Customer feedback

July – September 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	66	80	5	32	183

You said, we did

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

To help improve communication, our Assets team have assisted Customer Services with fence and boundary queries where we share responsibility with a private owner. The team have sent letters and are creating a library of template letters to help manage any future contact we get which will assist with response timeframes, better manage expectations and avoid delays for our customers.

In your words

Son of a resident who had recently passed away wanted to thank Cottsway for looking after his mother whilst she was a tenant of Cottsway.

Happy that the repair reported was dealt with quickly and that, whenever the customer contacts Cottsway, customer can always speak to someone and always receives call backs.

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

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