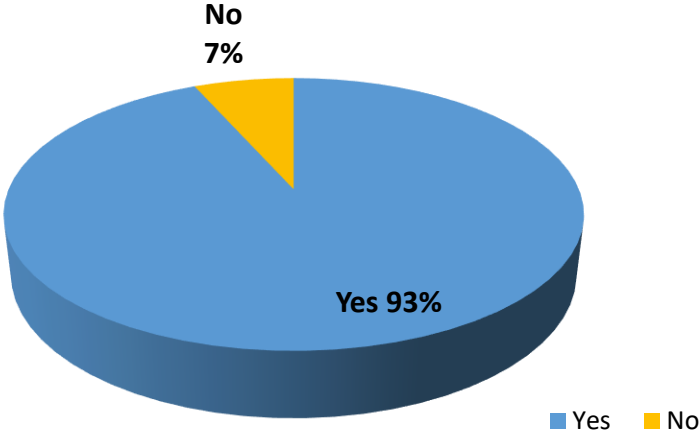




**New Tenant
Satisfaction Survey
Analysis
April 2023 – January 2024**

Responses: 15

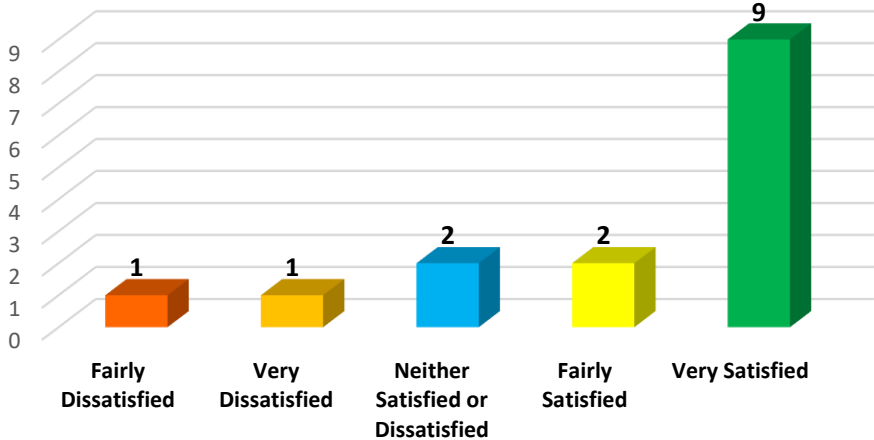
Did you find the housing application easy to understand?



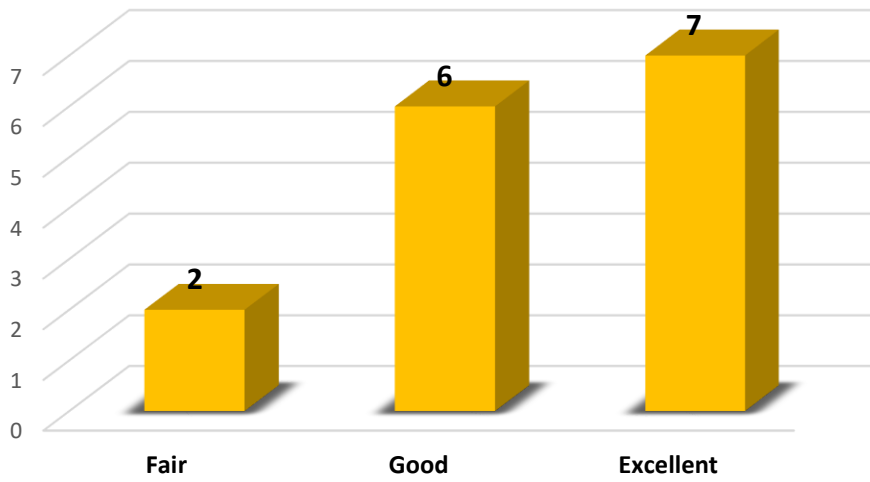
14 Respondents Answered "Yes"

10 Respondents Answered "No"

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



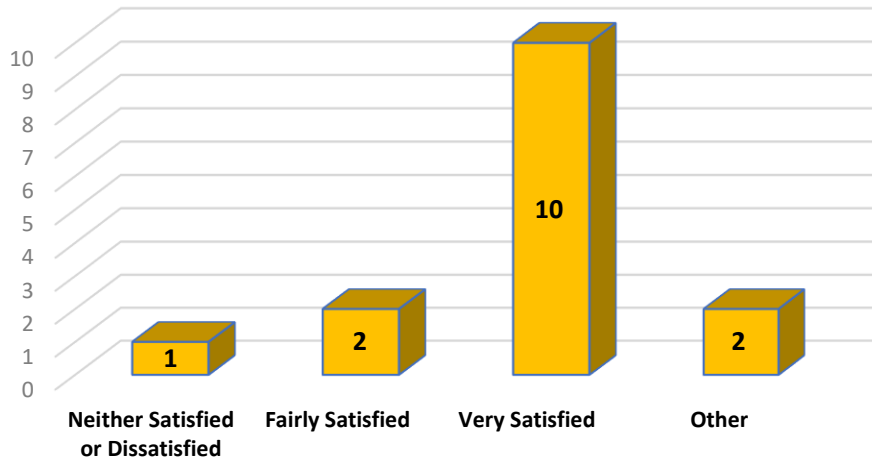
How would you rate the information provided during your sign-up interview?



