



**New Tenant Satisfaction survey**  
**April 2022 to June 2022**

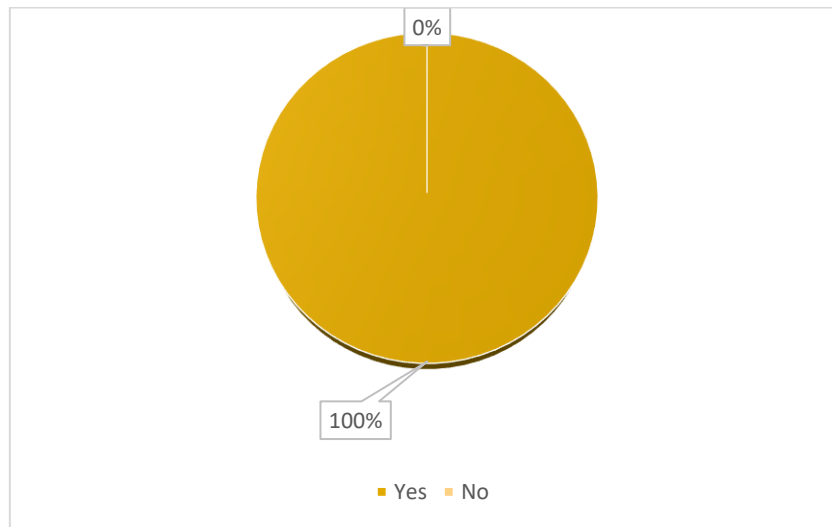
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The Association is always looking for feedback on how we perform on the various services we offer the community.

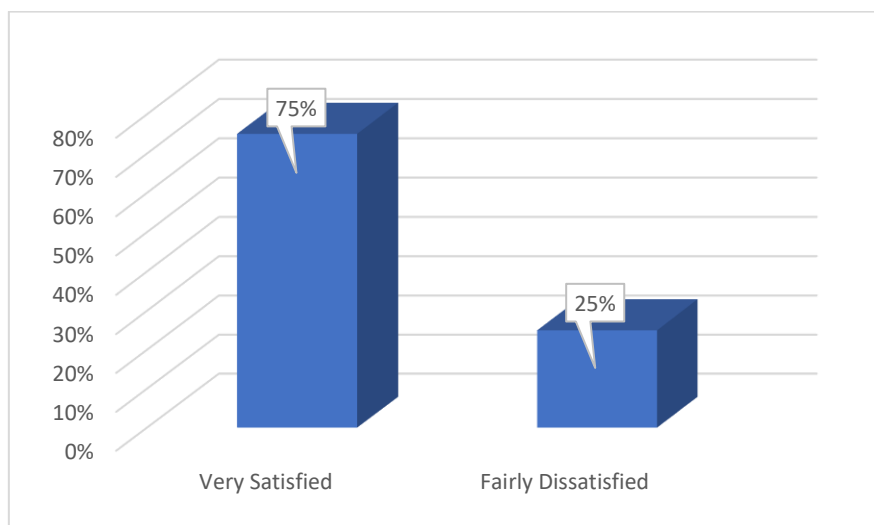
On a quarterly basis, the Association sends out a questionnaire to all our new tenants to obtain their feedback on the quality of services they have received through our Allocations process.

For April 2022 to June 2022, we issued 18 questionnaires to new tenants and 4 (22%) responses were received.

