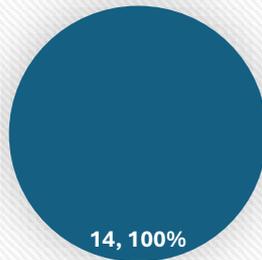


New Tenant Data 2025-26

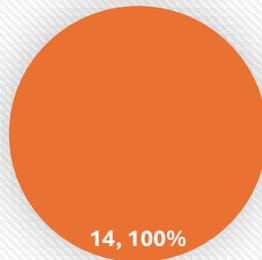
Quarter 2

Did you find the Housing Application Form easy to understand?



■ Yes ■ No

If you used the online Application Form how easy did you find using this?



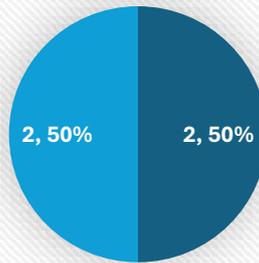
■ No Issues

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



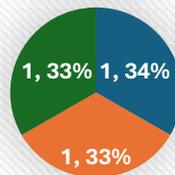
- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied

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



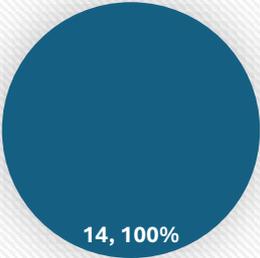
- Decorations
- Outstanding Repairs
- External Environment/Close
- Other

Please tell us why you were unhappy with the condition of your property.



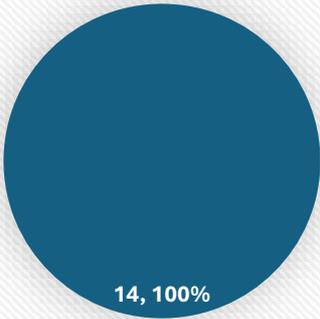
- A few things were not fixed in advance of the tenant moving in
- House being fully replastered cost a lot of time, effort and money
- Three layers of wallpaper needed removed

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



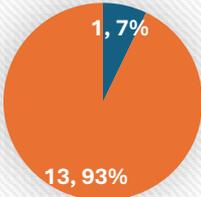
■ Excellent ■ Good ■ Fair ■ Poor

Have you found your new tenant pack useful?



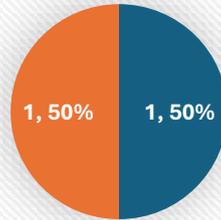
■ Yes ■ No

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



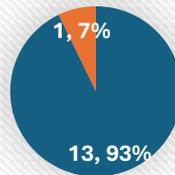
■ Yes ■ No

Please tell us what we could have done to make our application and rehousing process better?



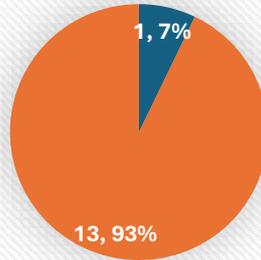
- Issues with electricity meant tenant was left with no electricity for 2 weeks
- It was all great

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



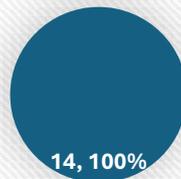
- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied

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



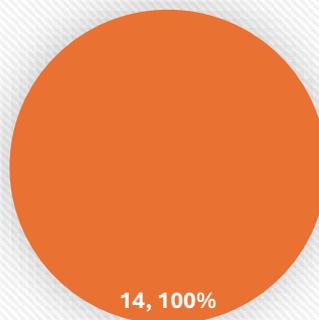
■ Yes ■ No

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



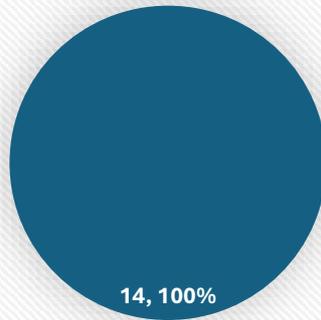
■ Very Satisfied ■ Satisfied
■ Neither Satisfied nor Dissatisfied ■ Fairly Dissatisfied
■ Very Dissatisfied

Do you feel that we could improve this service?



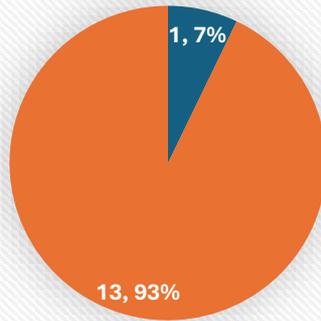
■ Yes ■ No

Do you feel that you have been treated fairly?



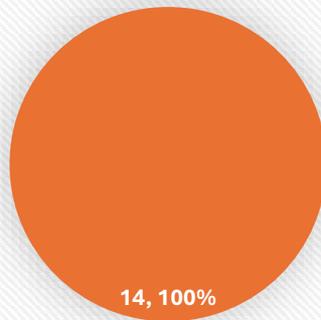
■ Yes ■ No

Would you be interested in becoming a Share Member?



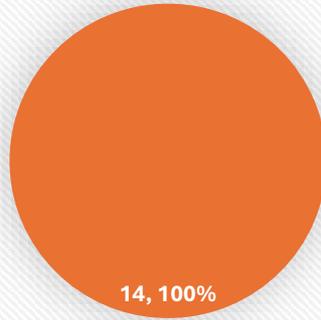
■ Yes ■ No

Would you be interested in becoming a Committee Member?



■ Yes ■ No

Would you be interested in joining the Customer Working Group?



■ Yes ■ No