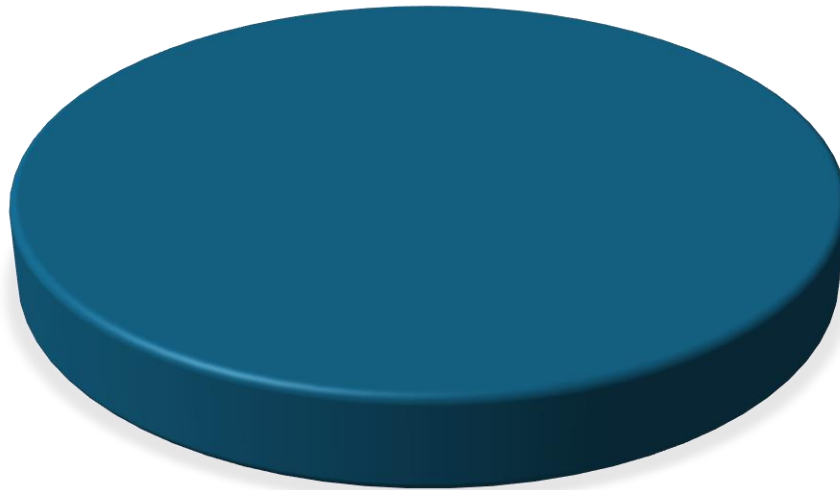


NEW TENANT SURVEY DATA

2025/26 Q4 (Jan-Mar)

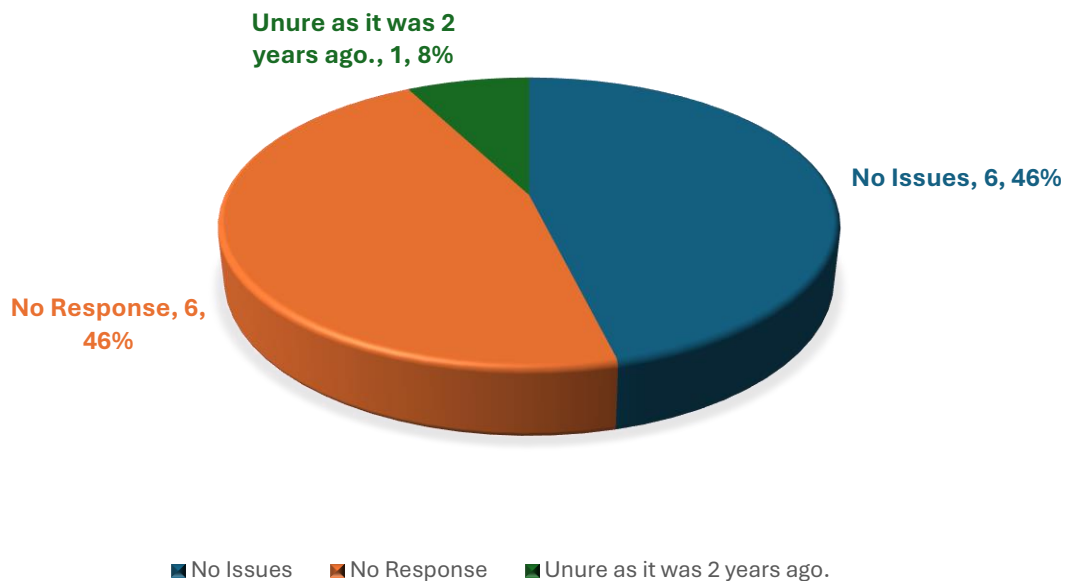
DID YOU FIND THE HOUSING APPLICATION FORM EASY TO UNDERSTAND?



