

Spring | 2026

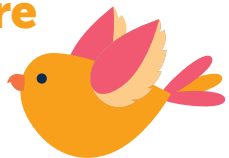
**Cobalt**  
Housing



# Customer Newsletter

@CobaltHousing   

## 1 | Welcome from Claire



Hello and welcome to the spring edition of your customer newsletter.



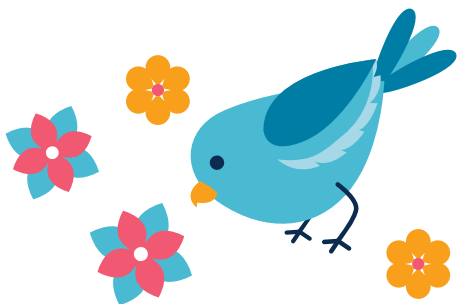
As we move into a new season, we're continuing to invest in our homes and neighbourhoods through our improvement programme. This important work helps ensure homes remain safe, comfortable and energy-efficient for the future, while supporting a better experience for customers.

This edition of your newsletter also highlights the positive social impact being created across our communities. You'll find stories about the many ways people are connecting, supporting each other and making a difference locally, including some of the great work taking place at our Hub, as it continues to deliver services and activities on the road.

Work on refurbishing our Lower House Lane office is progressing well, and we're really looking forward to welcoming you back to our refreshed space and dedicated Community Hub later in the year.

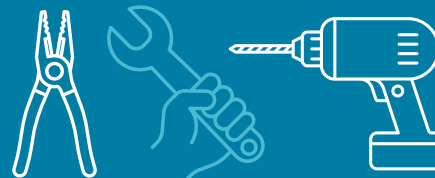
Thank you for being part of our community and for continuing to work with us to make our neighbourhoods great places to live.

**Claire Griffiths,**  
Chief Executive



## 2 | Improving our repairs service

In February 2024, Cobalt's Board agreed to bring our repairs service in-house after listening carefully to feedback from customers and colleagues.



### Why did we need to change?



Our Tenant Satisfaction Measures for 2023/24 showed that just **59%** of customers were satisfied with our repairs service, and just **56%** were happy with the time it took to complete their most recent repair. Post-repair surveys also highlighted concerns, with only **62.2%** of repairs completed on time and satisfaction dropping as low as **37.4%**.

It was clear that things needed to improve.

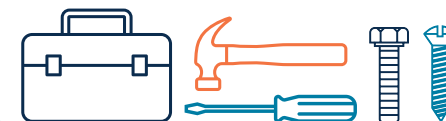
In August 2024, we began building our own in-house repairs team and by the end of 2025, Cobalt Housing Property Services had taken on the majority of day-to-day repairs.

### How things are going so far



Customer satisfaction with our repairs service has steadily improved, rising from **59%** in 2023/24 to **74.1%** in 2025/26. We've also seen strong progress in key areas, with satisfaction on repair times increasing from **56%** to **72.7%**, and satisfaction that homes are well maintained rising from **57%** to **71.2%**.

These results show the changes we're making are working and we hope you're beginning to see and feel the difference.



## 3 | New homes, new options

In 2023, Cobalt committed to building **1,000 new homes over the next 10 years**. Since then, we have built or are on site building **450 homes** across our neighbourhoods, and we're also expanding into new areas with developments in Rainford and Whiston.

We wanted to share what we've already delivered, what's currently being built, and what's coming next.

To keep up to date with all of our developments and find out how to apply for new homes, visit: [www.cobalthousing.org.uk/new-developments](http://www.cobalthousing.org.uk/new-developments)



### Waterdale Gardens

In 2024, we completed **88 new homes** as part of the second phase of the regeneration of Stonedale. These homes were available for affordable rent, Rent to Buy and shared ownership.

**88**  
new homes  
in Croxteth



### Stonedale regeneration

We are continuing our long-term regeneration of the Stonedale estate with the final phase of development. This will deliver **70 new homes for social rent**, including a mix of family houses, apartments and bungalows. The development is expected to complete in summer 2028.

**70**  
new homes  
for social  
rent



### The Meadows

The Meadows is a new development of **66 two and three-bedroom homes** in Whiston, available through Rent to Buy, affordable rent and social rent.

