



New Tenant Satisfaction Survey

April 2019 - September 2019

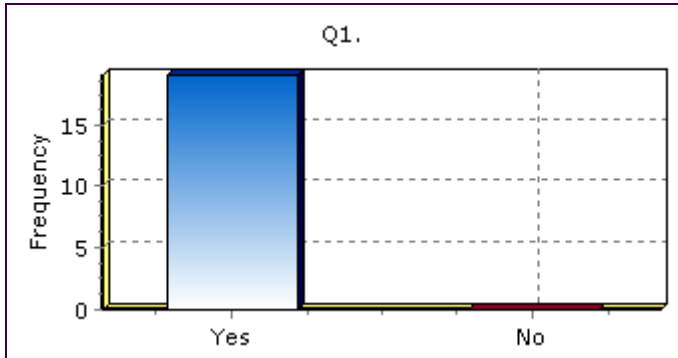
Analysis Breakdown

- 100% of respondents found the application form easy to understand
- 95% of respondents were very satisfied or fairly satisfied with the standard of their home
- 40% of respondents felt the decoration of the property was poor, and 60% had outstanding repairs
- 95% of respondents felt the information provided at sign-up was excellent and 5% felt it was good
- 100% of respondents found the new tenant pack useful
- 89% of respondents were satisfied with the housing process and 11% felt it could be improved
- 100% of respondents were satisfied with the overall service provided
- 100% of respondents were satisfied with the information provided
- 100% of respondents had no difficulty contacting the association
- 100% of respondents were satisfied with the overall allocation process
- 94% of respondents felt there was no improvement needed of the allocation process
- 95% of respondents felt they had been treated fairly
- 42% of respondents requested a summary of the survey
- 26% of the respondents are interested in becoming a Share Member
- 5% of respondents are interested in finding out about the Management Committee
- 5% of respondents are interested in the Scrutiny Panel

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Q1. Did you find the Housing Application Form easy to understand?



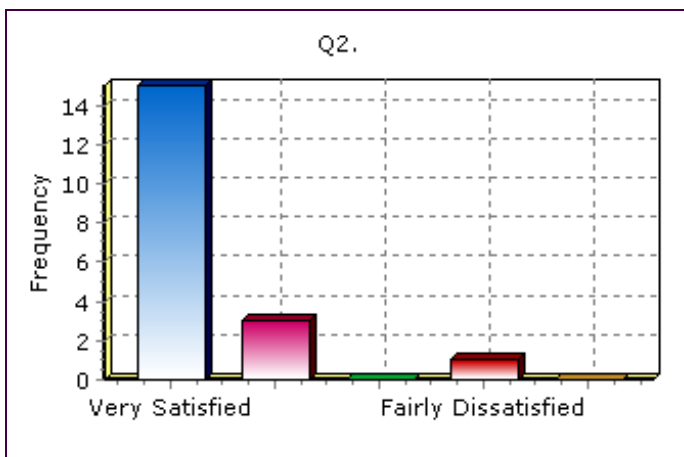
Q1.	Percentage
Yes	100%
No	0%
Total	100

R5. Was very well explained to me

R8. Was given assistance by Knowes

R18. Housing Officer couldn't have been more helpful

Q2. Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?



Q2.	Percentage
Very Satisfied	79%
Fairly Satisfied	16%
Neither Satisfied or Dissatisfied	0%
Fairly Dissatisfied	5%
Very Dissatisfied	0%
Total	100