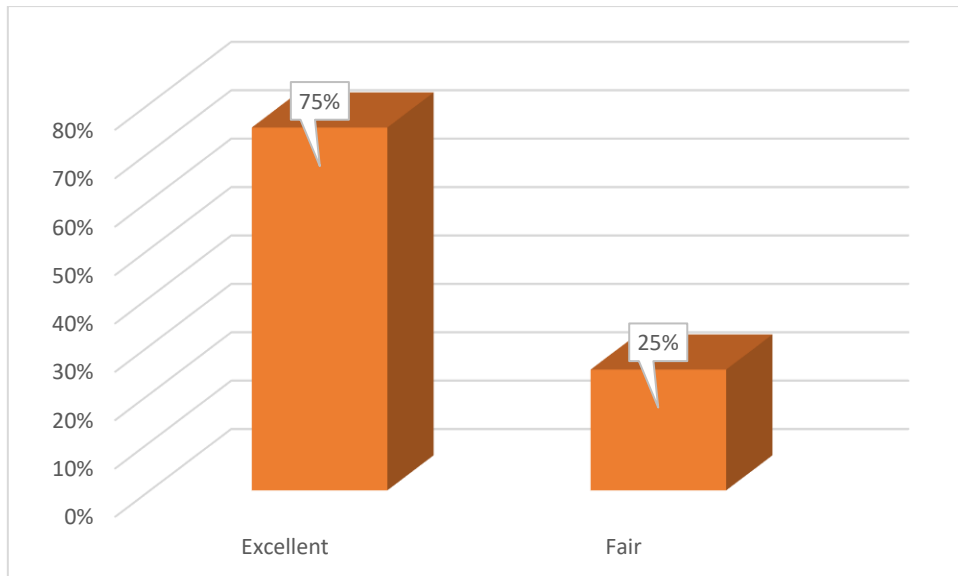
1. Did you find the housing application form easy to understand?



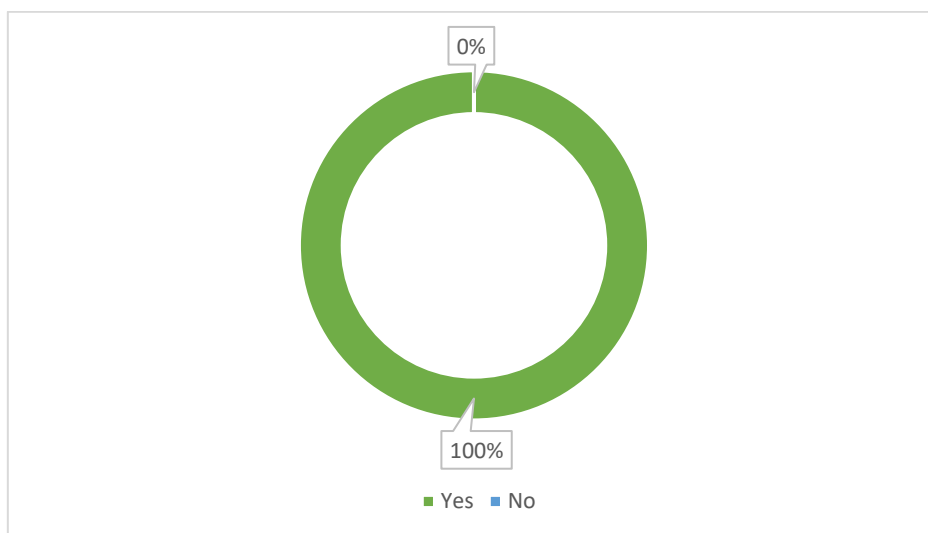
2. Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?



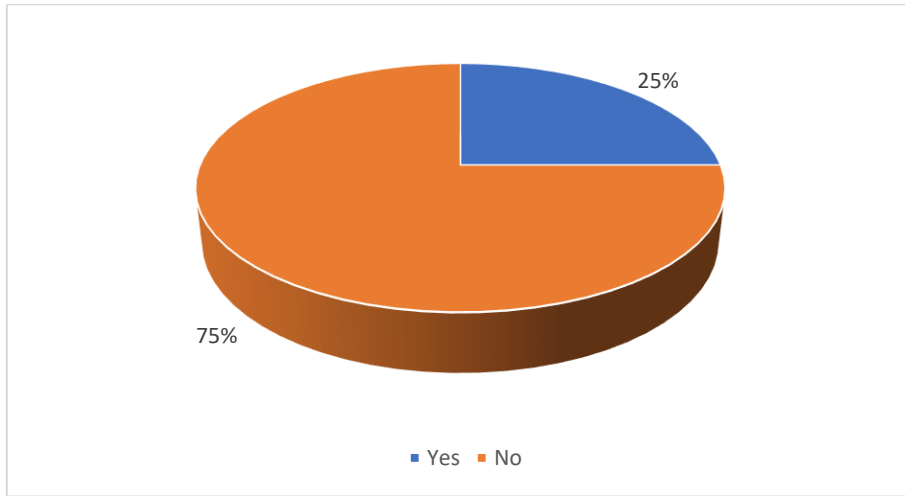
3. How would you rate the information provided during your sign-up interview?



