



New Tenant Satisfaction survey
April 2021 to March 2022

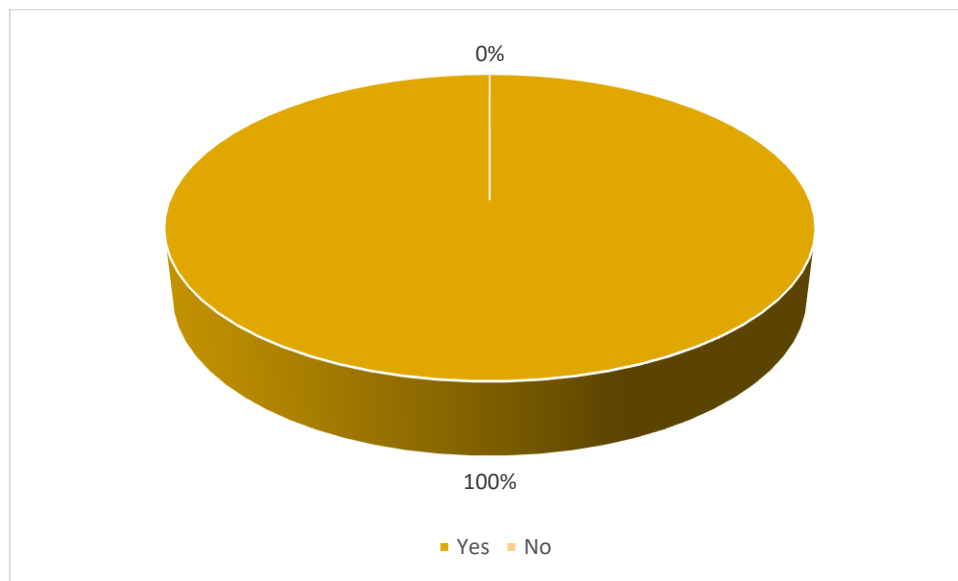
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The Association is always looking for feedback on how we perform on the various services we offer the community.

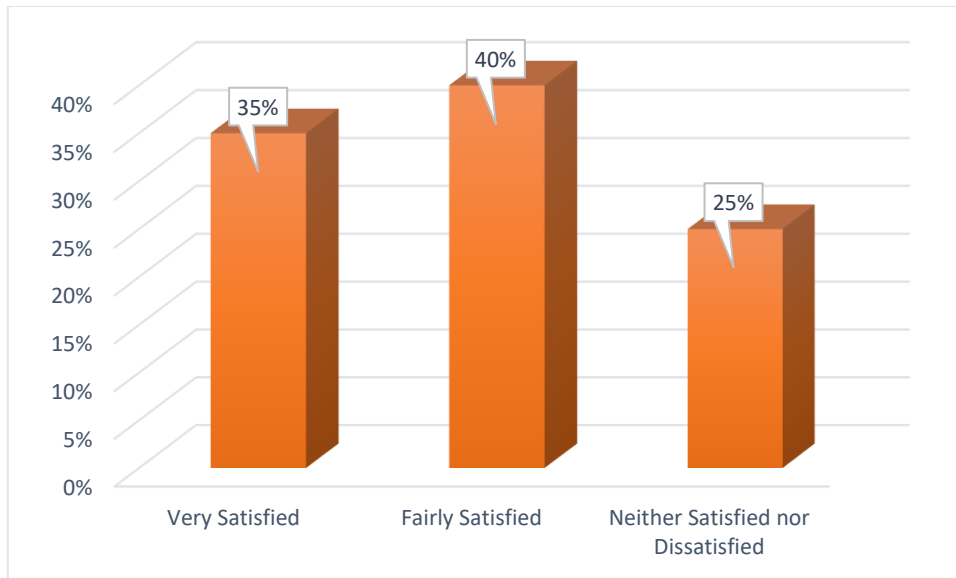
On a quarterly basis, the Association sends out a questionnaire to all of our new tenants to obtain their feedback on the quality of services they have received through our Allocations process.

