



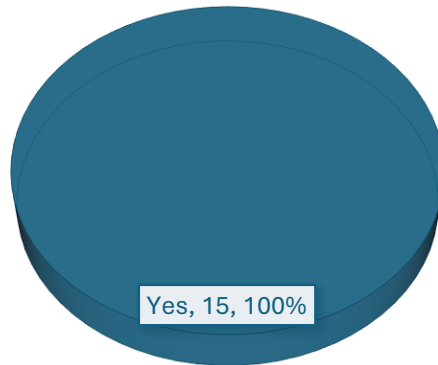
NEW TENANT SURVEYS

Q1

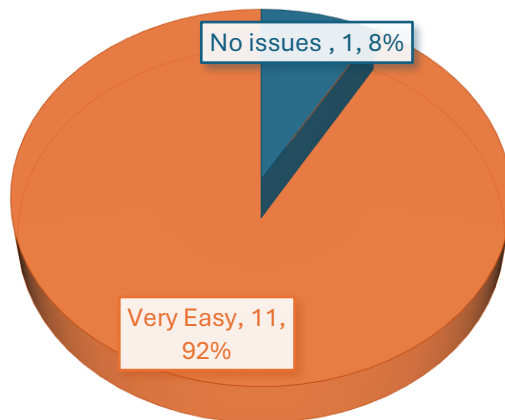
(April 2025-June 2025)

15 Responses Received

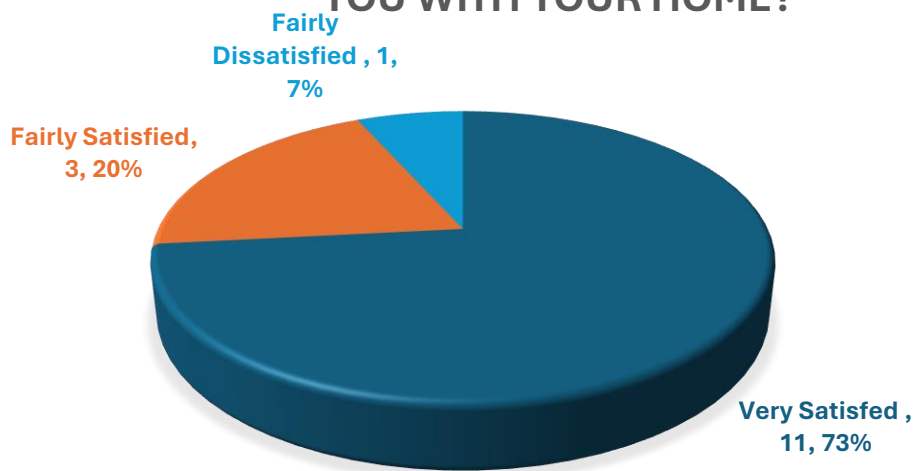
DID YOU FIND THE HOUSING APPLICATION FORM EASY TO UNDERSTAND?



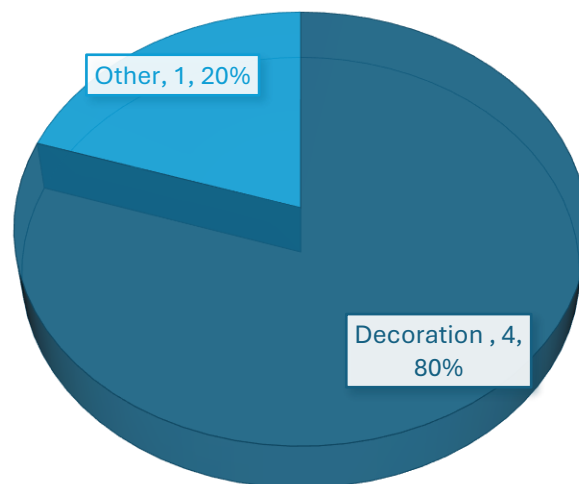
IF YOU USED THE ONLINE APPLICATION, HOW EASY DID YOU FIND USING THIS?



