

Tenant's Choice Performance Indicators

Involved customers from our Customer Network 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 October to December 2025.

1

Our phonline



Number of incoming calls

We successfully answered 13,717 incoming calls. We remain strongly committed to responding to as many calls as possible on the first attempt.



Average time to answer a call

Compared to the same period last year, calls were answered 39 seconds faster, delivering a quicker and more effeicent service.



Percentage of calls answered

This shows progress from our last report, with 4% more calls being successfully answered.

2

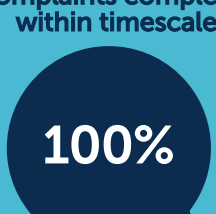
Our complaints service



During this period we received 27 complaints which is the same as the previous qaurter.



All investigations required during this period were closed in the agreed 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



Evictions prevented

5

Ways we have engaged with our customers

Customers reviewed a number of policies, including a Rent Policy and Unacceptable Behaviour Policy.

Customers also took part in a review session, reviewing the content and structure of compliance letters, along with a new Home Safety booklet.

Customers identified key changes to text and visuals, ensuring the final policies and safety information is accessible and engaging.