

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.



2,761
Surveys
sent



173
Surveys
completed

Satisfaction Results



Advice & support given



91%

Compared
to 24/25

↑ **2%**



Resolved query first time



88%

↑ **2%**



Felt supported to make repayments



84%

↓ **1%**



Overall handling of call



92%

↑ **2%**

Overall Satisfaction by contact...



93%

I phoned
the Income
Team



89%

The Income
Team
phoned me



93%

Contact Centre
transferred me to
Income Team

THANK
YOU!

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