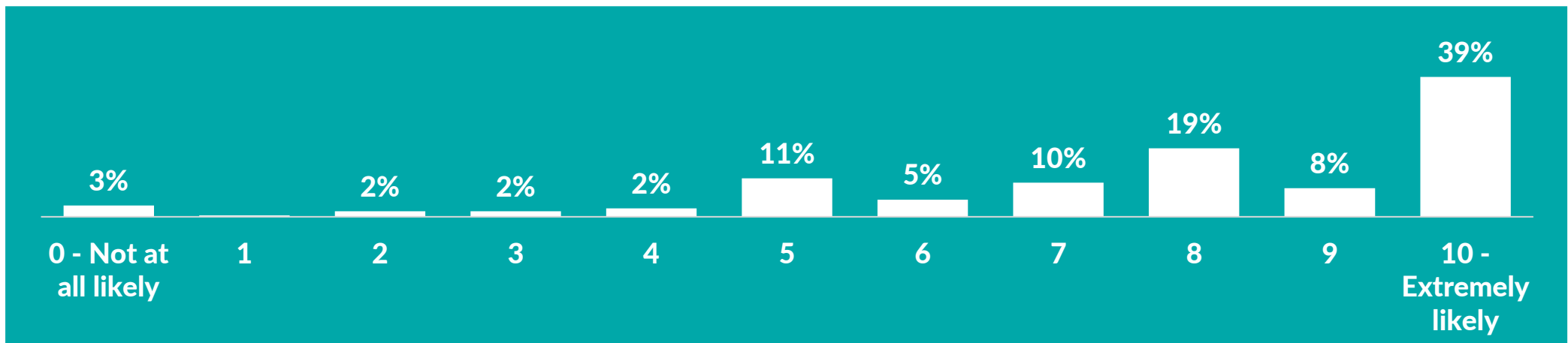


# Recommending Cottsway

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 unsure score 7 or 8 and those who wouldn't recommend them score 6 or below.

Just under half of customers are happy to recommend Cottsway (47%), some 29% are unsure and 25% would not recommend them, feeling more negative about the organisation.

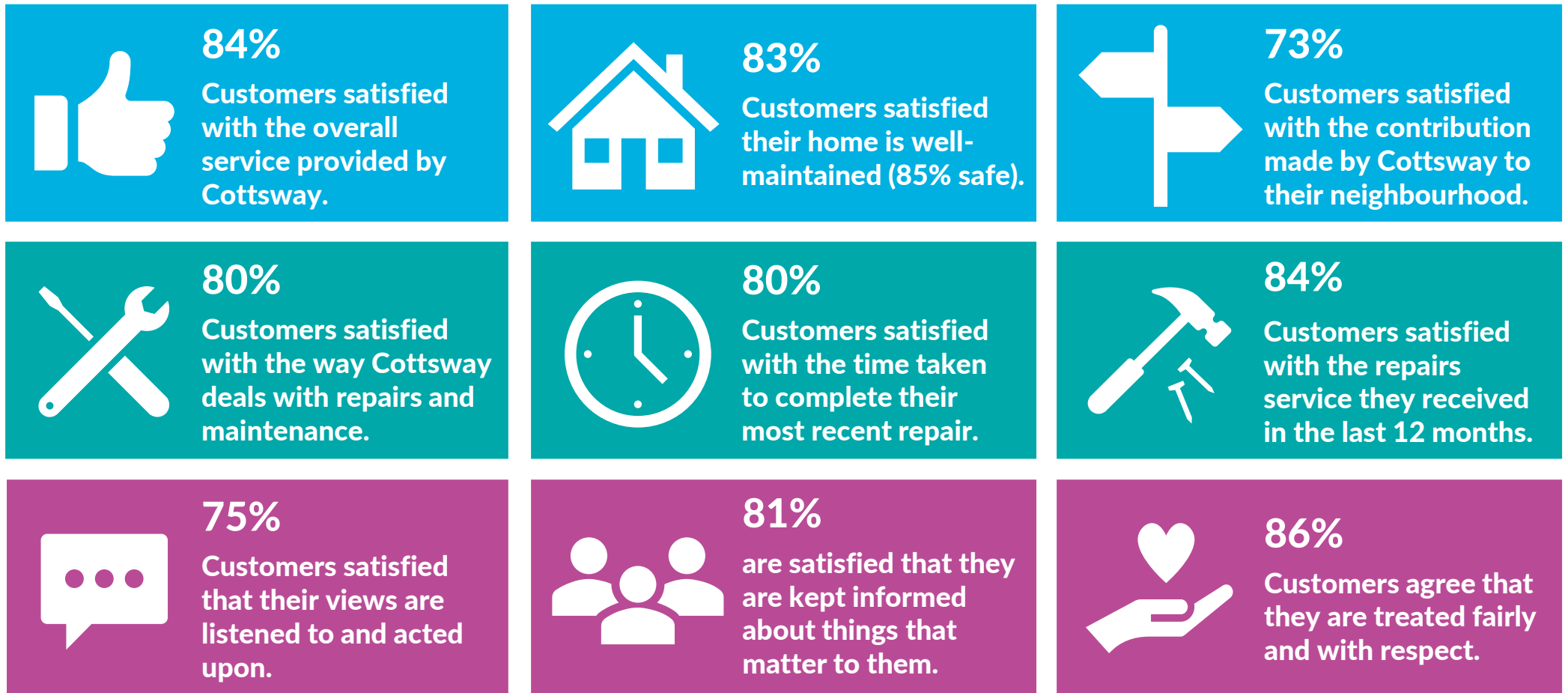
The 'Net Promoter Score' for Cottsway (the percentage of those who would recommend Cottsway minus the percentage of those who would not) is 22.





