Income contact survey summary

April to Sepember 2026





Each week we ask tenants feedback about the way their call was handled by our Income Team.

2,167 surveys sent

85 gave feedback

		Compared to 25/26
Overall handling of call	91%	= 0%
Call answered reasonable time	94%	New
Advice & support given	90%	− 1%
Support to repay	83%	= 0%
Text clearly from Berneslai Homes	100%	New
Text explained what to do next	95%	New

berneslai homes