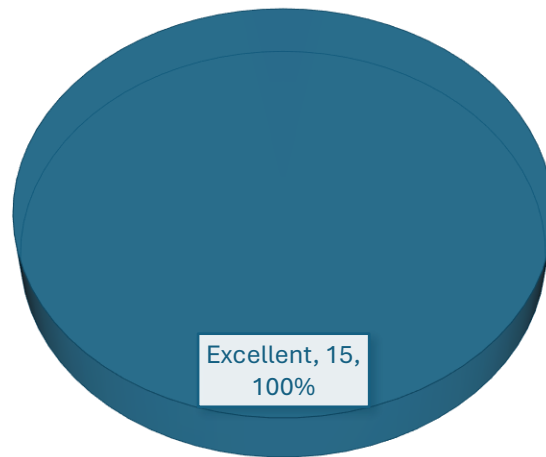
**THINKING ABOUT WHEN YOU MOVED IN,
HOW SATISFIED OR DISSATISFIED WERE
YOU WITH YOUR HOME?**



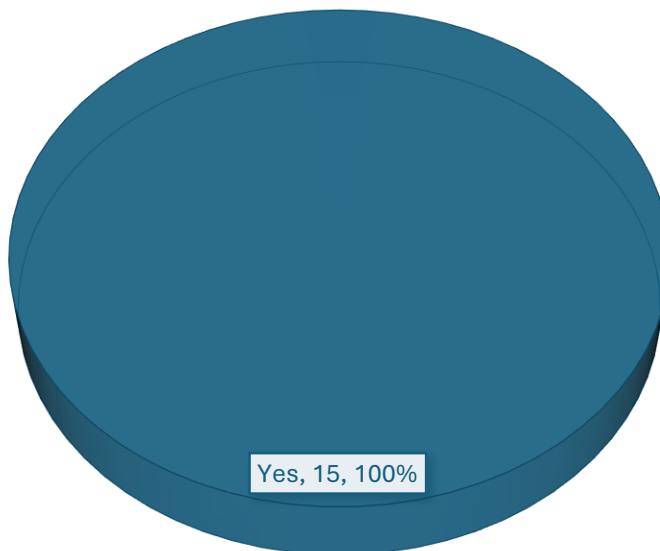
**IF YOU FELT THE CONDITION WAS
POOR, PLEASE INDICATE WHAT YOU
WERE UNHAPPY WITH**



