



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 September to December 2024.

1

Our phonline



Number of incoming calls

The Contact Centre performance has stabilised providing a consistent performance since the new repair service went live.



Average time to answer a call

The average speed of answering calls continues to reduce.



Percentage of calls answered

In quarter 3, the percentage of calls answered rose to 94%, a notable increase from the 92% achieved in quarter 2.

2

Our complaints service



The number received during this period was higher than the same time last year, which was 61.



All investigations required during this period were closed in the agreed timescale.



Complaints completed within timescale

3

Anti-social behaviour



Number of new Anti Social Behaviour cases closed

4

Our welfare and benefits service



Secured in additional benefits and grants



In housing benefit payments for customers



Food vouchers issued to customers



Energy vouchers issued to customers



Crisis support cases, helping customers with utility costs and white goods such as fridges and freezers



Evictions prevented

5

Ways we have engaged with our customers

The Tenant Consultative Panel (TCP) have been consulted on several occasions to help shape our new Customer Voice Framework to broaden Cobalts engagement in 2025.

The TCP have also chosen a replacement carpet for the communal area in one of Cobalts shared apartment blocks.

A survey for energy saving measures was shared on MyVoiceMatters and we have received a good response, the feedback on this will be used to shape further programmes - Thank you.