

ReAction Report For Income Management Mystery Shop January 2009

This Mystery Shop was conducted to evaluate customer service and advice provided by staff in the area of Income Management. Please refer to the corresponding Mystery Shop Evaluation for the full analysis. Our response to the remedial actions identified as a result of the exercise follows.

Area for improvement	Responsibility	Our response
<ul style="list-style-type: none">Incorrect advice was given regarding the City Council Corporate Debt Scheme. The Scheme, which enables tenants to agree a plan to repay Council tax, is only available to those tenants who have £500 or more rent arrears. However, on three occasions the callers were advised this option was available, even though the tenant owed £70 or £220 in rent arrears.	Income Management	We will publicise the level of arrears required to join the Corporate Debt Scheme to ensure that they are fully understood by the staff.

REACTION



If you have any further questions or comments please do not hesitate to contact us:

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