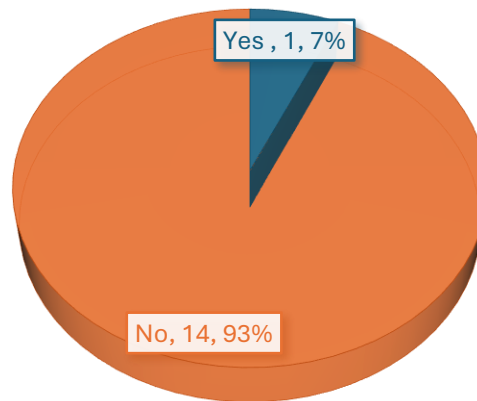
**HOW WOULD YOU RATE THE
INFORMATION PROVIDED DURING
YOUR SIGN-UP INTERVIEW?**



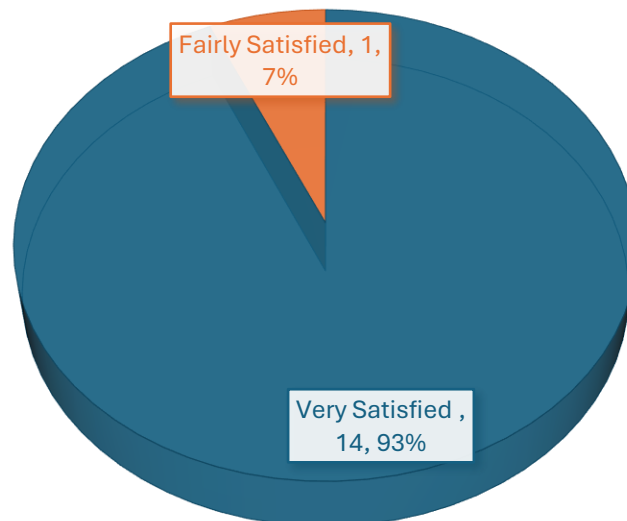
**HAVE YOU FOUND YOUR NEW TENANT
PACK USEFUL?**



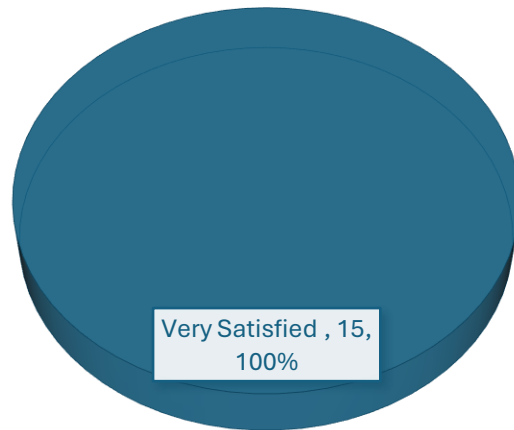
**IS THERE ANYTHING THAT COULD HAVE
BEEN DONE TO MAKE YOUR
APPLICATION AND REHOUSING
PROCESS EASIER?**



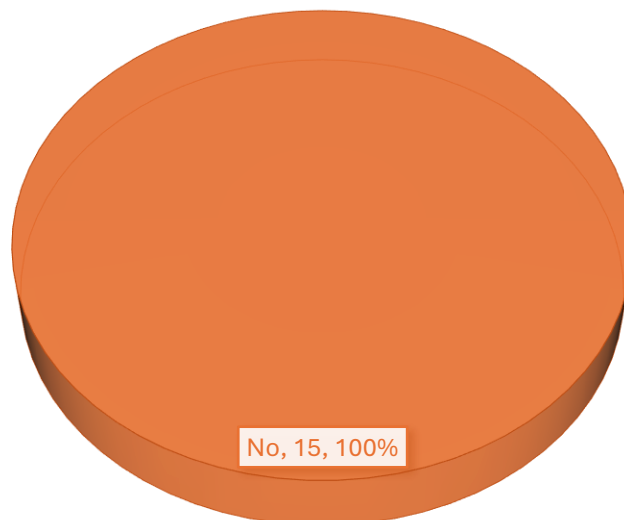
**HOW SATISFIED WERE YOU WITH THE
OVERALL SERVICE PROVIDED TO YOU BY
KNOWES HOUSING ASSOCIATION**



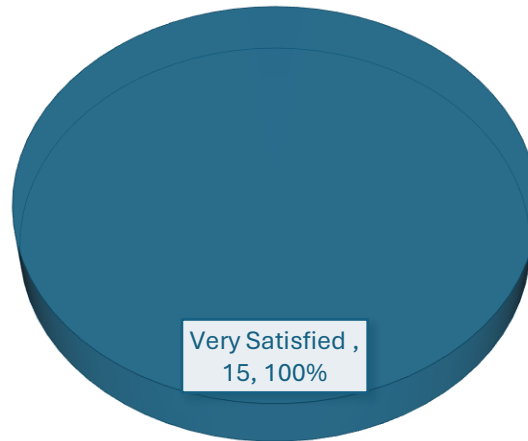
**HOW SATISFIED WERE YOU WITH THE
INFORMATION PROVIDED BY KNOWES
HOUSING?**



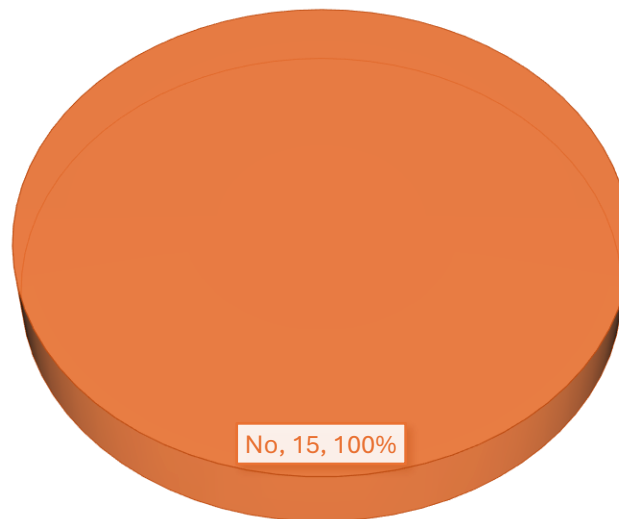
**DID YOU HAVE ANY DIFFICULTY
CONTACTING THE ASSOCIATION OR
ACCESSING INFORMATION?**