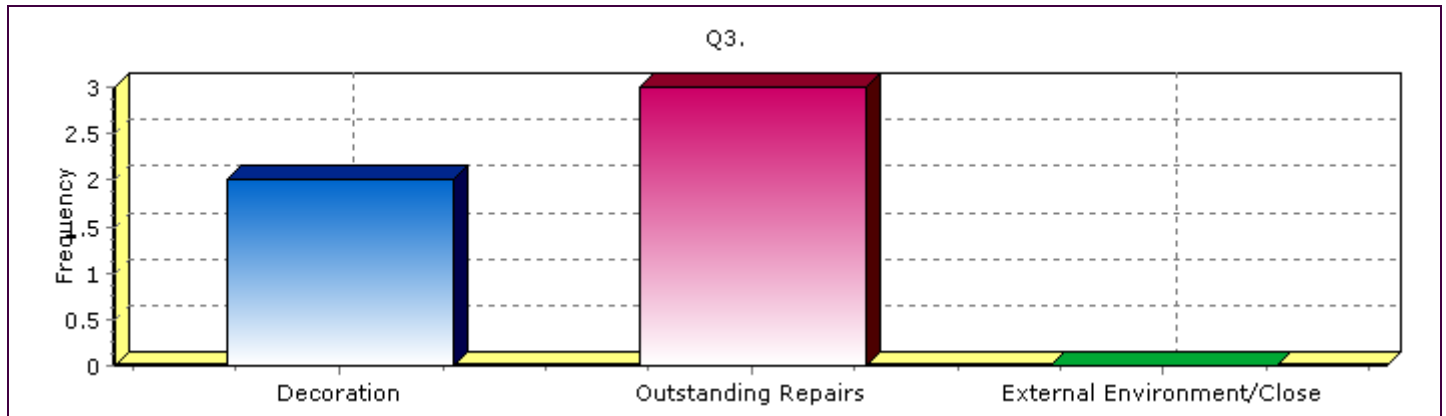
R5. House was fine just got 10yr old Boiler

R9. Repairs unsatisfactory, leaks in radiators, holes left in wall

R14. Brilliant, new kitchen

R18. Left very clean and ready to move in

Q3. If you felt the condition was poor, please indicate what you were unhappy with.



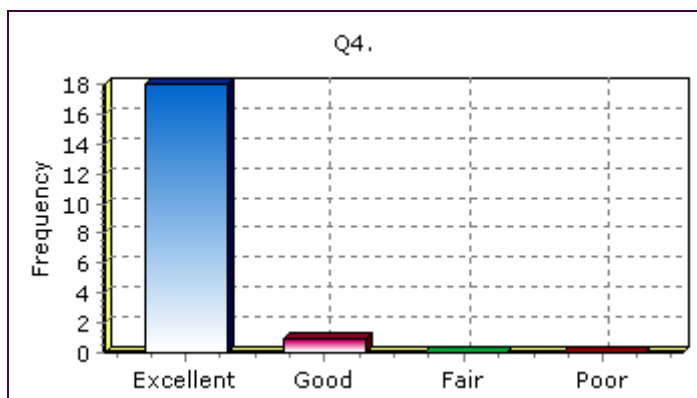
Q3.	Percentage
Decoration	40%
Outstanding Repairs	60%
External Environment/Close	0%
Total	100

R4. Had to decorate myself, but no issues

R10. Did have repairs but quickly rectified

R15. The house just needs a bit of decoration, paint, wallpaper etc, I will do it myself

Q4. How would you rate the information provided during your sign-up interview?



Q4.	Percentage
Excellent	95%
Good	5%
Fair	0%
Poor	0%
Total	100

R5. Was well explained all questions answered

R8. 10/10

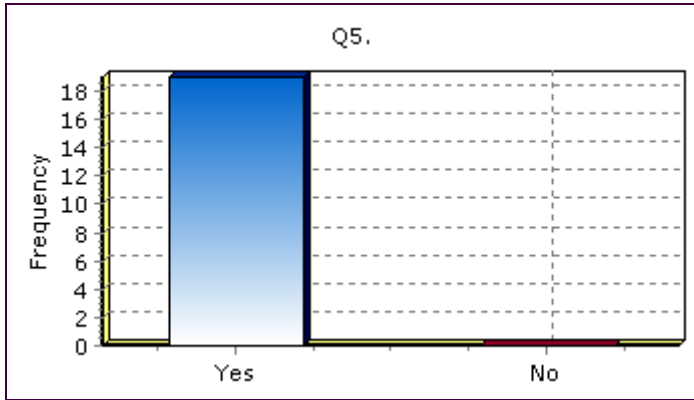
R14. Everything I needed to know was there

R16. Everything I needed to know and lots of useful information and contact numbers that were very helpful

R17. Karen was very helpful

R18. Couldn't have been anymore helpful and straight forward

Q5. Have you found the new tenant pack useful?