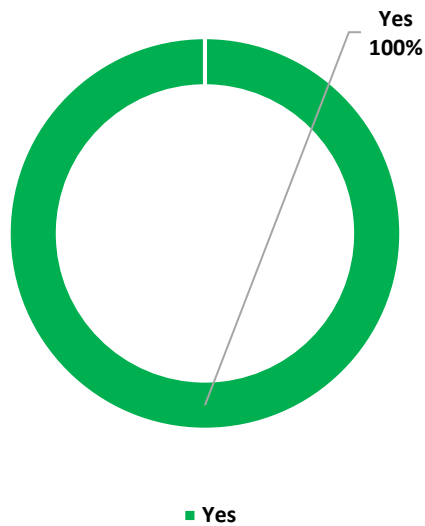
How satisfied were you with the information provided to you by Knowes Housing Association?



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



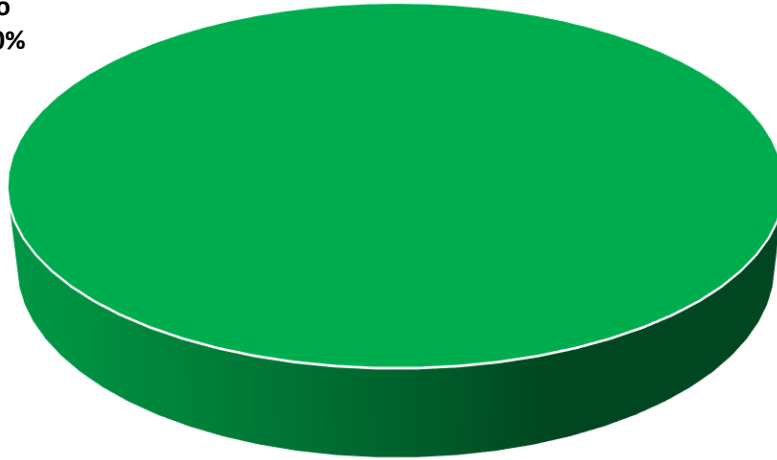
Have you found the new tenant pack useful?



15 Respondents Answered "Yes"

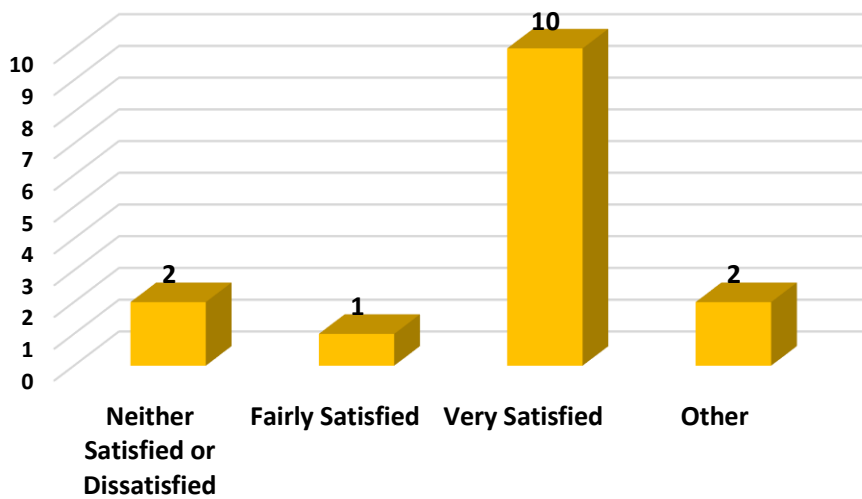
Did you have any difficulty contacting the Association or accessing information?

No
100%

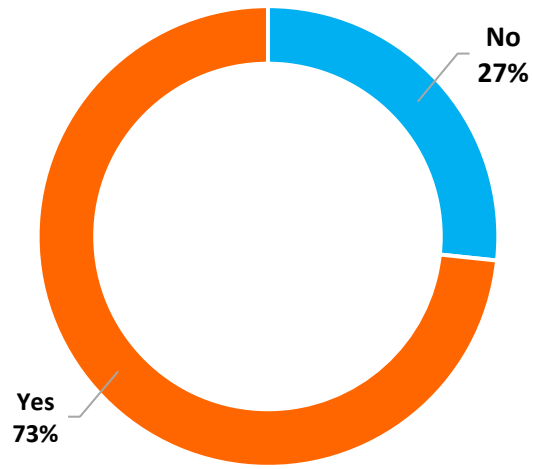


15 Respondents Answered "No"

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



Do you feel that we could improve this service?



11 Respondents Answered "Yes"

4 Respondents Answered "No"