You can read more about **The Meadows** at: [www.cobalthousing.org.uk/the-meadows](http://www.cobalthousing.org.uk/the-meadows)

**66**  
new homes  
in Whiston

### Kilmore Place

Kilmore Place is our new development of **92 homes** in Rainford, offering shared ownership and affordable rent options. The homes include a mix of two, three and four-bedroom houses as well as two and three-bedroom apartments.

To find out more about **Kilmore Place** and shared ownership, visit: [www.cobalthousing.org.uk/kilmore-place](http://www.cobalthousing.org.uk/kilmore-place)



**NEW**  
in Rainford

## 4 | Investing in our homes

We want to make sure your home is safe, comfortable and continues to meet the Decent Homes Standard.

Every year, we review our homes and plan improvements for things that are reaching the end of their lifespan. This could be a new kitchen or bathroom, an electrical rewire, a heating upgrade or a roof replacement. We'll also make sure that your home is energy efficient.

By 2033, we will have invested more than £110m into our homes.



## Home Safety Checks

We carry out a Home Safety Check every five years to look at the inside and outside of your home, including your:

- Kitchen ✓
- Bathroom ✓
- Windows and doors ✓
- Roof ✓
- Loft ✓

To make sure we know exactly what work might be needed, it's really important that our surveyors can access your home.



**HOME SAFETY CHECKS EVERY FIVE YEARS**



These checks are all about making sure your homes stays safe, warm and weatherproof.

Upgrading homes brings real benefits. Modern kitchens, heating systems and insulation make homes more reliable, cheaper to run and less likely to need unexpected repairs.

## 5 | Hear from our customers

To see this in action, we spoke to Sue from Norris Green, who recently had a brand-new kitchen installed:

**"I'm absolutely made up with it. I'd give it 10 out of 10 - everyone cleaned up after themselves, they were on time, and the whole process was really well managed."**

The work took around two weeks from start to finish, and Sue felt supported throughout. Being involved in the design process from the beginning meant the finished kitchen suited her needs perfectly.

"I now love coming into my kitchen. My last one was about 16 years old, so it was starting to feel quite dated. This one just feels modern and fresh."

"The benefit of having a new, modern kitchen is completely worth it."

"I'd definitely recommend it. The whole process from start to finish was quick, clean, and really straightforward, and I'd encourage other customers to take part in planned works and allow access for surveys."



Sue, Norris Green



Brand new kitchen installation

## 6 | Making homes greener



**We're working hard to make homes warmer, more energy-efficient and more affordable to run. Improving sustainability helps reduce carbon emissions, but it also means greater comfort and lower energy costs for you.**

### What we're doing

We're investing in improvements to reduce heat loss and energy use across our homes. This includes:

- Installing loft and wall insulation
- Improving ventilation
- Fitting solar panels where suitable
- Introducing low-carbon heating systems such as air source heat pumps.

Our aim is for all homes to achieve an Energy Performance Certificate (EPC) rating of C or above by 2030.

### How you can save at home

Small changes can make a noticeable difference to your bills:

- Switch appliances off at the plug rather than leaving them on standby
- Use LED lightbulbs
- Lower your thermostat by 1°C
- Only boil the water you need
- Keep lids on pans when cooking
- Close curtains at night to retain heat.

### Support available

We offer free, tailored energy advice through our partnership with Energy Projects Plus. Advisors can help you understand your bills, use your heating more efficiently and access support.

**If you'd like energy advice or want to find out whether your home could benefit from future upgrades, call 0330 303 2222.**



## 7 | You said, we did

**We really value your feedback. It helps us understand what's working well and where we need to improve.**

**We've highlighted some of the key things you told us and the actions we've taken in response. Here's how your voice is helping us make positive changes in our services:**

If there's something concerning you that you think we should address, please get in touch with us using the contact details on **page 19**.

#### You said:

**"Safety information for flats should be clear, easy to understand and accessible."**

#### We did:

We worked with members of the Customer Network to co-create a new Block Safety Guide, focusing on clearer layout, plain language and improved visual design.



#### You said:

**"Policies should be clear, fair and take individual circumstances into account."**

#### We did:

Our Customer Network reviewed a variety of policies and confirmed they were clear and balanced. They also reviewed the Rents Policy and agreed that it supports tenancy sustainment through early intervention and clear communication.

#### You said:

**"Clear communication helps repairs appointments run more smoothly."**

#### We did:

We introduced reminder calls ahead of repairs appointments to reduce missed visits and improve the overall experience. We also have plans to introduce automated text messages this year.



