



**Housing Applicant
Satisfaction Survey
Analysis**

April 2018 – March 2019

Analysis Breakdown

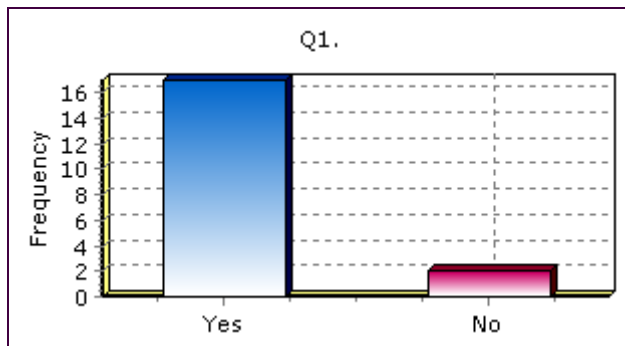
A total of 20 surveys were returned and the data collated advised of the following:

- 89% of respondents found the application form to be clear and easy to complete
- 100% of respondents stated that there was nothing they did not like about the application form
- 95% of respondents found the questions easy to understand
- 100% of respondents found the application form allowed them to explain what was important to them
- 100% of respondents said they received sufficient information to enable them to make informed decisions about their housing options
- 100% of respondents said they received very good/good information and assistance from staff at Knowes
- No respondents requested information to be provided in another format (large print, other language etc)

Housing Applicant Satisfaction Survey

April 2018 – March 2019

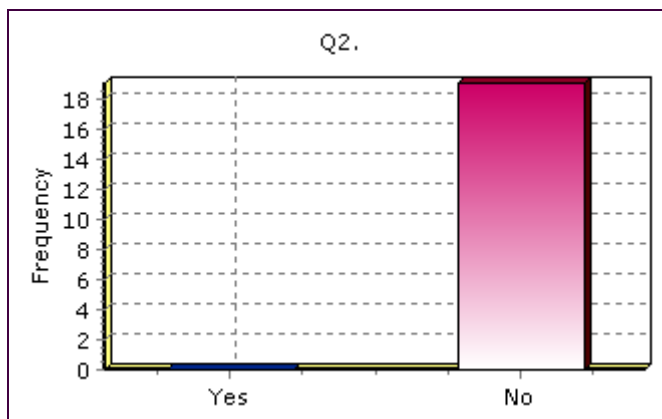
Q1. Did you find the layout of the application form clear and easy to complete?



Q1.	Percentage
Yes	89%
No	11%
Total	100

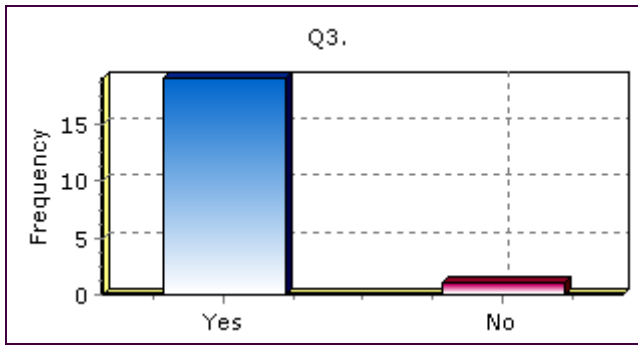
R1. Got help with it

Q2. Was there anything you did not like about the application form?



Q2.	Percentage
Yes	0%
No	100%
Total	100

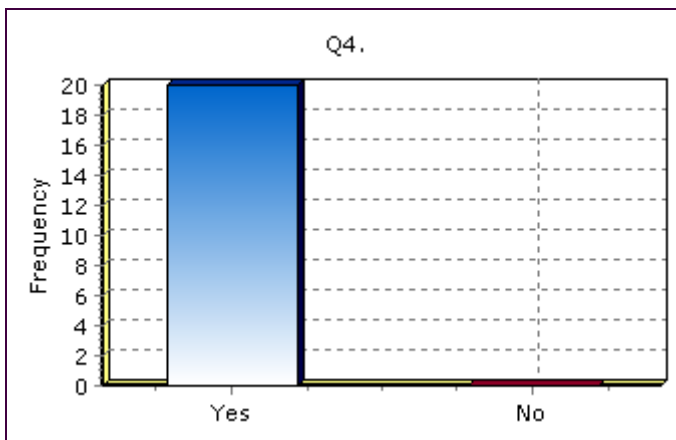
Q3. Did you find the questions easy to understand?



