



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 January 2026 to March 2026.

1

Our phonenumber



Number of incoming calls



Average time to answer a call



Percentage of calls answered

During the reporting period, 16,454 calls were received, with 15,725 successfully answered. The Customer Service Centre continues to prioritise first contact resolution wherever possible.

On average, customers waited just over one minute for their calls to be answered, representing an improvement of more than 40 seconds compared to the same period last year.

We successfully answered 96% of calls to our Customer Contact Centre, demonstrating our strong commitment to being available when our customers need us.

2

Our complaints service



Complaints have increased since the last quarter, with staff committed to identifying key themes and trends which will allow for faster resolution.



Although the complaints volumes have increased, officers remain focused on investigating each complaint thoroughly.

Complaints completed within timescale



Performance has remained at 100% despite the increased volume.

3

Anti-social behaviour



Number of new Anti-Social Behaviour cases closed

4

Our welfare and benefits service



Amount secured in additional benefits and grants



In housing benefit payments for customers



Food vouchers issued to customers



Energy vouchers issued



Evictions prevented

5

Ways we have engaged with our customers

Customers took part in a session to review our repairs text message content/process and identified some key changes in wording and timing.

Customers reviewed a number of key policies including the anti-fraud, corruption and bribery policy.

Customers also took part in a session to review the letters sent for Cobalt's planned programmes (Kitchens, bathrooms etc).