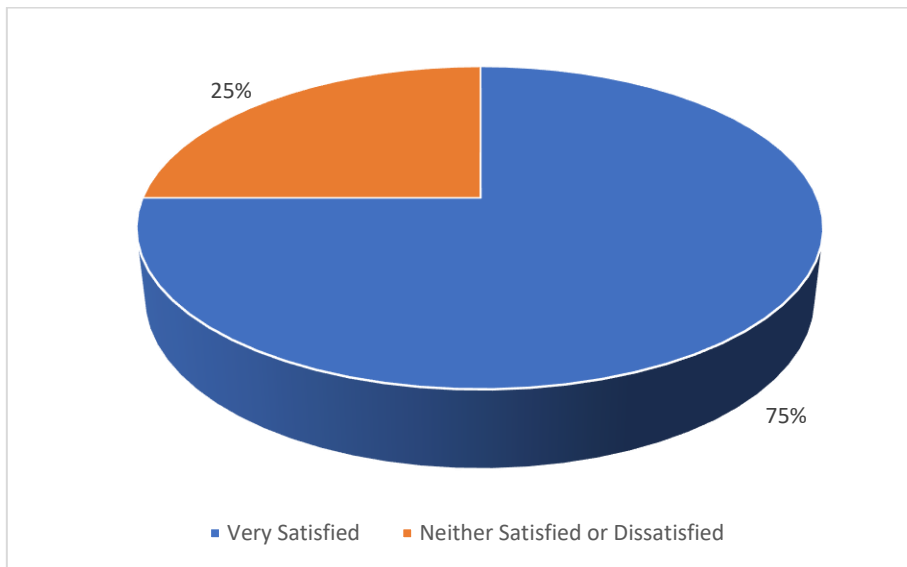
4. Have you found the new tenant pack useful?



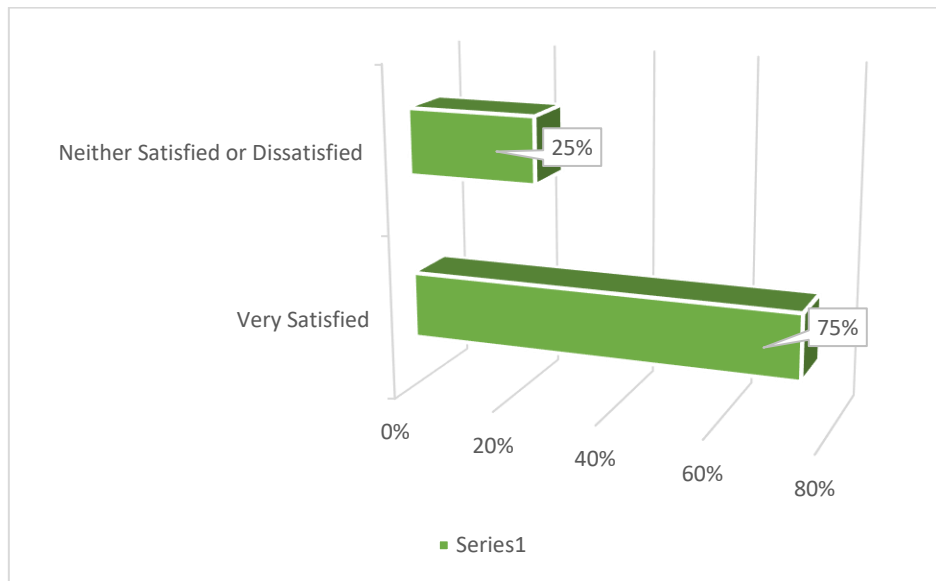
5. Is there anything which could have been done to make your application and rehousing process easier?



