

# 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...

		Target	Apr to Dec 2025	Compared to 2024/25
	Advice & information given	95%	<b>91%</b>	<b>+2%</b>
	Resolved query first time	90%	<b>89%</b>	<b>+3%</b>
	Supported to make affordable repayments	90%	<b>83%</b>	<b>-2%</b>
	Overall satisfaction	95%	<b>92%</b>	<b>+2%</b>

## 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!