

**Income Management:**

<b>Questions: Income Management</b>	<b>March 2007 Very or Fairly</b>	<b>October 2007 Very or Fairly</b>
How satisfied are you with the current payment options available?	95%	96%
How would you rate the help that GCH gives you with completing Housing Benefit forms/	45%	40%
How easy are the Rent increase notices to understand?	78%	79%
How would you rate the way GCH presents the rent increase information?	72%	71%
How easy are the Rent Statements to understand?	87%	82%
How would you rate the way GCH presents the information in your rent statement?	90%	79%
How easy is it to contact GCH to discuss a rent matter?	72%	86%
Have you been contacted by GCH because you had fallen into arrears?	90%	88%
How well did GCH take your income and expenditure into account when agreeing a repayment plan with you?	82%	84%
How helpful do you find GCH arrears letters?	60%	71%
Did GCH staff offer to make a referral to any of the independent organisations on your behalf?	31%	29%
Overall, how satisfied are you with the service provided by the Income Management team?	89%	73%
Response	61 interviews	51 interviews

(Red denotes decreased satisfaction since previous survey)

## Key Findings -

- The majority of respondents pay their rent using the Post Office (31%). Ninety six percent of respondents were also aware of the range of payment methods available and satisfied with the current payment options.
- There was a mixed response when asked how helpful Gloucester City Home was when completing Housing Benefit forms, however 40% still reported it as very or fairly good.
- Seventy-nine percent of respondents felt the 'Rent Increase notices' were easy to understand (very or fairly) and 82% respondents felt the 'Rent Statements' were easy to understand. The majority of respondents also felt the documents were very or fairly well presented.
- When discussing rent matters, respondents found Gloucester City Homes very or fairly easy to contact (86%).
- Eighty eight percent of respondents had been contacted due to rent arrears. Of the 45 individuals, the majority felt their income and expenditure had been taken into account well when agreeing a payment scheme (74%). The majority also found the arrears letter helpful (71%).
- The majority of respondents were aware of a variety of organisations where they could receive independent debt advice, but only 29% had been offered a referral to such an organisation by Gloucester City Homes staff.
- Half of respondents felt they would use extended opening hours if they were offered. Of the options offered, respondents felt that an 'Extended Telephone service' (48%) would be most useful, and this should be available on 'Saturday Mornings' (64%).
- Finally, the majority of respondents were satisfied with the overall service they had received from the Income Management Team (73%). However the proportion of respondents that were 'very satisfied' was lower than those that were 'fairly satisfied' (24% as compared to 49%).