Yes, 13, 100%

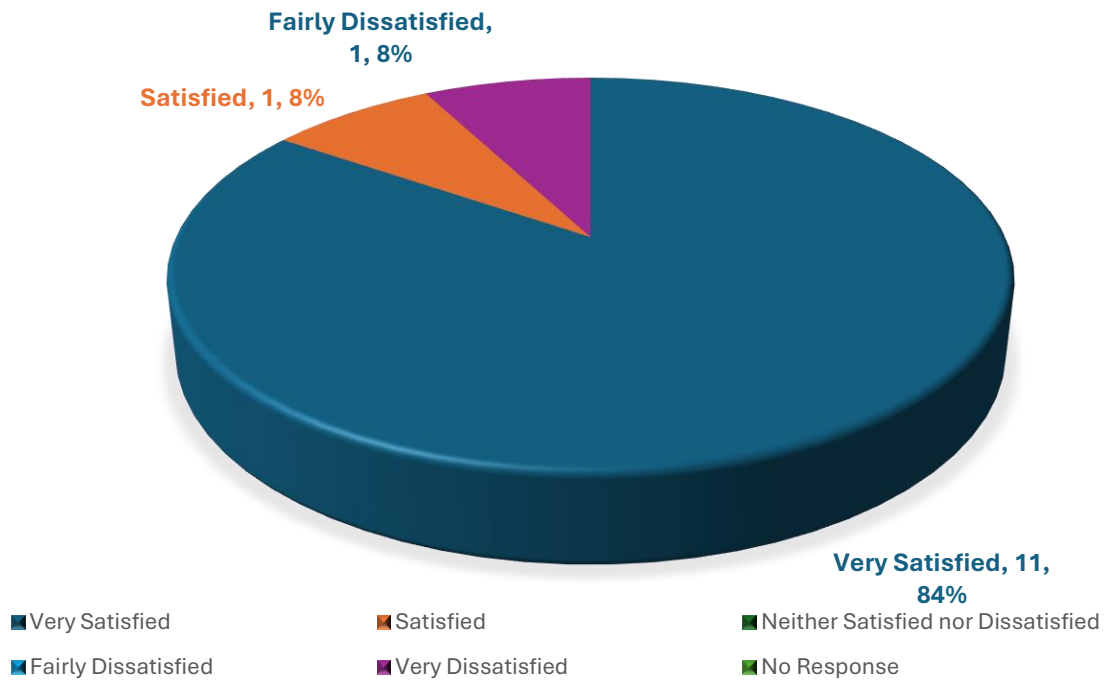
■ Yes ■ No

IF YOU USED THE ONLINE APPLICATION, HOW EASY DID YOU FIND USING THIS?

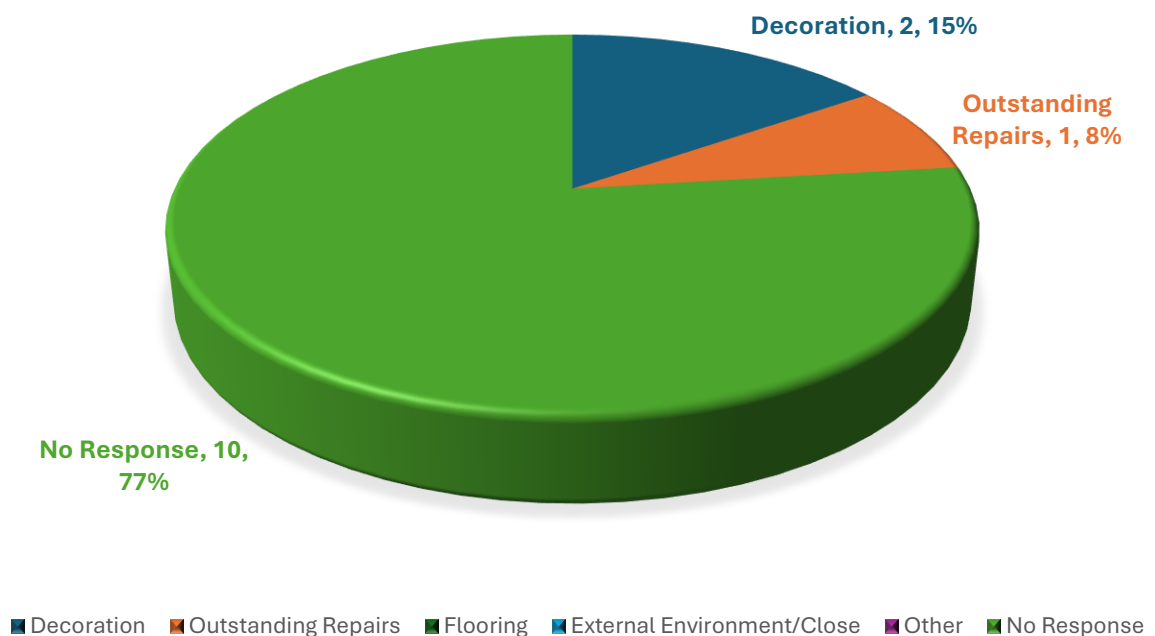


■ No Issues ■ No Response ■ Unure as it was 2 years ago.