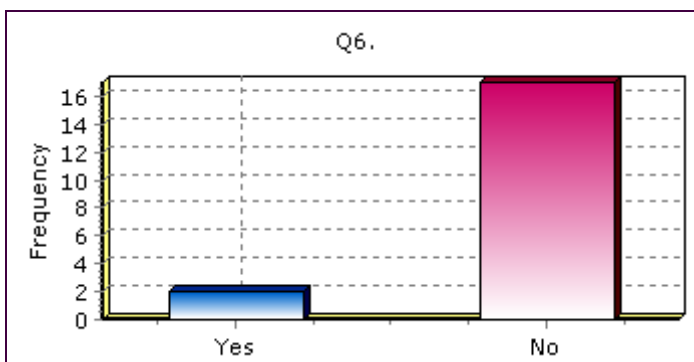
Q5.	Percentage
Yes	100%
No	0%
Total	100

R9. Not looked at it yet

R14. Telephone numbers very handy

R16. Contact numbers for me to ascertain the gas and electric suppliers and get that sorted. Brilliant

Q6. Is there anything which could have been done to make your application and rehousing process easier?



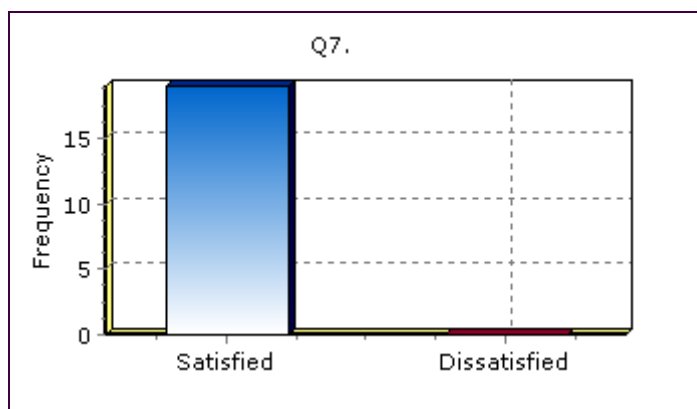
Q6.	Percentage
Yes	11%
No	89%
Total	100

R6. Less pressure to sign up before repairs are completed

R10. Very Smooth

R19. My application was dealt with quickly

Q7. How satisfied were you with the overall service provided to you by Knowes Housing Association?



Q7.	Percentage
Satisfied	100%
Dissatisfied	0%
Total	100

R5. They were helpful and nice

R6. Brilliant

R8. 10/10

R11. Very very satisfied

R12. Great

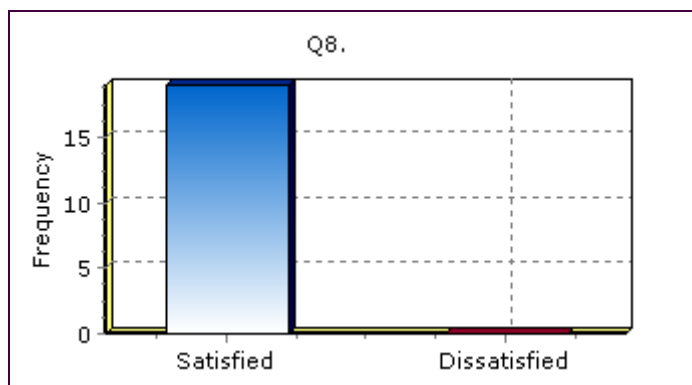
R13. Very satisfied

R14. Brilliant

R16. Smooth, efficient, informative and most of all everyone I spoke to was very friendly and approachable

R18. Very happy

Q8. How satisfied were you with the information provided by Knowes Housing Association?