## 8 | Celebrating one year of the Community Hub

Since opening Cobalt's Community Hub in November 2024, hundreds of people from across our communities have taken part in activities.

The Hub generated more than £1m in social value over its first year, which is a way of measuring the positive difference made to people's lives, such as help with jobs, support with wellbeing and access to local services.

**£1 million**

generated in social value in its first year



### What we deliver

The Hub offers a wide range of activities and support, including:

- Employment and training programmes
- Wellbeing and mental health support
- Education and skills sessions
- Social activities and community events
- Art and creative classes
- Our popular Brekkie and Brew Friday, now followed by a weekly boccia group - a lively, competitive session that has quickly become a favourite.

## 9 | Community Hub on the road

### Tuesday

Fazakerley Federation & Library  
Formosa Drive, L10 7LQ

**Blossoming\* Wellbeing course** (Library)  
\*Women only **10am to 12pm**

**Free sing and rhyme time** (Library)

**Food Pantry** (FED)

**Budgeting for Beginners** (FED)  
**10am to 12pm**

**Social Prescribers/Link workers** (Library)

**Men's Shed morning** (FED)

**Volunteering @ Karonga Gardens**

**Energy Project Plus** (1st Tues of month)  
**11am to 2.30pm** (Library)

**Community Art** (Library)  
**1pm to 3pm**

**Liverpool in Work** (Library)  
**Boccia** (FED)

**Communities Together Choir**  
**5.15pm to 6.45pm**

Held at The Church of the Good Shepherd,  
Lower House Lane, L11 2SF



Events will be held at various locations throughout our communities.  
All Hub enquiries can be made to [communityhub@cobalthousing.org.uk](mailto:communityhub@cobalthousing.org.uk)

### Wednesday

Triple C, Christ Church  
Sedgemoor Road, L11 3BR

**Little Lambs Toddler Group**  
**10am to 11.30am**

**Tiny Teeth** (children's dental health support) **10am to 12pm**

**Norris Green Debt Advice** (drop-in)

**Smoke Free Advice** (Cobalt staff)  
**11.30am to 12.30pm**

**Chair-based exercises for all**  
**12pm to 1pm**

**Norris Green Debt Advice** (drop-in)  
**10am to 1pm**

**'Shared Plates and Shared Stories'**  
**ESOL - English conversation over lunch**  
All welcome  
**1pm to 2.30pm**

### Friday

Triple C, Christ Church  
Sedgemoor Road, L11 3BR

**Brekkie and Brew Friday and community boccia**  
**10am to 11.30am**

**Crochet Club Games Club**

**Energy Projects Plus**  
(3rd Friday of the month)  
**11am to 2.30pm**

**Community Boccia**  
**12pm to 1pm**

### Looking forward

While our office is undergoing refurbishment, the Community Hub is on the road, delivering activities across our neighbourhoods.

See page 11 to find out what's going on near you.

## 10 | Community clean-up in Fazakerley



### CLEAN UP

Earlier this year, our Neighbourhoods Team was hard at work clearing the clutter in Fazakerley as part of a community action day.

Skips were placed at key locations, giving local people the chance to clear unwanted items from homes and gardens.

We also hosted community drop-ins at Oaktree Gardens Community Room and Fazakerley Federation Library. These sessions gave customers the chance to chat with our friendly team about their priorities and hopes for the community in 2026.

**One of our customers on Haven Road told us:**  
"This is great for the community to make things look better - thank you to Cobalt and everybody involved for looking after us."

## 11 | Inspiring children to see a future in housing

We have worked with Positive Footprints for five years, opening up the world of work for children living in our communities.



**Positive Footprints believes that you can only be what you can see. We regularly take part in career events alongside other businesses to show what we do.**

As part of this, we're proud to support Discover Housing, a national campaign led by Positive Footprints to **inspire 10,000 children** to consider a future in housing.

Our team visited Monksdown Primary School, where more than **120 pupils** took part in interactive sessions exploring careers in housing.

The campaign brought together housing partners and primary schools across the UK, helping children connect with the people and roles that shape their neighbourhoods. By showcasing careers in housing, from customer services and repairs to finance and development, we helped young people build confidence and see new possibilities for their future.