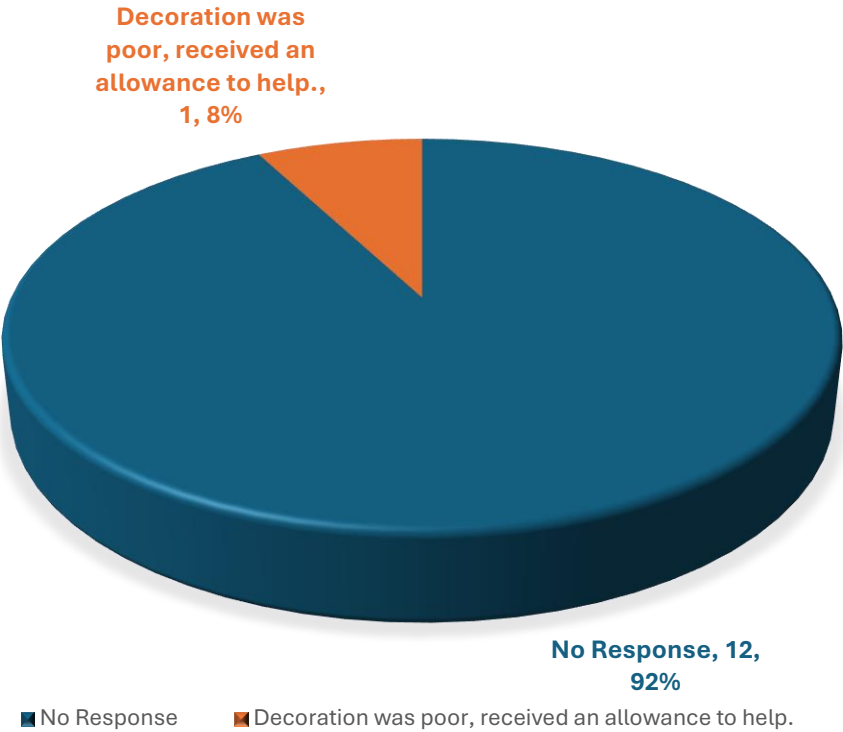
THINK ABOUT WHEN YOU MOVED IN, HOW SATISFIED OR DISSATISFIED WERE YOU WITH THE STANDARD OF YOUR HOME?



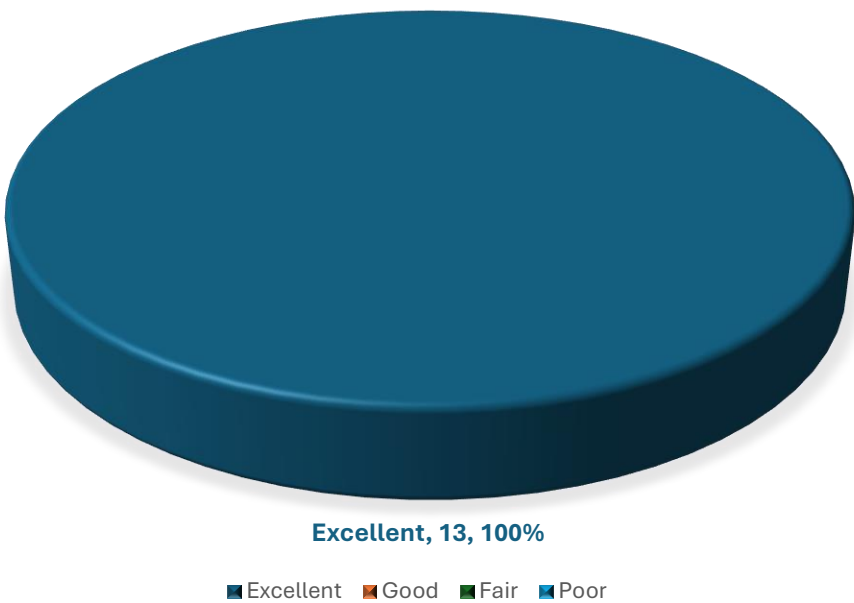
IF YOU FELT THE CONDITION WAS POOR, PLEASE INDICATE WHAT YOU WERE UNHAPPY WITH.