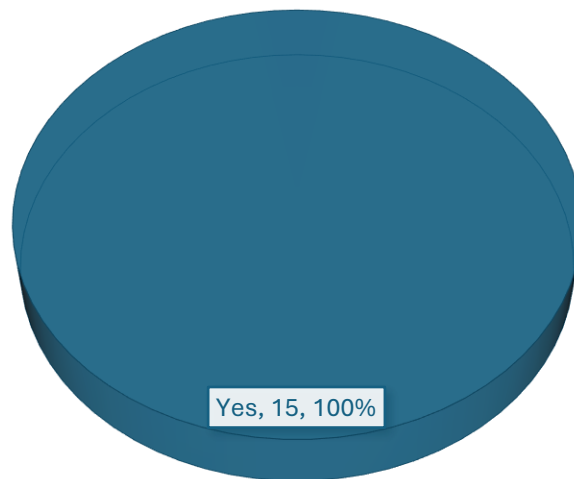
**OVERALL HOW SATISFIED WERE YOU
WITH KNOWES HOUSING
ASSOCIATION'S ALLOCATION
PROCESS?**



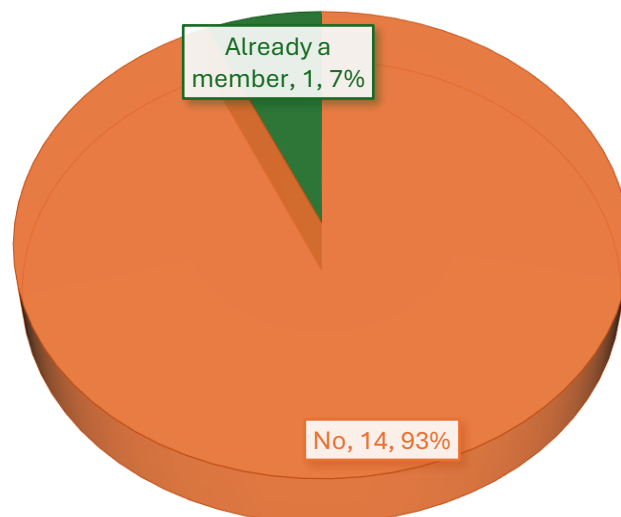
**DO YOU FEEL THAT WE COULD IMPROVE
THIS SERVICE?**



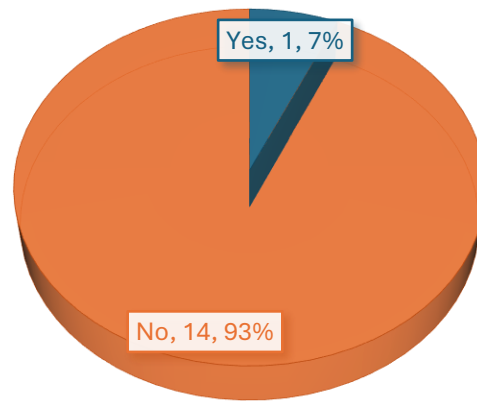
**DO YOU FEEL THAT YOU HAVE BEEN
TREATED FAIRLY?**



**WOULD YOU BE INTERESTED IN
BECOMING A SHARE MEMBER AT A COST
OF £1.00 FOR LIFETIME MEMBERSHIP?**



**WOULD YOU BE INTERESTED IN FINDING
OUT HOW WE OPERATE AS A HOUSING
ASSOCIATION BY BECOMING A
COMMITTEE MEMBER?**



**WOULD YOU BE INTERESTED IN LOOKING
AT WAYS IN WHICH WE COULD IMPROVE
OUR SERVICE DELIVERY BY JOINING OUR
CUSTOMER WORKING GROUP?**

