

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 to September 2025.

1

Our phonenumber



Number of incoming calls

We successfully answered 14,573 incoming calls. We remain strongly committed to responding to as many calls as possible on the first attempt.



Average time to answer a call

This reflects an improvement from April to June, with calls being answered, on average, nearly a minute faster.



Percentage of calls answered

We answered 93% of incoming calls, representing a 2% improvement compared to the same period last year.

2

Our complaints service



A large reduction compared to the previous quarter. This reflects our efforts to investigate thoroughly and resolve issues early.



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

Complaints completed within timescale



Demonstrating our commitment to timely complaint handling.

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

Customers reviewed and approved the new 2025 Repairs Standard which included changes from three separate customer feedback sessions held over the past few months.

Customers made outbound repair satisfaction calls in August to verify the satisfaction levels we were receiving from digital surveys and managed to complete a significant number of calls to other customers giving us quality, up to date data.

Customers attended a session on our planned programmes (Kitchens, Bathrooms, etc) that will run for the next few years. Giving feedback on what is working well and where improvements need to be made.