

WE'VE UPDATED OUR PERFORMANCE INFORMATION

TELL US WHAT YOU THINK!

We've just published the latest performance information on our website, and we want to make sure you know what's working well, and where we're making improvements.

From repairs and safety to how we handle complaints, the data shows how we're doing and what residents are telling us.

For Example:

- 92% of residents are satisfied with their last repairs.
- 98.5% of emergency repairs are made safe within 24 hours.
- 85% of residents say our staff are friendly and approachable.
- 89% feel their rent offers good value for money.
- 60% feel that we listen and act on what they us.

You will also find our latest Resident Satisfaction Survey results. Over 90 residents took part, and 73% said they're happy with our services. You praised our quick repairs, clear communication, and respectful service. We are really pleased with your overall satisfaction and we want to continue improving, there's more to do.

Only 32% of residents were satisfied with how we handled complaints, and we're working hard to improve this. We're learning from your feedback and making changes to deliver better services.

We want to hear from you! We've made it easier for you to share your thoughts. Just click the "Let us know what you think" button on the Performance page—it will open an email to talktous@cds.coop with the subject "Performance feedback."

Your voice matters.

It helps us improve and make sure our services meet your needs.