

Customer feedback

July – September 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 as 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.

	Service request	Resolved within 10 days	Resolved within 20 days	Compliments	Total
Feedback received	84	68	8	48	208

You said, we did

Here's a way we have made changes to our services following your feedback:



Following a complaint about the cost of the recharges when moving out of the property, we have added more detail on what we expect to be removed from a home at the end of a tenancy to both the tenancy pack and our termination letter.



To enhance applications for our assisted gardening scheme, we now ask customers to confirm if their garden is accessible as part of the eligibility criteria questionnaire. This helps ensure our contractor can carry out the garden maintenance work, even if the customer is not home.

In your words



A customer was very happy with a wet room installation as part of our aids and adaptations work at their home. Our operatives were praised for going above and beyond when the customer had a fall and they administered first aid while on site. The new walk-in shower "has been life changing."



Compliment for the Tenancy support and Welfare Officer who has assisted the customer in arranging a hospital bed and coverless duvet which "makes so much difference, legs are not in spasm so sleep better, easier getting in and out of bed - the duvet is amazing and feels like I have got proper bedding. Thank you, thank you, thank you."

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