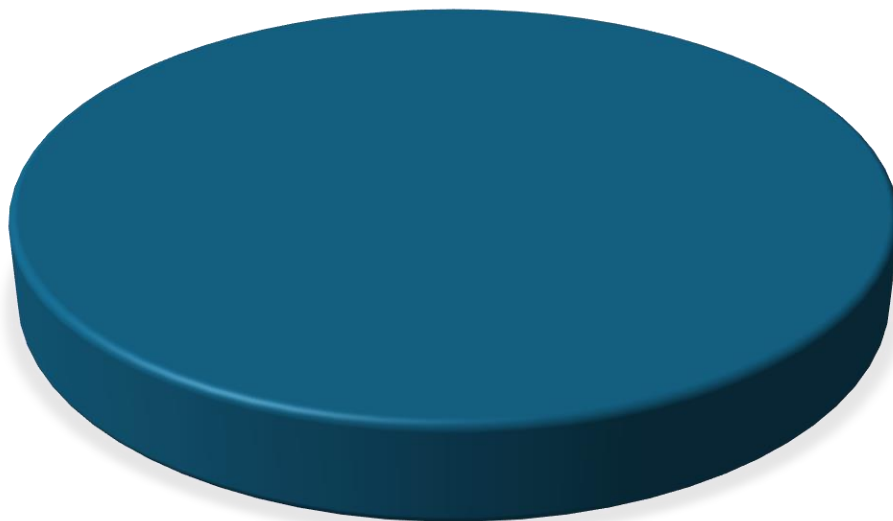
**PLEASE TELL US WHY YOU WERE UNHAPPY WITH THE
CONDITION OF YOUR PROPERTY.**



**HOW WOULD YOU RATE THE INFORMATION PROVIDED
DURING YOUR SIGN UP.**



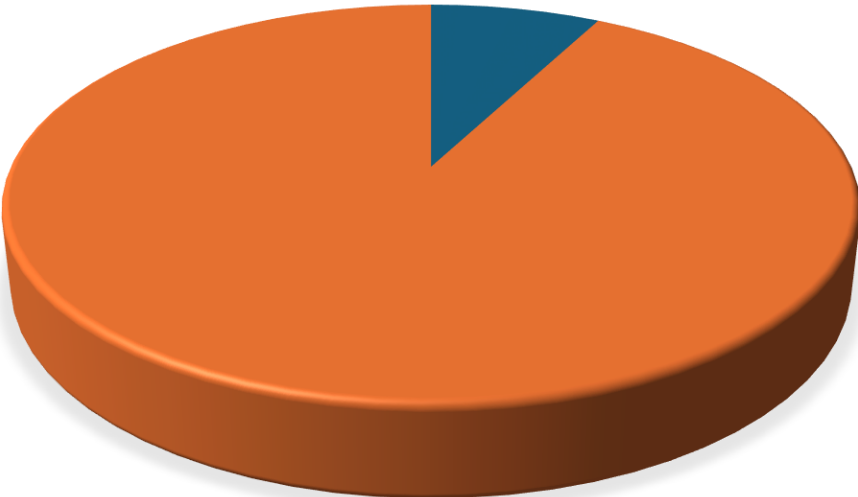
HAVE YOU FOUND THE NEW TENANT PACK USEFUL?



Yes, 13, 100%

■ Yes ■ No

IS THERE ANYTHING THAT COULD HAVE BEEN DONE TO MAKE YOUR APPLICATION AND REHOUSING PROCESS EASIER?



