



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 July 2024 to September 2024.

1

Our phonline



Number of incoming calls

The number of calls received is consistent with the same period last year, however the team answered over 500 more calls.



Average time to answer a call

There has been a significant reduction in the average time for calls to be answered by over 5 minutes.



Percentage of calls answered

There was an increase of 20% of more calls answered from the previous quarterly performance.

2

Our complaints service



We opened 73 stage 1 complaints

Positively, there has been a drop in the number of formal stage 1 complaints opened when compared with the previous 3 months (95)



We completed 75 stage 1 investigations

We continue to improve the way we log and manage complaints, working together across teams to support complainants



97% of stage 1 complaints were closed within agreed timescales

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



£43,659 was in housing benefit payments for customers.



We gave out 103 food vouchers



We issued 103 energy vouchers



We provided crisis support to 17 customers, helping with utility bills and white goods such as fridges and freezers



We prevented 16 evictions

5

Ways we have engaged with our customers

The Tenant Consultative Panel made satisfaction calls to other customers who have used the new repairs service to get honest feedback on its effectiveness.

We held our first communal living customer forum with newly involved customers and got some really good feedback to act on

Our complaints forum worked to create a first draft of the new complaints policy incorporating clear, easy to understand terms and also icons