For April 2021 to March 2022, we issued 67 questionnaires to new tenants and 20 (30%) responses were received.

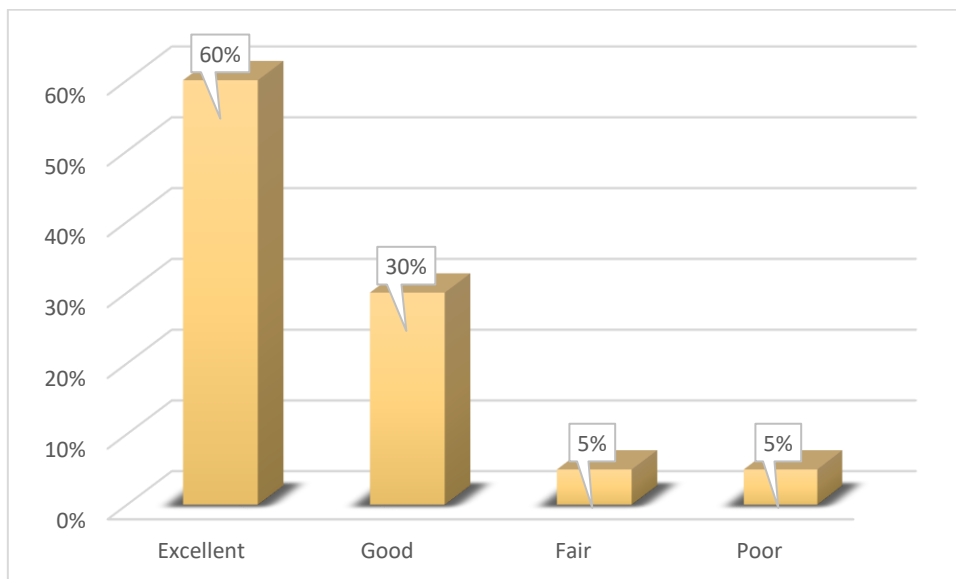
1. Did you find the housing application form easy to understand?



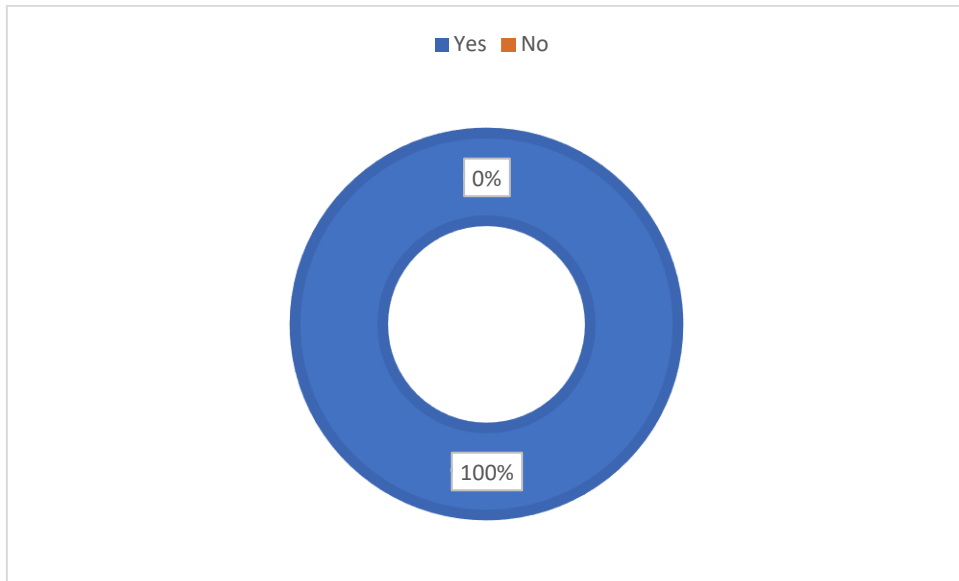
2. Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?