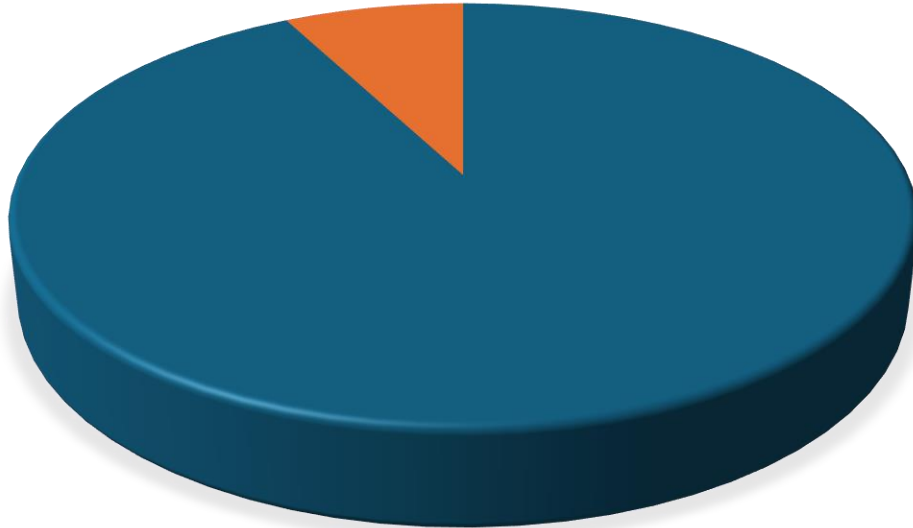
Yes, 1, 8%

No, 12, 92%

■ Yes ■ No

**PLEASE TELL US WHAT WE COULD HAVE DONE TO
MAKE OUR APPLICATION AND REHOUSING PROCESS**

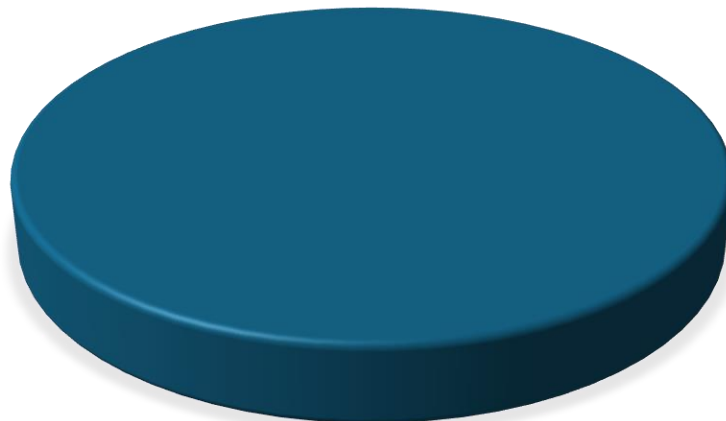
BETTER.
Repairs complete
before sign up, 1, 8%



No Response, 12,
92%

■ No Response ■ Repairs complete before sign up

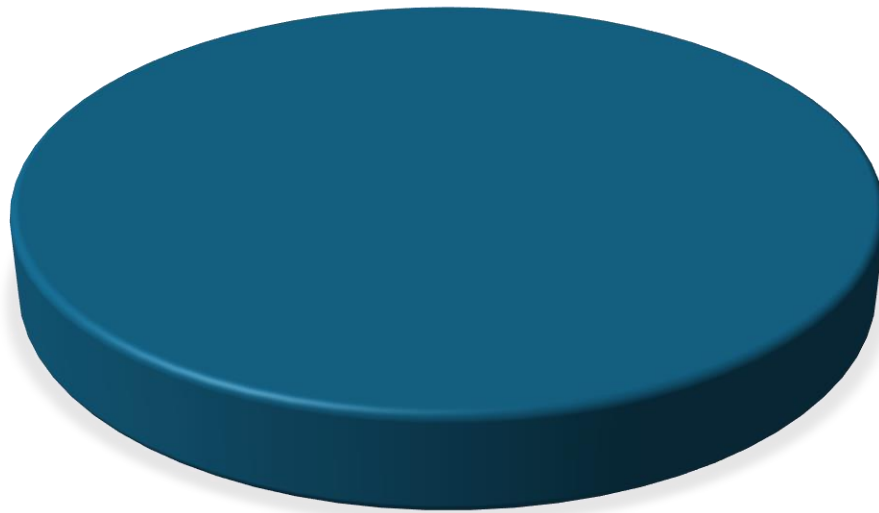
**HOW SATISFIED WERE YOU WITH THE OVERALL
SERVICE PROVIDED TO YOU BY KNOWES HOUSING
ASSOCIATION.**



