Contact centre survey summary

April to September 2026





During April and September 2026, we heard from 582 tenants who gave feedback about the service delivered by our contact centre, who handles our 01226 787878 calls for the following:

- reporting a new repair
- chasing up a repair
- rent enquiries
- homeseeker letting enquiries
- general enquiries

Number of calls handled and surveys completed

	Reporting a new repair	Chasing up a repair	Rent enquires	Lettings enquiries	General enquiries
Calls handled	8,523	6,270	2,161	4,732	5,132
Surveys completed	177	120	56	114	115

When reporting a new repair

		Compared to 2025/26
Easy to contact	81%	−4%
Advisor dealing with enquiry	85%	−6%
Advisor polite and professional	91%	−1%
Advisor explained next steps	88%	−3%

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When chasing up a repair

		Compared to 2025/26
Easy to contact	74%	−4%
Advisor dealing with enquiry	79%	−3%
Advisor polite and professional	85%	−2%
Advisor explained next steps	84%	−0%

When contacting us about your rent

		Compared to 2025/26
Easy to contact	69%	−7%
Advisor dealing with enquiry	73%	−9%
Advisor polite and professional	80%	−8%
Advisor explained next steps	79%	−9%

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When contacting us about homeseeker enquiries

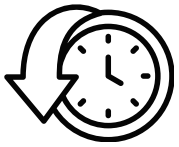
		Compared to 2025/26
Easy to contact	67%	−2%
Advisor dealing with enquiry	70%	−1%
Advisor polite and professional	76%	−2%
Advisor explained next steps	73%	−1%

When contacting us about a general enquiry

		Compared to 2025/26
Easy to contact	65%	−1%
Advisor dealing with enquiry	70%	0%
Advisor polite and professional	79%	+2%
Advisor explained next steps	75%	+1%

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Your feedback, our next steps



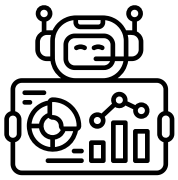
We've reduced the time our advisers spend finishing up after each call to 30 seconds. By completing most tasks while they're speaking with you, they can answer the next call sooner — helping reduce your waiting time.



We've made more advisers available during our busiest times to help answer your calls sooner and reduce the time you spend waiting.



We've introduced new training focused on empathy, helping staff provide a more understanding and customer-centred service.



We've developed a performance tracking and analysis tool to give us a clearer understanding of call demand and how well we're handling calls. This will support more effective staff planning and help us identify specific areas for service improvement.



We have made further improvements to our training materials, guidance and learning packages based on feedback from both new starters and existing advisors. This makes sure content remains relevant, effective and aligned to operational requirements

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