

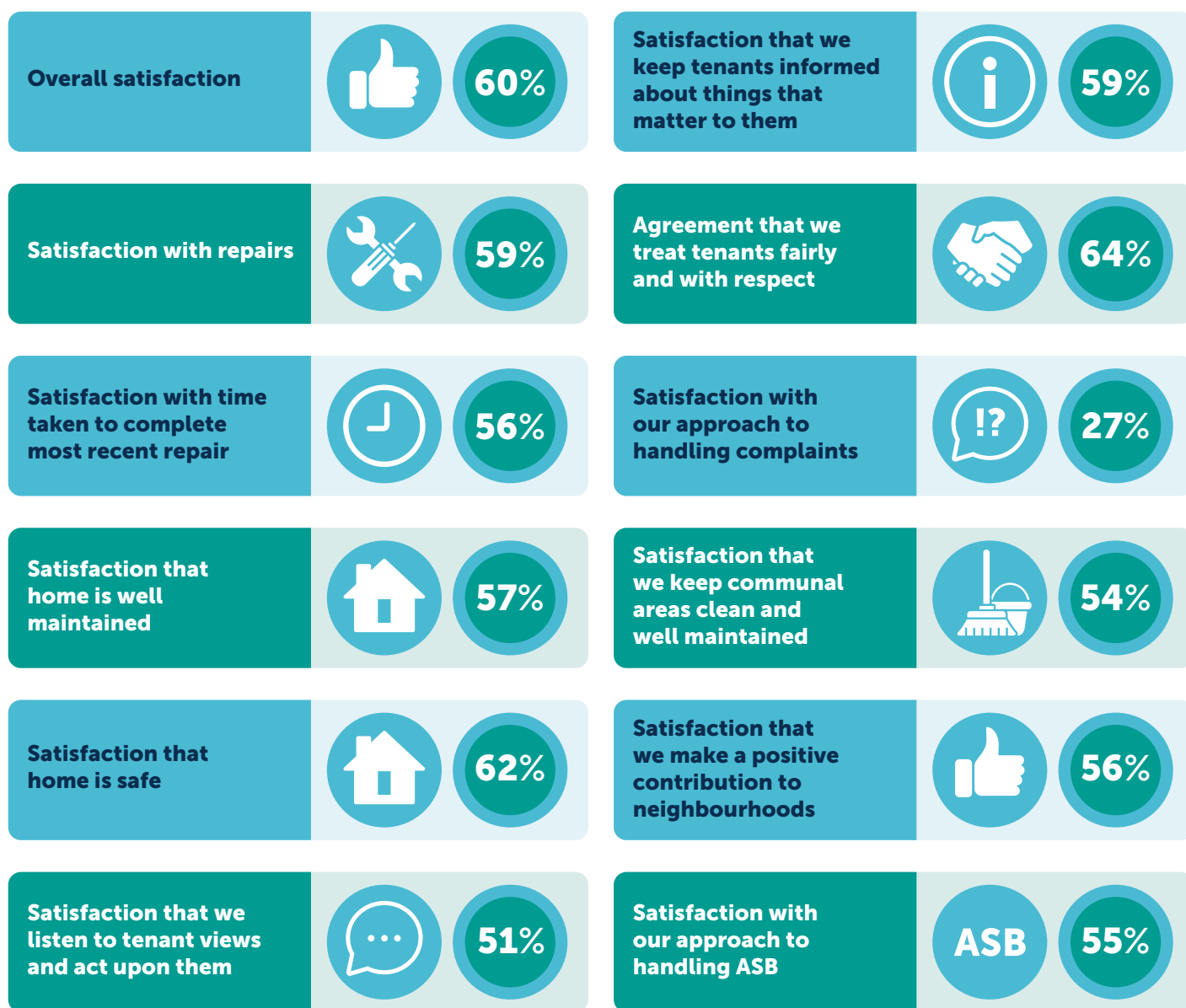
# Tenant Satisfaction Measures

2023/24



## Satisfaction with the services we provide

The Regulator of Social Housing introduced Tenant Satisfaction Measures for all social housing landlords in England. Housing associations must publish the results of their TSM surveys, and you can use these results to see how Cobalt is performing. This is the first year that housing associations have had to publish results, and you'll find ours below.



# Tenant Satisfaction Measures

2023/24



## Management information measures

Number of stage 1 complaints received per 1,000 homes



62.9

Number of stage 2 complaints received per 1,000 homes



11.3

Proportion of complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales:

Stage one complaints response time



75%

Stage two complaints response time



52%

Number of ASB cases opened per 1,000 homes



56.7

Number of ASB cases involving hate incidents per 1,000 homes



2.3

Proportion of homes that do not meet the Decent Homes Standard



0.3%

Proportion of non-emergency and emergency responsive repairs completed within the landlord's target timescale:

Non-emergency repairs



77.1%

Emergency repairs



96.3%

Proportion of homes for which all required gas safety checks have been carried out



99.8%

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out



100%

Proportion of homes for which all required communal passenger lift safety checks have been carried out



100%

Proportion of homes for which all required fire risk assessments have been carried out



100%

Proportion of homes for which all required legionella risk assessments have been carried out



100%

# Tenant Satisfaction Measures

2023/24



## What action are we taking?

### Improving our Repairs

In 2023/24, 67% of complaints that we received related to our repair service, from missed appointments and incomplete work to poor communication. We listened to your feedback and frustrations, and made a decision to bring our repairs service in-house. This decision was approved by the Cobalt Board in early 2024.

### Phase 1 (1 August 2024 to around summer 2025)

Our contract with HMS will end and emergency and day-to-day repairs will be carried out by our existing in-house team, Carroll Group and Penny Lane Builders.

### Phase 2 (summer 2025 onwards)

Our in-house team will carry out all emergency and day-to-day repairs.

We are writing to all customers to update them on the changes we are making and have a dedicated project page with more details on our website.

### Customer engagement

We have established five customer forums relating to key areas of Cobalt Housing:

- **Complaints:** review current service offer, look at complaint outcomes, hold us to account
- **Anti-Social Behaviour:** review cases, make recommendations for improvement
- **Youth:** scrutinise services, correspondence and literature to ensure that 16 - 18 year olds are represented
- **Communal areas:** ensure spaces are being used for the right purposes and are well maintained
- **Repairs:** provide customer perspective on the Improving our Repairs project, review changes to service standards.

All forums are made up of tenant representatives as well as a member from our Tenant Consultative Panel (TCP). They are run by a service lead from Cobalt Housing.

The forums focus on areas of best practice and required improvements from a tenant's point of view.

They meet regularly and have clear goals and expectations.

The TCP representative feeds back to our Neighbourhoods and Homes Committee to ensure effective outcomes are being achieved and customer satisfaction is improved.

### Community Hub

We are creating a community hub within our office, providing a central location for our customers and people living in our neighbourhoods to build positive relationships with Cobalt and partners, access support, undertake training and discover volunteering and employment opportunities. All activities will relate to four key themes:

- Positive relationships and social networks
- Sustainable tenancies and financial support
- Access to education, training and employment
- Good health and wellbeing.

### Customer Care

We have worked with our involved residents to implement a suite of customer care standards, all aimed at improving the service received when making contact with Cobalt. There are four clear promises:

**We will make it easy for you to contact us** and ensure that our website is accessible.

**We will get it right** by ensuring that your records are up to date and we will make it easy for you to feedback on our services.

**We will keep you informed** and up to date and ensure that all communication is clear and easy to understand.

**We will treat you fairly** and will be helpful, respectful, open, honest and understanding.