Q8.	Percentage
Satisfied	100%
Dissatisfied	0%
Total	100

R8. 10/10

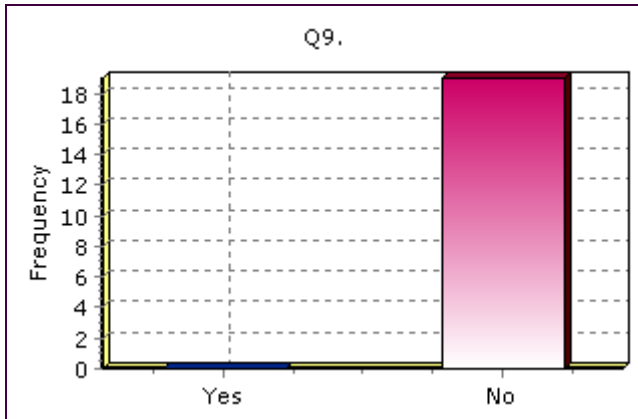
R12. Everything great

R13. Very satisfied

R14. Brilliant kept updated

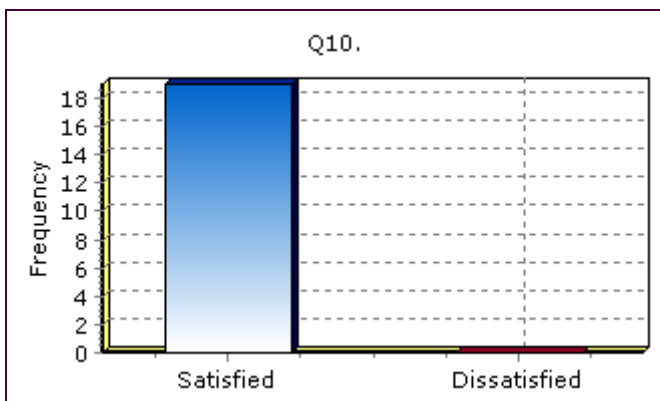
R16. I can't think of anything that has not been provided for me either with direct contact or included in the new tenant pack

Q9. Did you have any difficulty contacting the Association or accessing information?



Q9.	Percentage
Yes	0%
No	100%
Total	100

Q10. Overall how satisfied were you with Knowes Housing Association's allocation process?



Q10.	Percentage
Satisfied	100%
Dissatisfied	0%
Total	100

R8. 10/10

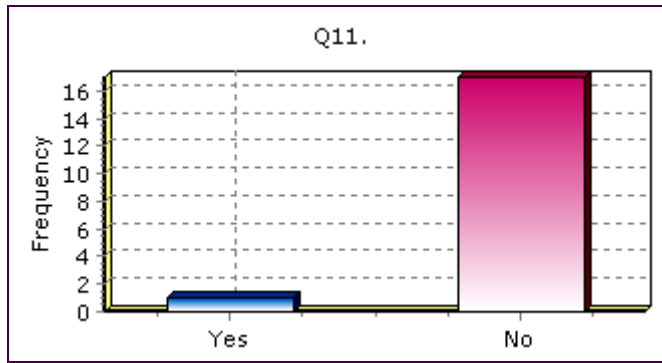
R9. Great

R10. Very satisfied

R13. Very satisfied as came from homeless

R14. Extremely satisfied

Q11. Do you feel that we could improve this service?



Q11.	Percentage
Yes	6%
No	94%
Total	100

R4. Smooth service - easy

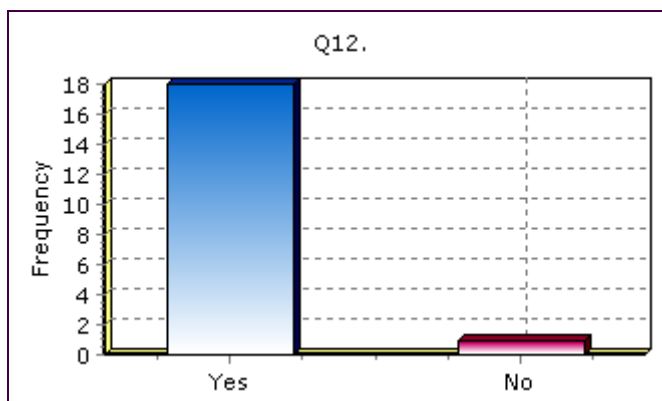
R6. Less pressure to sign up before repairs are completed

R15. Not for me to say

R16. There are no areas where I feel the process could improve. Returning to this area as a tenant was made very easy for me

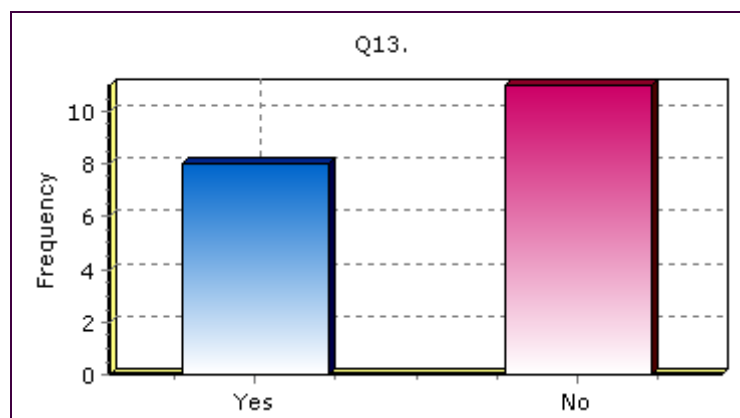
R18. Keep up what you are doing

Q12. Do you feel that you have been treated fairly?



