

Income call survey summary

April 2025 to March 2026



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



4,816

Surveys sent



290

Surveys completed

Satisfaction Results



Advice & support given

Compared to 24/25



91%

↑ 2%



Resolved query first time



90%

↑ 4%



Felt supported to make repayments



83%

↓ 2%



Overall handling of call



91%

↑ 1%

Overall Satisfaction by contact...



93%

I phoned the Income team



88%

The Income team phoned me



94%

Contact Centre transferred me to Income team

Turning your feedback into action



We'll confirm arrears repayment plans (dates, frequency, amounts and calculations) to improve tenant advice and reduce arrears.



We'll check historic system notes to ensure we give tenants accurate advice.



Before ending a call, we will check all details are logged so any colleague can quickly pick up what's already been discussed, improving the tenant experience and record-keeping.



So tenants get the right support, we will discuss any support needs and refer to the relevant team.



We will make sure that data is recorded accurately on our system, to ensure better record keeping.



We will make clear where we have advised of next arrears actions/legal escalation so tenants fully understand.



We will ask tenants at the end of the call if there is anything else we can do, so they get the right help and advice needed.



Introduced patch-based performance targets so Income Officers can track arrears and intervene earlier.



We now send tenants SMS reminders when rent is due, paid or missed, improving communication, reducing arrears and strengthening tenant support.

THANK
YOU!

for taking the time to give us your feedback!

We will monitor results over the next coming months!