

Tenant Satisfaction Measures

2025/26



Satisfaction with the services we provide

The Regulator of Social Housing introduced Tenant Satisfaction Measures for all social housing landlords in England. Housing associations must publish the results of their TSM surveys. You can use these results to see how Cobalt is performing and compare our performance against other social landlords.



Tenant Satisfaction Measures

2024/25



Management information measures

	2024/25	2025/26		2024/25	2025/26
Number of stage one complaints received per 1,000 homes	58.4	46.9	Proportion of non-emergency and emergency responsive repairs completed within the landlord's target timescale: Non-emergency repairs The target timescales for completing non-emergency repairs is 20 working days for routine repairs and 5 working days for urgent repairs.	86.6%	91.7%
Number of stage two complaints received per 1,000 homes	14.6	15.3		Emergency repairs The target timescales for completing emergency repairs is 24 hours.	93.7%
Proportion of complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales:			Proportion of homes for which all required gas safety checks have been carried out	99.8%	100%
Stage one complaints response time	98.8%	100%		Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
Stage two complaints response time	100%	100%	Proportion of homes for which all required communal passenger lift safety checks have been carried out		86.8%
Number of ASB cases opened per 1,000 homes	50.2	73.1		Proportion of homes for which all required fire risk assessments have been carried out	100%
Number of ASB cases involving hate incidents per 1,000 homes	0.9	2.4	Proportion of homes for which all required legionella risk assessments have been carried out		100%
Proportion of homes that do not meet the Decent Homes Standard	0.2%	0.1%			

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Looking ahead



We're committed to delivering excellent customer service

In 2023/24, 67% of all complaints we received were about our repairs service. We listened to feedback from customers and colleagues and in 2024, Cobalt's Board agreed to bring our repairs service in-house.

Since then, we have grown Cobalt Housing Property Services, delivering repairs across our communities, investing in a new depot and partnering with Huws Gray as our on site materials supplier. All of the changes aimed to improve the customer experience, so we are really pleased to see the increases in customer satisfaction across all areas. We hope you're seeing a positive difference in the service you're receiving.

In addition to improvements in our repairs service, we launched our Customer Strategy in 2025/26. This is our commitment to putting customers at the heart of everything we do. The Customer Strategy was developed using feedback from surveys and satisfaction results, community engagement activities, complaints and our Big Listen project to understand what we're getting right and where we need to do better. We have also established our Customer Network and a Repairs and Maintenance Performance Group to strengthen the customer voice across Cobalt.

What's next

We are now carrying out quarterly TSM surveys to understand your views quickly and address issues or concerns sooner. This will be used to directly improve the services you receive.

Satisfaction with the way we handle anti social behaviour (ASB) has improved, reflecting stronger partnership working and more visible community safety activity.

As part of our Tenant Satisfaction Measures surveys, we will now ask an additional question relating to the reporting of ASB to identify opportunities for further improvement.