



**New Housing Applicant  
Satisfaction Survey  
October 2021 to March 2022**

**Published April 2022**

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 of our new tenants to obtain their feedback on the quality of services they have received through our application process for housing with the Association.

For October 2021 to March 2022, 145 questionnaires were issued to new applicants with 52 (36%) responses received.

The results are as follows

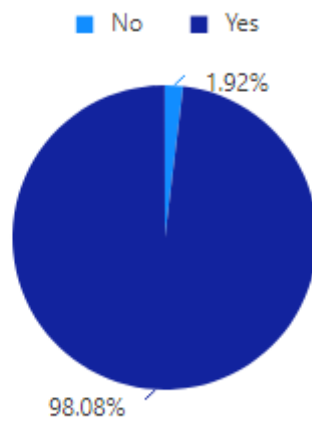
1. Did you find the layout of the application form clear and easy to complete?



2. Was there anything you did not like about the application form?



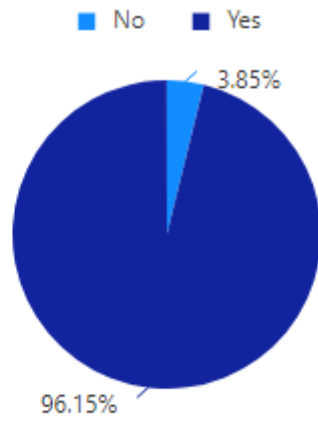
3. Did you find the questions easy to understand?



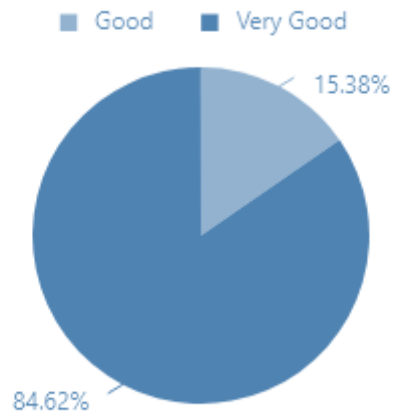
4. Did the application form allow you to tell us what's important to you?



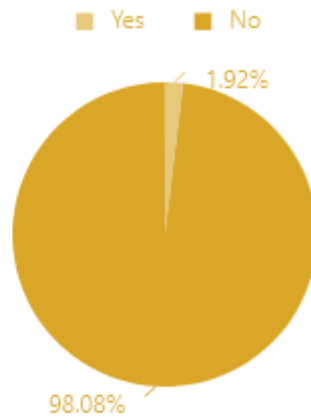
5. Did you received sufficient information to enable you to make informed decisions about your housing options?



6. Overall, how do you rate the advice, information, and assistance from staff at Knowes?



7. Would you have liked information to be provided to you in another format (large print, other language etc)?



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

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**Knowes Housing Association Ltd is a registered property factor (Reg. No. PF000201)**