Very Satisfied, 13,
100%

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

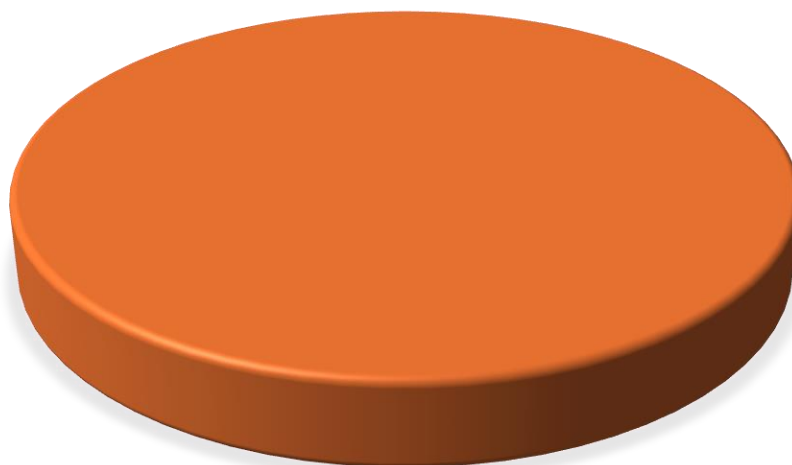
HOW SATISFIED WERE YOU WITH THE INFORMATION PROVIDED BY KNOWES HOUSING ASSOCIATION.



**Very Satisfied, 13,
100%**

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

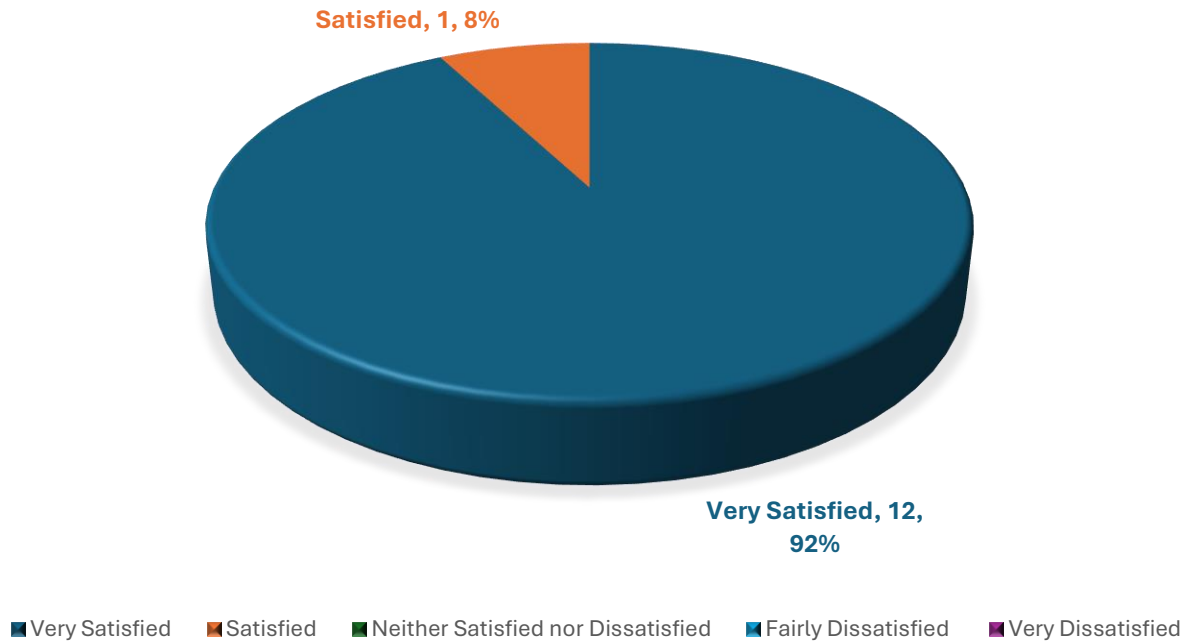
DID YOU HAVE ANY DIFFICULTY CONTACTING THE ASSOCIATION OR ACCESSING INFORMATION?