# Annual summary

Below shows the combined ratings for all four surveys carried out in 2022-23, for many of the key services.





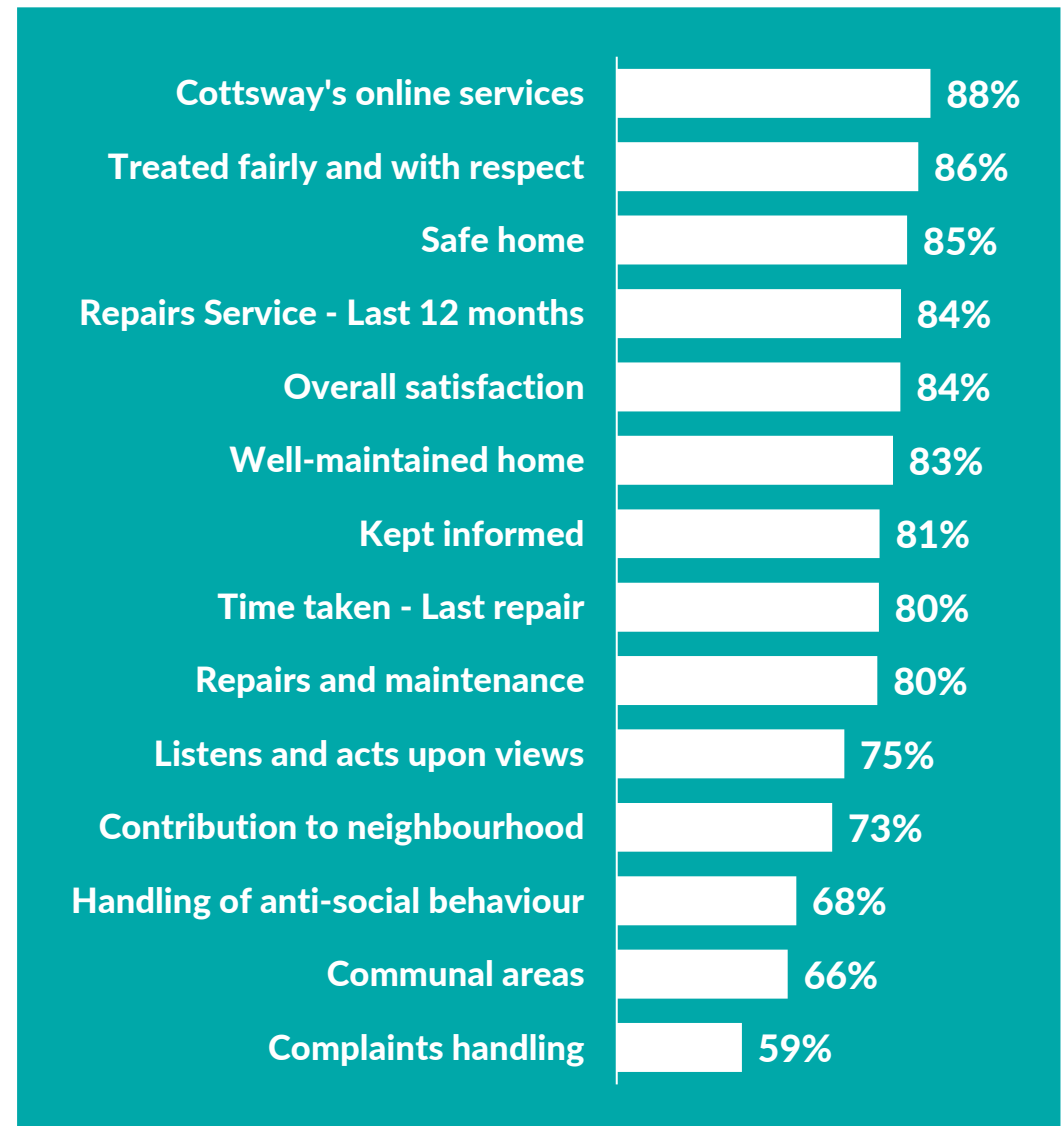
# Annual summary

When looking at all the combined results for 2022-23, customers are the most satisfied with Cottsway's online services (88%). While across the year 86% of customers agree that they are treated fairly and with respect.

Over four-fifths of customers are also satisfied with the overall services provided (84%) and that their homes are safe (85%) and well maintained (83%).

Customers are the least satisfied with how complaints are handled (59%), the cleaning and maintenance of their communal areas (66%) and Cottsway's approach to handling anti-social behaviour (68%).

At least seven out of ten customers are satisfied with the other services.







# 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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