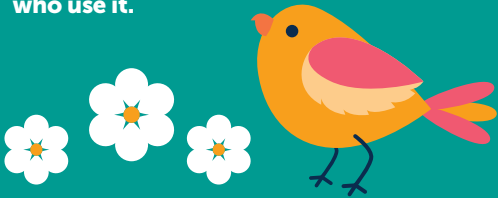


**Cobalt's Chief Executive, Claire Griffiths, said:**

"Positive Footprints' work goes beyond careers. It raises aspirations, builds self-belief and strengthens communities, showing young people how housing plays a vital role in creating safe, thriving places to live."

## 12 | Karonga Gardens: Growing community in Fazakerley

Karonga Gardens sits in the heart of Fazakerley and continues to flourish as a welcoming space where people can connect, learn new skills and enjoy the outdoors together. What began as a shared green space has grown into a vibrant hub, shaped by the people who use it.



Led by Community Co-ordinator Dawn McShane, the gardens focus on improving wellbeing through horticultural activities, involving local people in decisions about the site, and growing fresh produce to support the Fazakerley Community Federation's Fed Club.

### A year to be proud of

Over the past year, Karonga Gardens achieved **Level 5 'Outstanding'** in the Britain in Bloom "It's Your Neighbourhood" awards.

More than **1,000 people** visited the gardens throughout 2025, taking part in events and activities. An incredible **916 volunteer hours** were given to care for the space, helping to grow food, reduce waste and build stronger community connections.

**1,000+**  
people visited  
the gardens  
in 2025

**916**  
volunteer hours  
were given

### Looking ahead

Plans for the year ahead include creating a new wildlife pond and expanding year-round planting to make the gardens even more biodiverse. Partnerships with local schools, colleges and charities will continue, and more opportunities for customers to get involved are on the way.

We're proud to support Karonga Gardens and are truly thankful for all the benefits they bring to our customers in the area. In 2025/26, we **donated around £1500** towards seasonal activities and events, including wildlife and wellbeing sessions, as well as Halloween and Christmas celebrations. A further donation helped deliver a community winter event, bringing people together during the colder months.

A huge thank you to everyone who volunteers, visits and supports Karonga Gardens.



## 13 | Staying fire safe

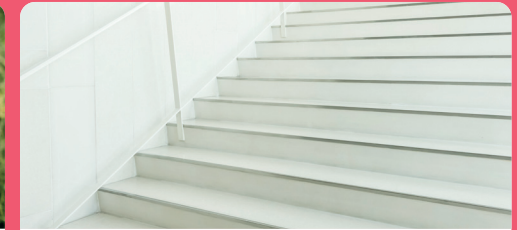
No matter the time of year, it's important to stay mindful of fire safety at home. Simple everyday things like cooking, using electrical appliances or lighting candles can increase the risk of fire if not handled carefully.

A few quick checks and good habits can make a big difference in keeping you and your home safe.



### Barbeques

Love a BBQ? Keep it outdoors at ground level, never on balconies, indoors or in communal areas. Place it well away from buildings and fences, never leave it unattended, and let it cool completely before disposing of ashes.



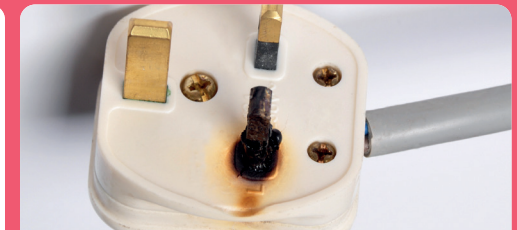
### Balconies and shared spaces

Balconies aren't storage areas. Keep them clear of rubbish and anything flammable. Corridors, stairs and landings must always stay clear too - they're your escape route in an emergency.



### Smoking and candles

Make sure cigarettes are fully out and disposed of safely. Avoid smoking in bed and never leave candles burning unattended (LED candles are a safer option).



### Electrical safety

Avoid overloading plug sockets and unplug appliances when not in use. You notice damage to electrical fittings such as sockets, switches or wiring, please report it to us.

**IMPORTANT**

### Stay prepared

Test your smoke alarms regularly and make sure everyone at home knows how to get out safely if needed.

## 14 | Safeguarding: see it, report it



At Cobalt, your safety and wellbeing are at the heart of everything we do. We work closely with partners including Merseyside Police and local authority safeguarding teams to help protect people and promote safe, supportive environments for everyone.

