Customer feedback

April - June 2025

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.

	Service Requests	Resolved within 10 days	Resolved within 20 days	Compliments	Total
Feedback received	48	83	5	33	169

You said, we did

Here's just a couple of ways we have made changes to our services following your feedback:

We've added two new webpages to make our procedures easier to understand:

- Useful documents and policies – a quick link to the information we're most often asked about.
- If we need to move you (decants) – information about what happens if we need to move you to another home, and how we'll support you through the process.

In your words

"Thank you for all you've done to this house since I moved in - new windows and doors air source heating, new kitchen new bathroom amongst other things."

Elderly customers daughter called to thank a particular customer service advisor who was described as "helpful, efficient and brilliant at updating her and made a tough time a lot easier." The daughter said she was extremely grateful.

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

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