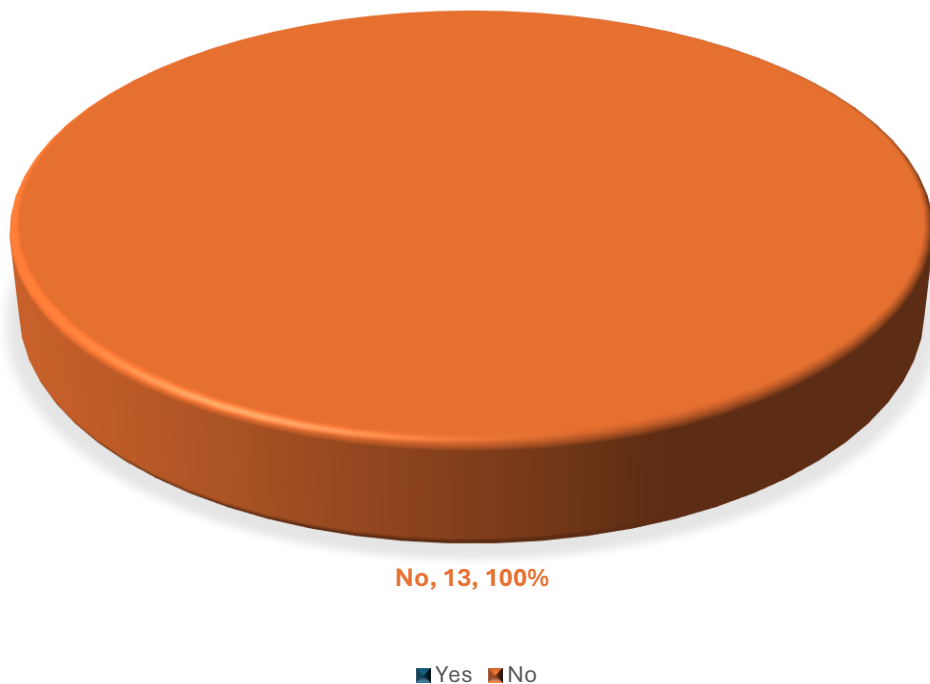
No, 13, 100%

■ Yes ■ No

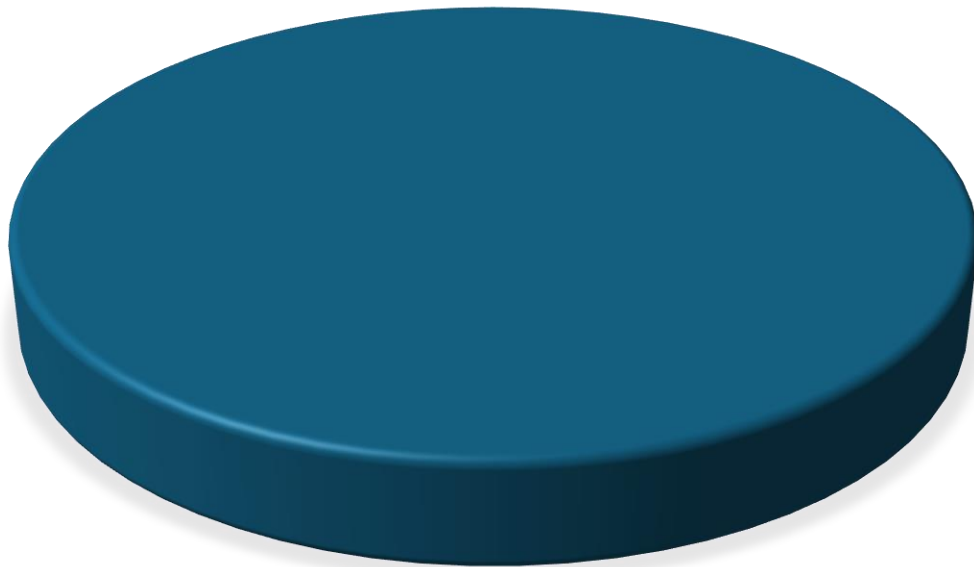
OVERALL HOW SATISFIED WERE YOU WITH KNOWES HOUSING ASSOCIATION'S ALLOCATION PROCESS?



DO YOU FEEL THAT WE COULD IMPROVE THIS SERVICE?