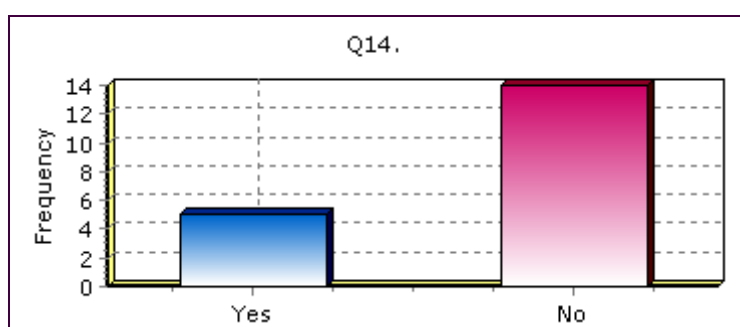
Q12.	Percentage
Yes	95%
No	5%
Total	100

Q13. Would you like to be sent a summary of the survey once collated?



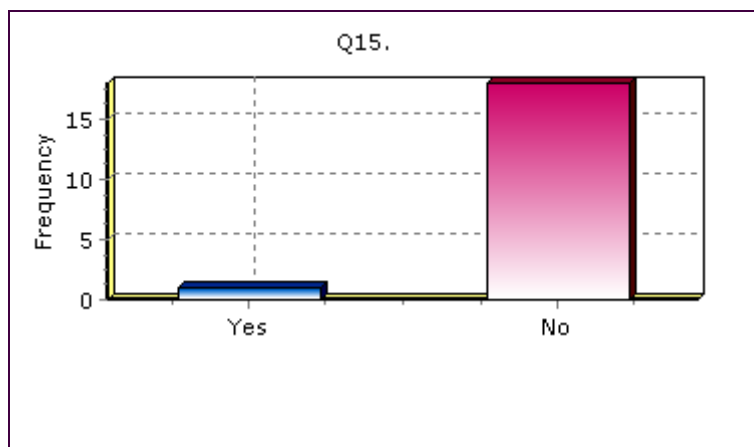
Q13.	Percentage
Yes	42%
No	58%
Total	100

Q14. Would you be interested in becoming a Share Member at a cost of £1.00 for life membership?



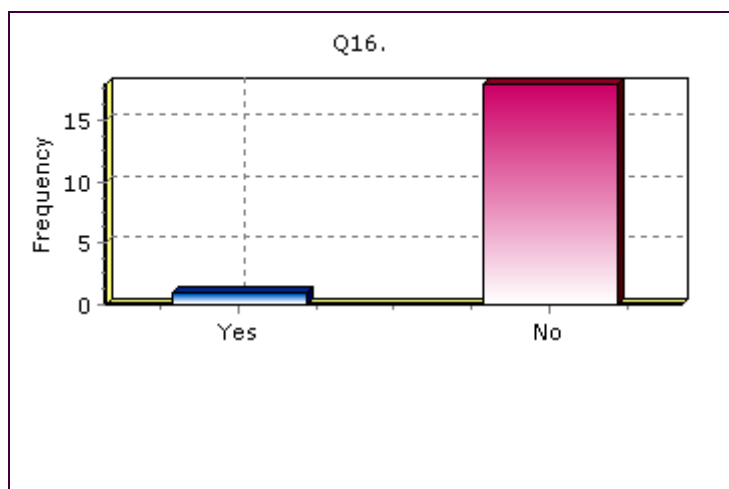
Q14.	Percentage
Yes	26%
No	74%
Total	100

Q15. Would you be interested in finding out how we operate as a Housing Association by joining our Management Committee?



Q15.	Percentage
Yes	5%
No	95%
Total	100

Q16. Would you be interested in looking at ways in which we could improve our service delivery by joining our Scrutiny Panel?



Q16.	Percentage
Yes	5%
No	95%
Total	100



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SCO27466*

Knowes Housing Association Ltd

Registered Office: 10 Field Road, Faifley, Clydebank, G81 5BX

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