

Income Call Survey Summary

April to June 2025

We asked tenants to give their feedback about the way their call was handled when contacting or receiving a call to our Income Team. Here's what they told us...



1,538
Surveys
sent



106
Surveys
completed



63
Made a
compliment

Satisfaction Results



Advice & support given



92%

Compared
to 24/25

↑ **3%**



Resolved query first time



91%

↑ **5%**



Felt supported to make
affordable repayments



84%

↓ **1%**



Overall handling call



94%

↑ **4%**

Overall Satisfaction by contact...



93%
I phoned
the Income
Team



90%
The Income
Team
phoned me



100%
787878 put
the call
through

What next? We will continue to monitor satisfaction and look at ways on how we can improve following your feedback