Q3.	Percentage
Yes	95%
No	5%
Total	100

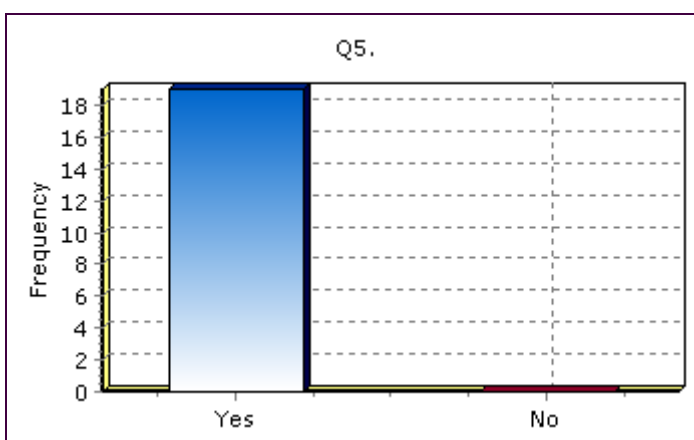
R.3 Got help with it

Q4. Did the application form allow you to tell us what's important to you?



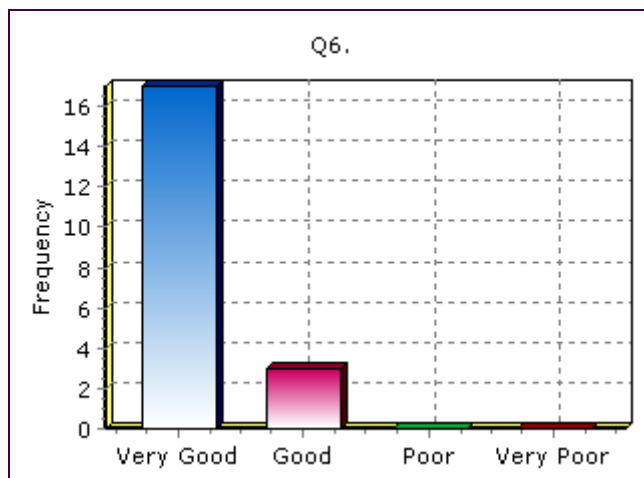
Q4.	Percentage
Yes	100%
No	0%
Total	100

Q5. Did you receive sufficient information to enable you to make informed decisions about your housing options?



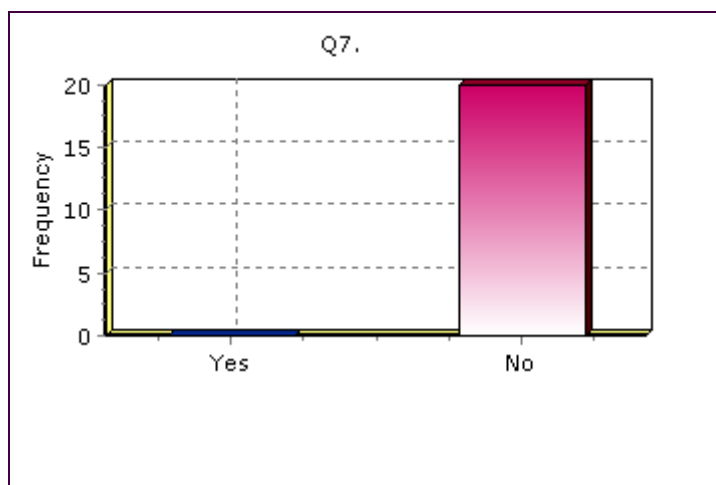
Q5.	Percentage
Yes	100%
No	0%
Total	100

Q6. Overall, how do you rate the advice, information and assistance from staff at Knowes?



Q6.	Percentage
Very Good	85%
Good	15%
Poor	0%
Very Poor	0%
Total	100

Q7. Would you have liked information to be provided to you in another format (large print, other language etc.?)



Q7.	Percentage
Yes	0%
No	100%
Total	100



Knowes Housing Association Ltd., 10 Field Road, Faifley, Clydebank, G81 5BX;
email: info@knowes.org website: www.knowes.org

phone: 01389 877752

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

Knowes Housing Association Ltd

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

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