

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 January to March 2025.

1

Our phonenumber



Number of incoming calls



Average time to answer a call



Percentage of calls answered

For this period, our Customer Service Centre answered 16,782 of the incoming calls offered. Our focus remains high on ensuring we answer as many calls as possible at the first time of offering.

This is a significant improvement for the same period last year, answering calls on average 7 minutes faster.

We have answered 22% more calls than during the same period, and we will continue to work towards further improvement.

2

Our complaints service



Incoming complaints have increased over the last 3 months compared with the last period (which included Christmas). We have been encouraging complaints and making them easier to log, so increased numbers is not always a bad thing. The main subject is linked with repairs, poor attendance or jobs incomplete.



Only 1 complaint went out of time in the last 3 months. We now have dedicated complaint officers to help log and manage complaints.



Last year the performance was only 75%, so closing complaint investigations on time has definitely improved.

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

In February we held our first community engagement event of 2025 in Norris Green to review and develop the Cobalt Home Standard which was well attended by our customers.

The Tenant Consultative Panel reviewed and approved our new Development guide and pet policy with some minor changes agreed to both before going live.

In March some of our TCP members made repair satisfaction calls to other customers to ensure we are getting as much feedback as possible on the new repair service.