

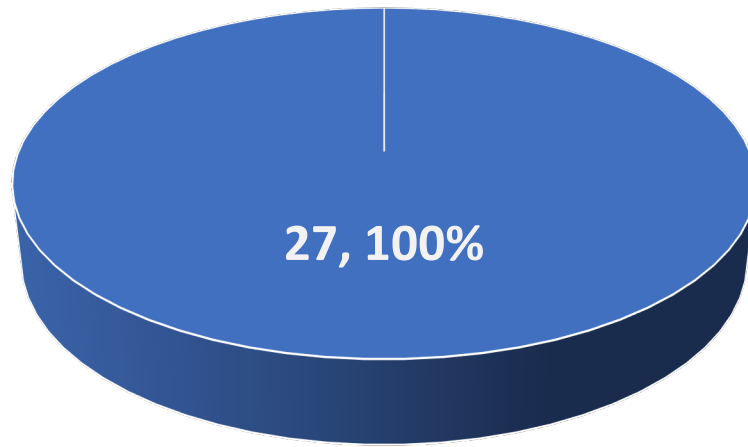


New Tenant
Satisfaction Survey Analysis

February 2024 – December 2024

Responses: 27

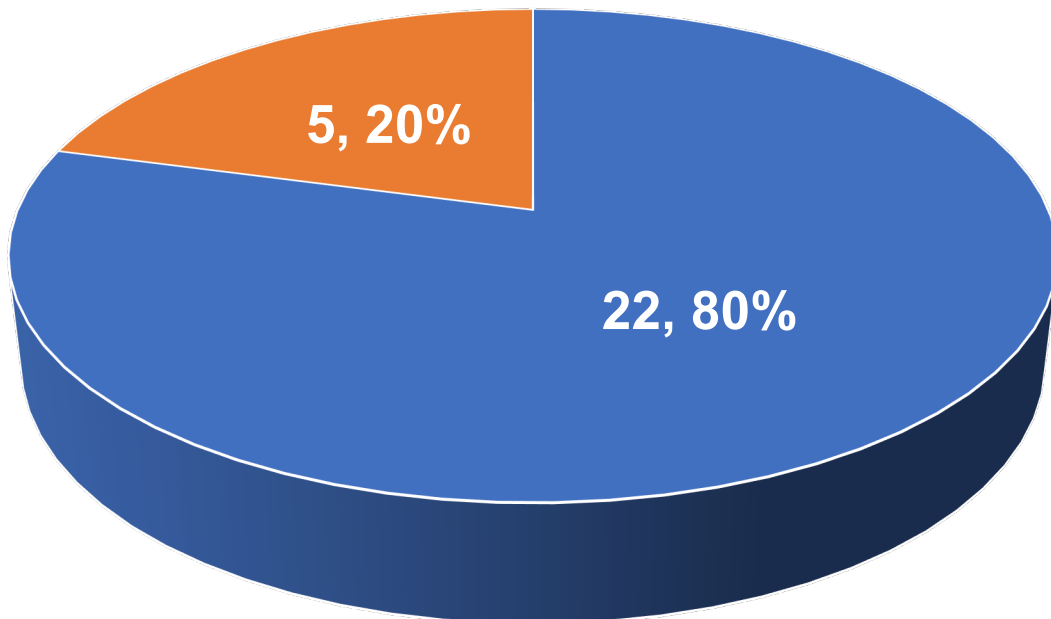
Did you find the Housing Application form easy to understand? (27 responses)



■ Yes

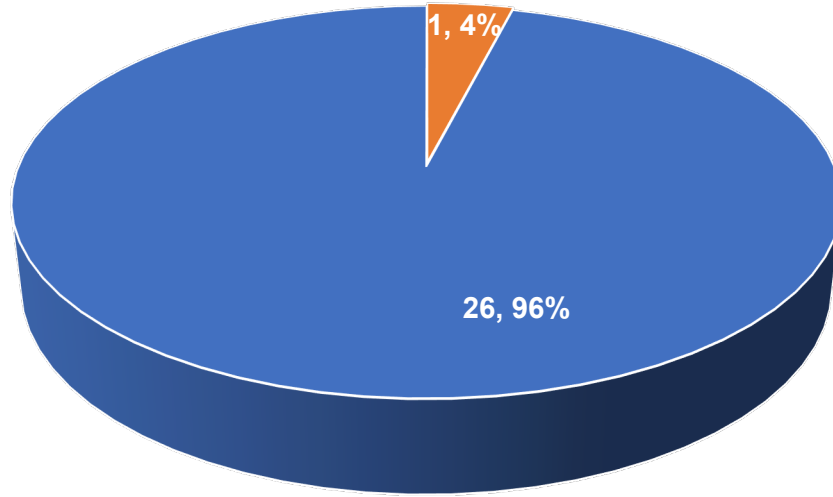
All applicants found the form to be user friendly.

Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home? (27 responses)



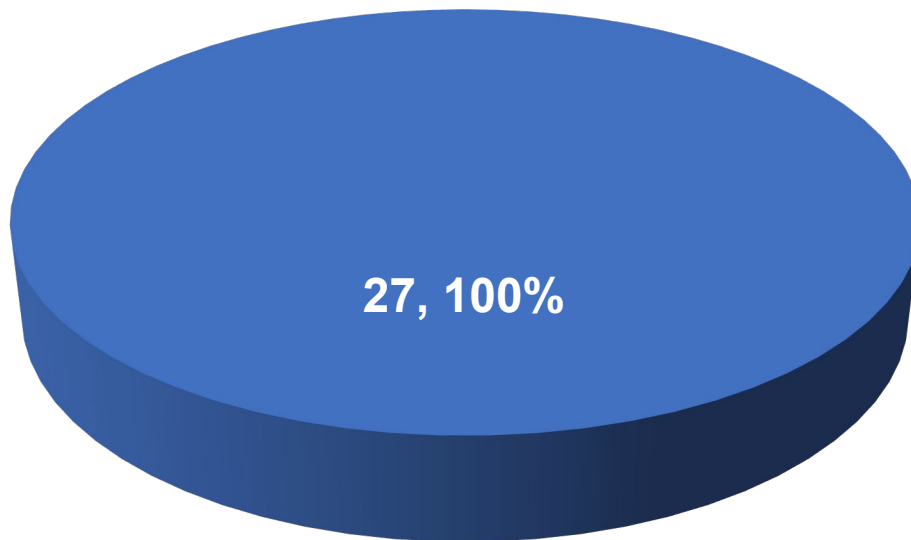
■ Very Satisfied ■ Satisfied

How would you rate the information provided during your sign up interview? (27 responses)



■ Good ■ Excellent

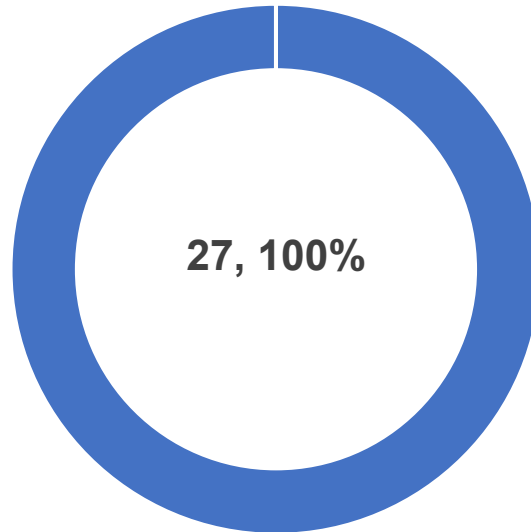
Have you found the tenant pack useful? (27 responses)



■ Yes

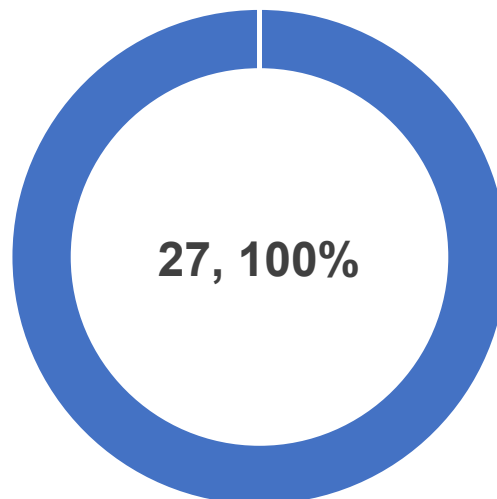
All applicants found the 'New Tenant Pack' to be of use.

