



## 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 phoneline



**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 efficient service.



**Percentage of calls answered**

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

**2**

### Our complaints service

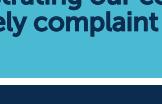


During this period we received 27 complaints which is the same as the previous quarter.



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



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.