

# RENT CALL HANDLING SURVEY SUMMARY

September 2024 to March 2025

**2,727**  
Surveys sent



**165**  
Surveys completed



**51**  
Made a compliment



## Satisfaction Results



Advice & support given



Resolved query first time



Felt supported to make affordable repayments



Overall handling call



Overall satisfaction by contact...



**100%**  
Income Team phoned me

**100%**  
I phoned the Income Team

**85%**  
787878 put the call through

## What we are doing to improve



We will make clear any arrangements agreed when repaying arrears, which will include dates, frequencies, amounts and calculations.



Discuss any support requirements needed and make any referrals to the relevant team.



We will check historic notes on our system, so we can make sure we're giving the right advice.



Make sure that data is recorded accurately on our system.



Make clear where we have advised of next arrears actions/legal escalation.



Check everything before ending the call, so if another staff member receives a call we can clearly see what has already been discussed.



At the end of the call, we will ask if there's anything else we can do to help.