

# GCH Income Management

## Income Management

August-09

From an initial issue of 316 surveys, the following scores out of 10 have been achieved from 15 replies (4.75% return)

Questions	Average Score
1. How satisfied are you with the current payment options available?	7.40
2. If you asked for help, how well did GCH help you in filling in Housing Benefit Forms?	7.69
3. How easy are the Rent increase notices to understand?	7.20
4. How easy are the Rent Statements to understand?	7.47
5. How easy is it to contact GCH to discuss a rent matter?	7.07
6. How well did GCH take your income and expenditure into account when agreeing your repayment plan ?	7.36
7. How helpful do you find GCH arrears letters?	6.60
8. Did GCH staff offer to make a referral to any of the independent organisations on your behalf?	7.27
9. How comfortable are you with discussing rent matters with GCH?	7.33
10. Overall, how satisfied are you with the service provided by the Income Management team?	7.33
<b>OVERALL AVERAGE</b>	<b>7.27</b>