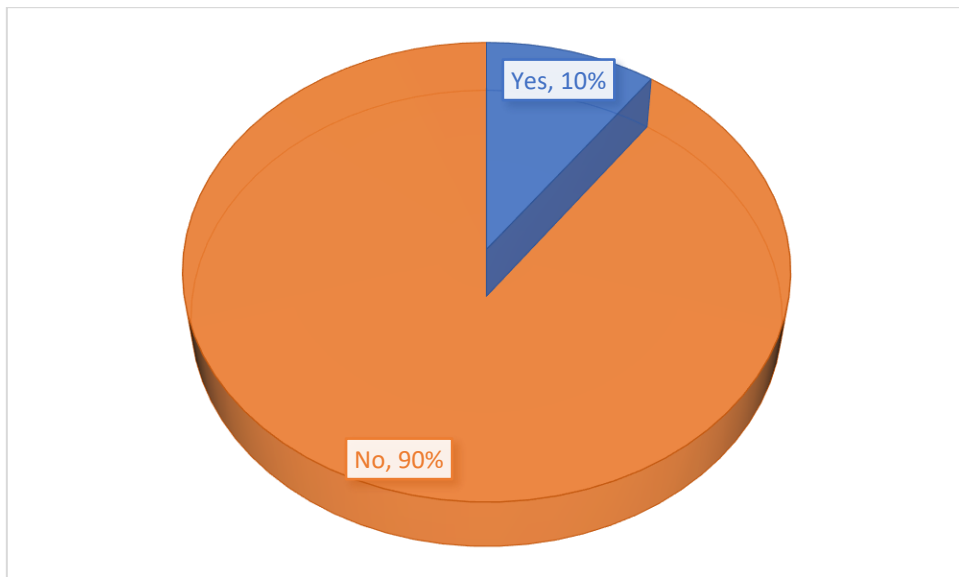
3. How would you rate the information provided during your sign-up interview?



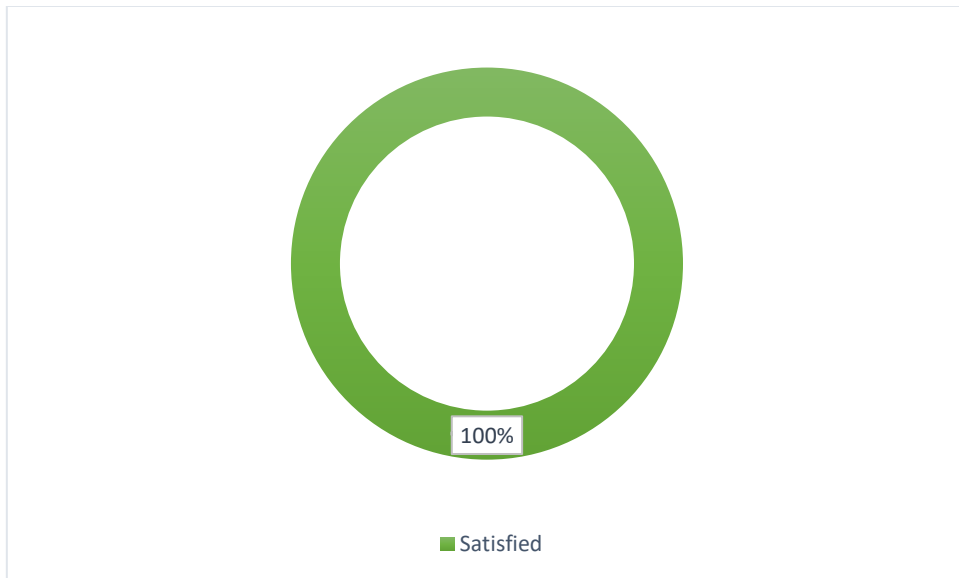
4. Have you found the new tenant pack useful?



