

Income Call Survey Summary

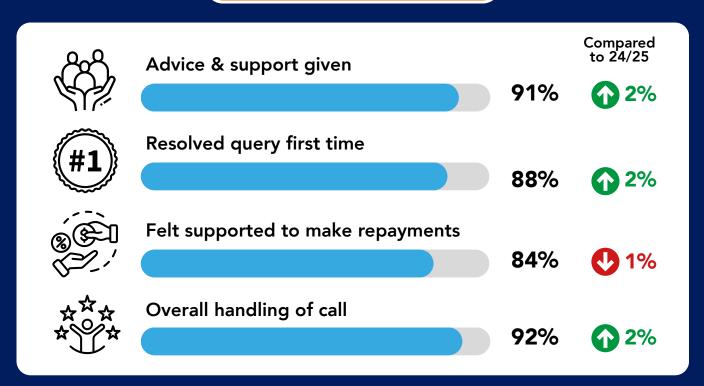
April to September 2025

We asked for tenants feedback about the way their call was handled when contacting or receiving a call to our Income Team.





Satisfaction Results



Overall Satisfaction by contact...



93%
I phoned the Income Team



89%
The Income Team phoned me



93% ontact Centr

Contact Centre transferred me to Income Team



...for taking the time to give us your feedback! We will monitor results over the next coming months!