### What should you do if you're worried?

If you're concerned about someone in your community or if you are experiencing harm or abuse yourself, we're here to help. You can contact us confidentially at any time. We will listen, take your concerns seriously and help you find the right support. All safeguarding reports are treated in line with our Safeguarding Policy and, where necessary, shared with relevant agencies to keep people safe.

### How to report a concern

If someone is in immediate danger, please call 999.

You can call Cobalt on **0330 303 2222** or you can contact local safeguarding teams directly if you have urgent worries:

- **Liverpool City Council - Children's Social Care: 0151 459 2606.**
- **Liverpool City Council - Adult Safeguarding: 0151 459 2606.**

**Call 999**  
if someone is  
in immediate  
danger

## 15 | Using video doorbells safely

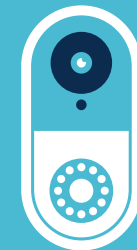
**Video doorbells can help you feel safer at home, but they must be used in the right way.**

Our new guidance explains what you need to know before installing or using one.



### Positioning your doorbell

Your camera should focus on your own home, such as your front door or garden. It should not look into other people's homes or private spaces. If it records beyond your property, data protection laws may apply.



### Using footage responsibly

You should:

- Never post footage of others online or on social media
- Only share footage with the police or Cobalt if needed
- Keep recordings secure and only for as long as necessary.

Some devices let you block out areas to avoid recording more than you need.



### When we may provide a doorbell

In some anti-social behaviour cases, we may provide a video doorbell to help you feel safer.

If this happens, you are responsible for looking after it. Cobalt does not install video doorbells as a standard service.

### Need advice?

If you're unsure how to use your video doorbell or what your responsibilities are, please get in touch.

**You can read the full guide at:**  
[www.cobalthousing.org.uk/new-guidance-on-using-video-doorbells-responsibly](http://www.cobalthousing.org.uk/new-guidance-on-using-video-doorbells-responsibly)



# 16 | Word search competition



Find the missing word and you could WIN Love2shop vouchers.

F	B	L	O	S	S	O	M	V	S	B	X
C	Y	R	P	U	Q	L	P	N	E	L	B
J	S	U	N	S	H	I	N	E	R	B	R
R	D	R	U	T	X	N	K	L	G	L	A
T	A	U	L	U	V	M	K	F	I	G	I
Y	T	W	K	L	Z	S	L	D	N	F	N
C	E	D	Y	I	O	O	O	I	V	E	X
O	N	J	W	P	W	F	R	W	S	C	K
K	W	C	U	E	F	P	R	Q	Z	C	H
F	Q	Q	R	A	S	R	P	R	G	V	N
F	O	J	D	K	T	L	I	T	W	B	J
U	D	I	N	M	K	N	E	D	R	A	G

### Find these words in the word search

SPRING FLOWER BLOSSOM BEE TULIP DAFFODIL EASTER SUNSHINE RAIN GARDEN

### Once completed

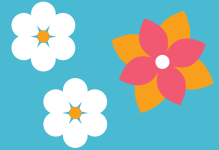
Once you've completed your wordsearch, email the missing word to [marketing@cobalthousing.org.uk](mailto:marketing@cobalthousing.org.uk) along with your name and address by Friday 29th May 2026. All winning entries will be put into a prize draw with the winner informed by email. Please use 'Word search competition' as the subject line in your email.



# 17 | Contact us



If you need advice, want to report an issue or would like to speak to a member of our team, we're here to help:



### Call us

Tel 0330 303 2222

Monday, Tuesday, Thursday and Friday:  
9am to 5pm

Wednesday:  
9am to 3pm

For emergency repairs, our phone lines are open 24 hours a day, 365 days a year.

### Visit or write to us

Cobalt Housing  
199 Lower House Lane  
Liverpool  
L11 2SF

The Cobalt Cabin is open  
Monday to Friday, 9am to 5pm.

### Social media

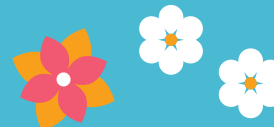
You can also contact us or keep up to date with our latest news through our social media channels:

Facebook: @CobaltHousing

Instagram: @CobaltHousing

### Complaints, compliments and comments

We welcome your feedback. If you would like to make a complaint, share a compliment or leave a comment, please contact us using any of the methods above.





## Ways to get in touch

### Telephone

Call Cobalt Solutions on  
**0330 303 2222**

### Social media

@CobaltHousing   

### Address

**Cobalt Housing**  
199 Lower House Lane  
Liverpool L11 2SF