How satisfied were you with the overall service provided to you by Knowes Housing Association? (27 responses)



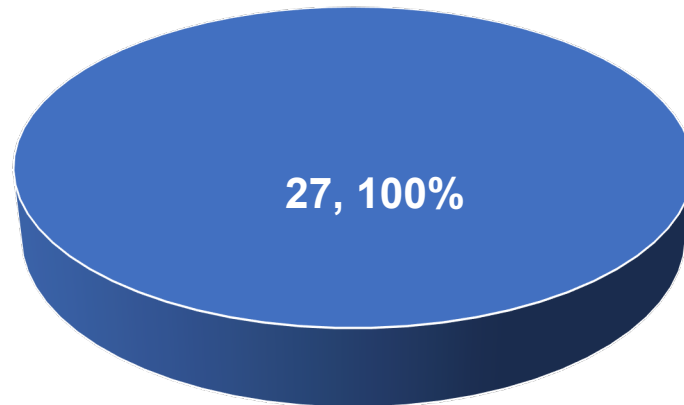
■ very satisfied with our service

How satisfied were you with the information provided to you by Knowes HA (27 responses)



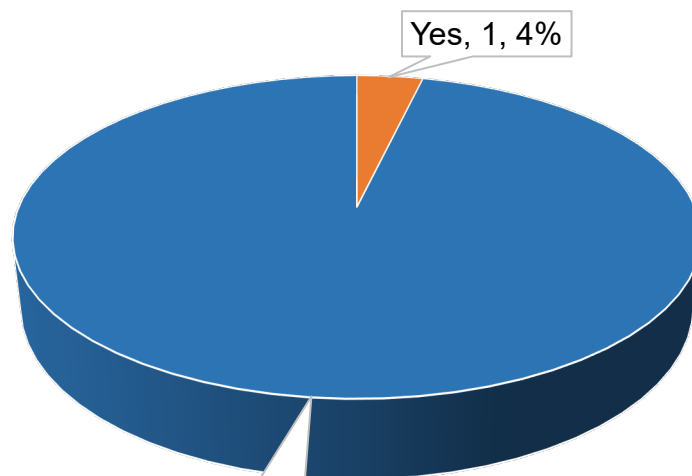
■ Very Satisfied

Did you have any difficulty contacting the Association or accessing information?
(27 responses)



■ No

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



No, 26, 96%

Yes, 1, 4%

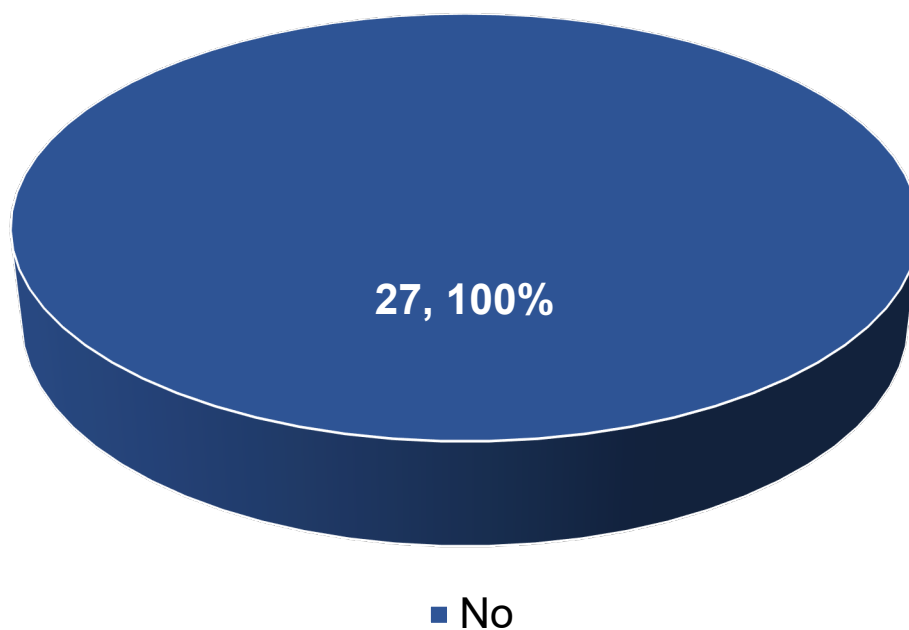
■ Yes ■ No

Overall, how satisfied were you with Knowes Housing Association's allocation process?
(27 responses)



27 new tenants - 100% happy with the allocation process.

Do you feel we could improve this service?
(27 responses)





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