Tenant Satisfaction Measures

2024/25

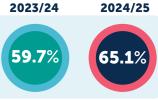


Satisfaction with the services we provide

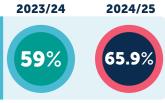
The Regulator of Social Housing introduced Tenant Satisfaction Measures for all social housing landlords in England.

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.

Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?



How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?



How satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?





To what extent do you agree or disagree with the following? "My landlord treats me fairly and with respect"





How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?





How satisfied or dissatisfied are you with your landlord's approach to complaints handling?





How satisfied or dissatisfied are you that your landlord provides a home that is wellmaintained?





How satisfied or dissatisfied are you that your landlord keeps communal areas clean and well-maintained?





Thinking about the condition of your property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?





How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?





How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?



How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?







Tenant Satisfaction Measures

2024/25



Management information measures

Number of stage one complaints received per 1,000 homes

62.9

2023/24

58.4

2024/25

Number of stage two complaints received per 1,000 homes





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

56.71



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





Proportion of homes that do not meet the Decent Homes Standard





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

Non-emergency repairs

The target timescales for completing non-emergency repairs is 20 working days for routine repairs and 5 working days for urgent repairs.



The target timescales for completing emergency repairs is 24 hours.



77.1%

2023/24

93.7%

86.6%

2024/25

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



86.8%

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



2024/25

Looking ahead

We're committed to delivering excellent customer service at every contact you have with Cobalt or with our contractors.

In 2023/24, 67% of all complaints we received were about our repairs service. We listened to your feedback and in July 2024, we ended our contract with HMS and began to build our own in-house repairs team.

We're pleased to see early improvements in customer satisfaction across all areas of the service and we hope you're starting to see a positive difference in the repairs service you receive.

We recognise there is still work to do, particularly in how we manage complaints, and we have made significant changes in this area, creating a central complaints team who manage all complaints from start to finish. We have worked with our involved customers to create an easy-to-read version of our complaints policy and to review how we issue compensation.

What's next - Phase 2 of Improving our Repairs:

We have welcomed new colleagues into our repairs team as we continue to grow our in-house service.

We are purchasing a new depot, located close to the communities we serve, which will allow us to store materials on-site and complete repairs more efficiently.

By the end of 2025, all repairs will be delivered by Cobalt Housing Property Services.

We remain committed to delivering a repairs service you can rely on and one that meets your expectations. Thank you for continuing to share your feedback and helping us improve.

