



Tenant's Choice Performance Indicators

Involved customers from our Tenant Consultative Panel (TCP) chose a series of measures that they wanted to see performance against. They requested that this information be made available to Cobalt customers.

The following information is our performance against these measures from April 2024 to July 2024.

1

Our phonenumber



Number of incoming calls

There has been a decrease of incoming calls by over 1,000 calls from the previous quarter, this is expected due to entering the summer period, when calls tend to reduce.



Average time to answer a call

Calls are taking longer than we would like to be answered, we are working hard to improve this by increasing our staffing levels.



Percentage of calls answered

Our team answered 6% more calls than the same period last year, and we are working hard to increase this result further.

2

Our complaints service



We opened 95 stage 1 complaints

Over the last few months (Apr- June) closing complaint investigations has improved and we are now hitting targets. This is good news so that complainants are not waiting too long to get a response. Repairs continue to be the highest area of dissatisfaction mainly incomplete repairs and poor appointments and communication.



We completed 95 stage 1 investigations

Recent changes to our repairs contractors should see more appointments are kept and repairs completed on time. We hope by the Autumn we will see a reduction in complaints connected with incomplete repairs or failing to turn up when agreed.



98% of stage 1 complaints were closed within agreed timescales.

The new Resident Complaint Forum met to discuss how they can help improve complaints information and began a project to review Cobalt's complaints policy and improve our complaint logging process. The Housing Regulator and the Housing Ombudsman now require landlords to clearly report annual performance which can be found published on our website.

3

Anti-social behaviour



Number of new Anti Social Behaviour cases closed

4

Our welfare and benefits service



Amount secured in additional benefits and grants



£44,301 was in housing benefit payments for customers



We gave out 65 food vouchers



We issued 114 energy vouchers



We provided crisis support to 35 customers, helping with utility bills and white goods such as fridges and freezers



We prevented 19 evictions

5

Ways we have engaged with our customers

The customer repairs forum reviewed the proposed new repairs standards and code of conduct prior to the change in repair service.

The Customer Complaints Forum have started to review Cobalt's complaints policy and are helping to improve our complaint logging process.

The Tenant Consultation Panel have been reviewing a number of items, particularly sharing feedback on the energy saving methods we use to increase the energy efficiency ratings of our homes along with details of planned works to kitchens and bathrooms.