

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.

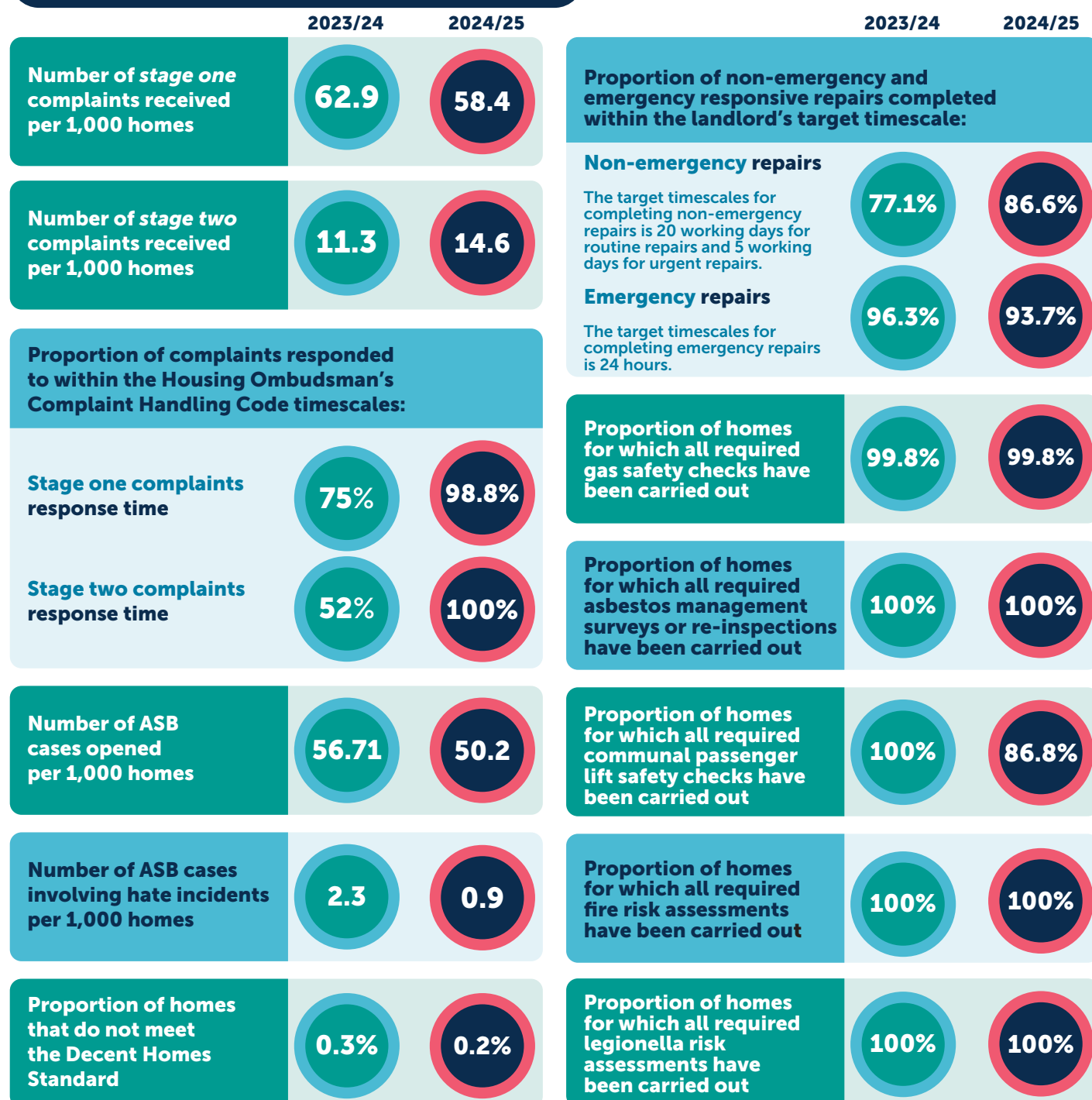


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Management information measures



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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.