

# RENT CALL HANDLING SURVEY SUMMARY

April to December 2025



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



**3891**  
Surveys sent



**235**  
Gave feedback

## Satisfaction with...



Advice & information given

Target

Apr to Dec 2025

Compared to 2024/25

**91%**

**+2%**



Resolved query first time

90%

**89%**

**+3%**



Supported to make affordable repayments

90%

**83%**

**-2%**



Overall satisfaction

95%

**92%**

**+2%**

## Overall Satisfaction by contact...



**92%**  
I phoned the Income Team



**90%**  
The Income Team phoned me



**95%**  
787878 transferred me to Income Team

THANK  
YOU!

...for taking the time to give us your feedback!