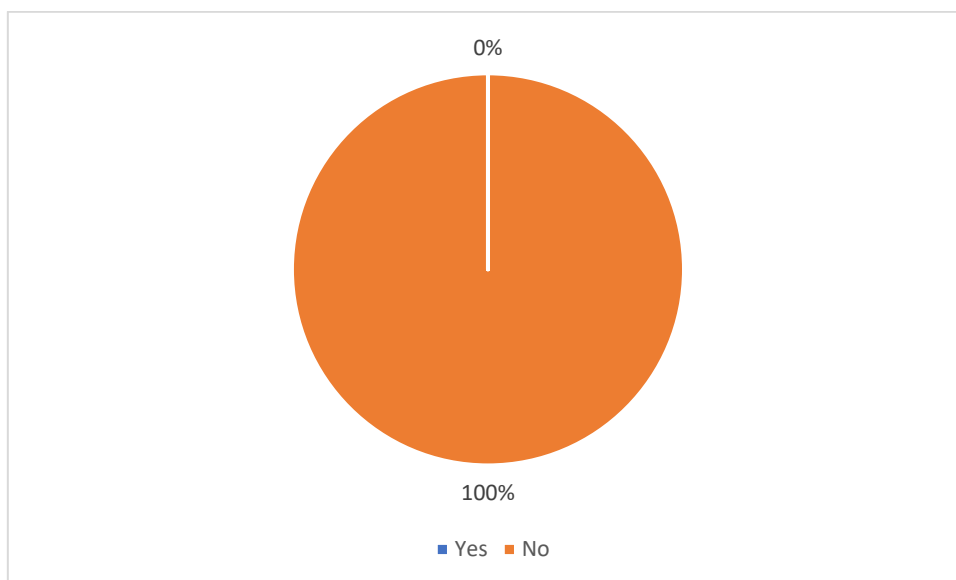
6. How satisfied were you with the overall service provided to you by Knowes Housing Association?



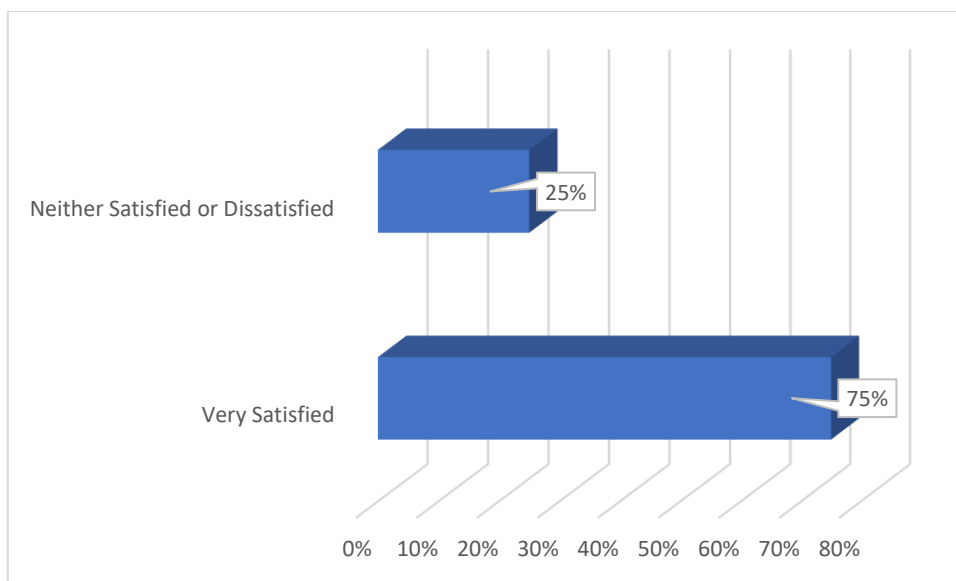
7. How satisfied were you with the information provided by Knowes Association?