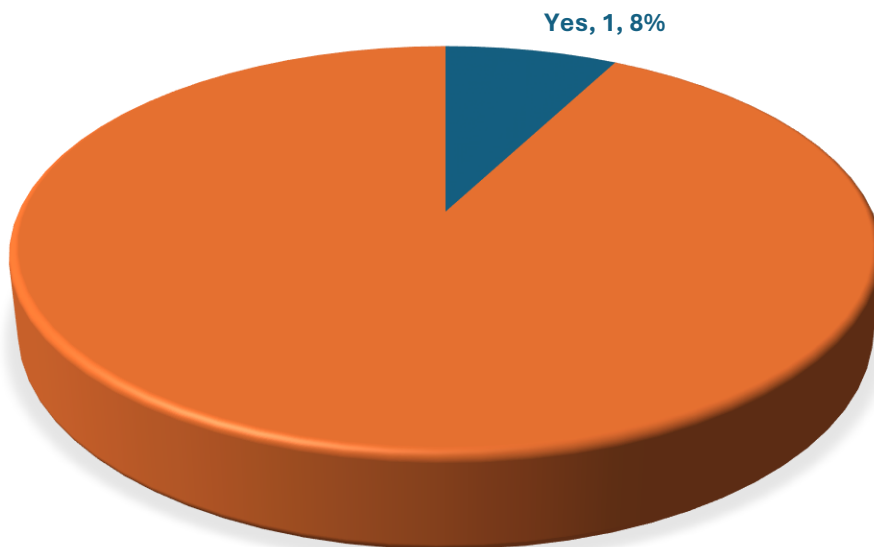
DO YOU FEEL THAT YOU HAVE BEEN TREATED FAIRLY?



Yes, 13, 100%

■ Yes ■ No

WOULD YOU BE INTERESTED IN BECOMING A SHARE MEMBER AT A COST OF £1.00 FOR LIFE MEMBERSHIP?

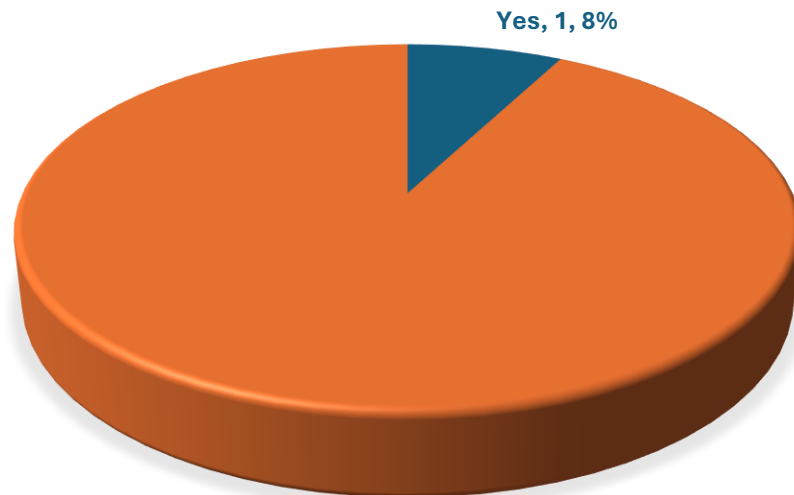


Yes, 1, 8%

No, 12, 92%

■ Yes ■ No ■ Already a Member ■ No Response

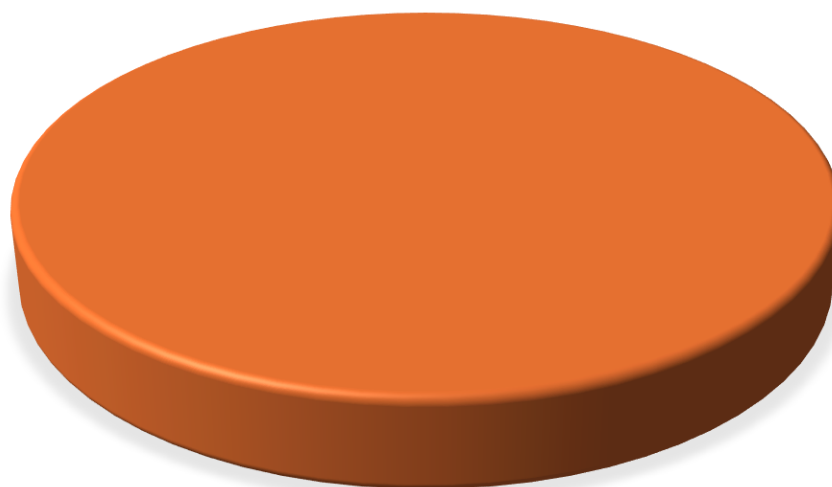
**WOULD YOU BE INTERESTED IN FINDING OUT HOW
WE OPERATE AS A HOUSING ASSOCIATION BY
JOINING OUR BOARD?**



No, 12, 92%

■ Yes ■ No

**WOULD YOU BE INTERESTED IN JOINING OUR
CUSTOMER ENGAGEMENT GROUP?**



No, 13, 100%

■ Yes ■ No ■ Already a Group Member