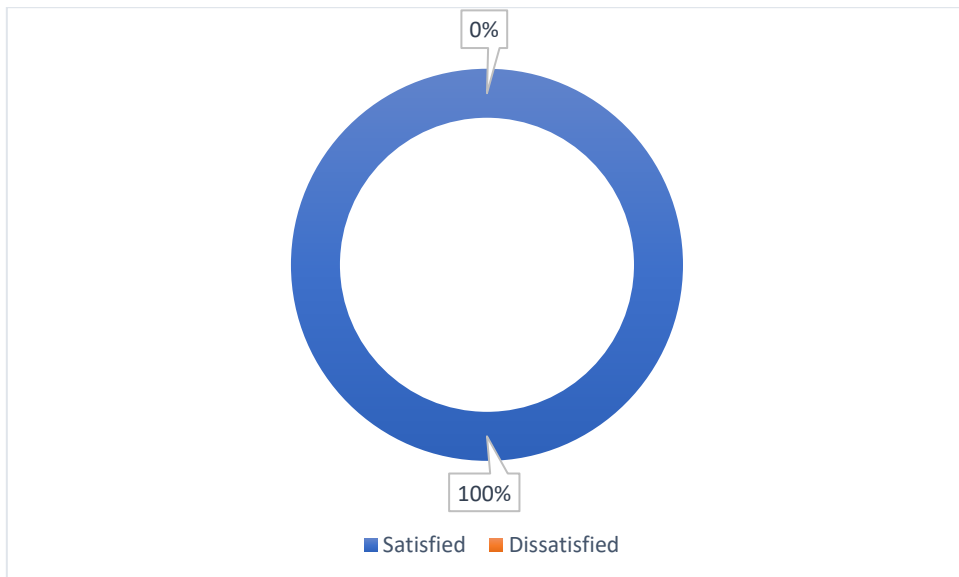
5. Is there anything which could have been done to make your application and rehousing process easier?



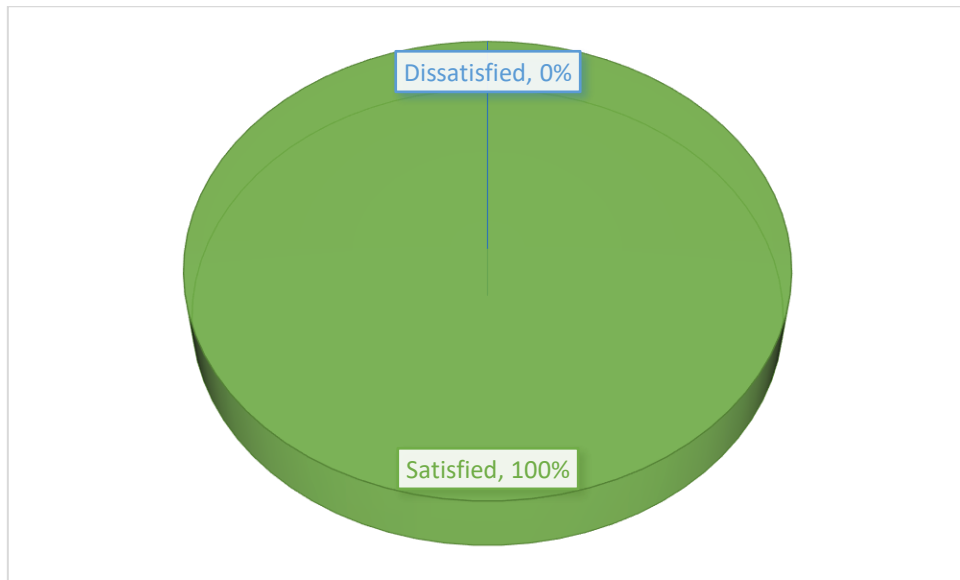
6. How satisfied were you with the overall service provided to you by Knowes Housing Association?



7. How satisfied were you with the information provided by Knowes Association?



8. Overall, however satisfied were you with Knowes Housing Association's allocation process?





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

Knowes Housing Association Ltd

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