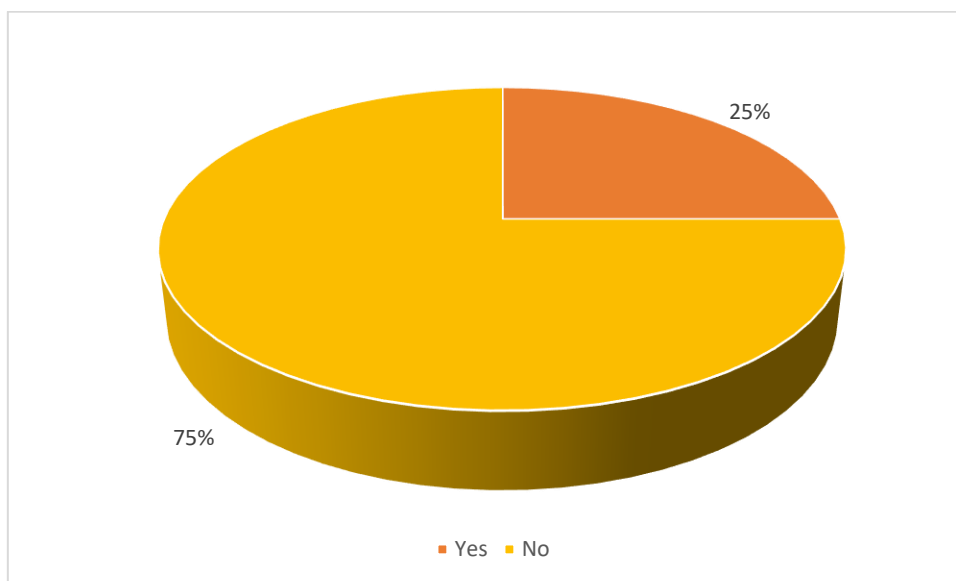
8. Did you have any difficulty contacting the Association or accessing information?



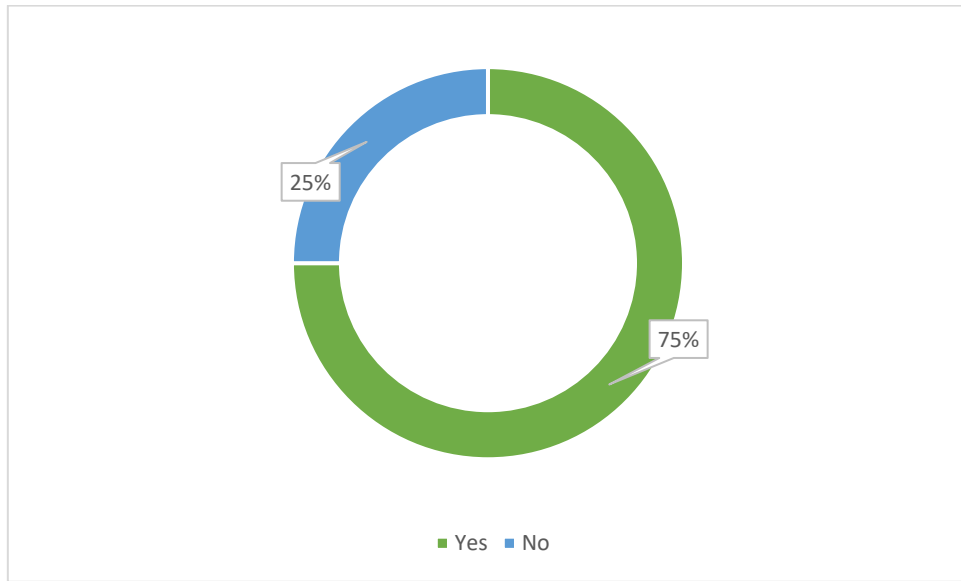
9. Overall, however satisfied were you with Knowes Housing Association's allocation process?



10. Do you feel that we could improve this service?



11. Do you feel that you have been treated fairly?



CUSTOMER  
SERVICE  
EXCELLENCE



INVESTORS  
IN PEOPLE

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*Knowes Housing Association Ltd is a charitable organisation registered under Scottish Charity No: SCO27466*

Knowes Housing Association Ltd

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