

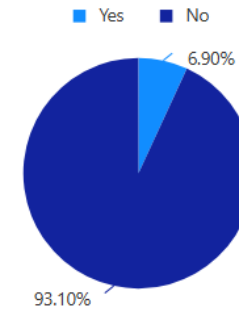


***Knowes Housing Association
Housing Applicant's Survey Data
2025/26 – Quarter 4***



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

Option	Responses
Yes	2
No	27



2. Please let us know how you would have liked the information below.

29
Responses

Latest Responses

"Turkish please if its possible "

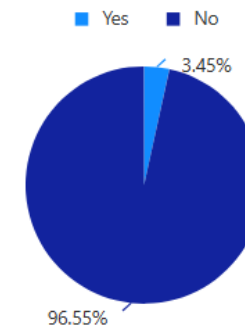
"Email"

"it was no no"



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

Option	Responses
Yes	1
No	28



4. Please let us know what you did not like about the application form.

29
Responses

Latest Responses

"N/O"

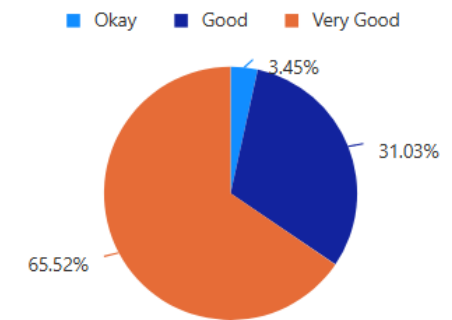
"I'm not satisfied with the point I was rewarded"

"it was not no"



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

Option	Responses
Okay	1
Good	9
Very Good	19



6. If your answer was poor or very poor, please let us know why below.

29
Responses

Latest Responses

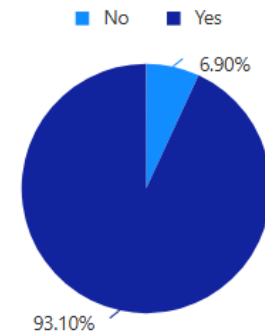
"N/O"

"It was good but the point I was awarded was too small. "

"it was not no"

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

Option	Responses
No	2
Yes	27



8. If your answer was no, please let us know more below.

29

Responses

Latest Responses

"N/O"

"There is a mould at the lounge areas where we sleep, also the window of the lounge area doesn't closed properly which always leaves us in a cold condi"

"it was not no"

9. Did you find the questions easy to understand?

Option	Responses
Yes	29



10. If your answer was no, please let us know more below.

29
Responses

Latest Responses

"N/O"

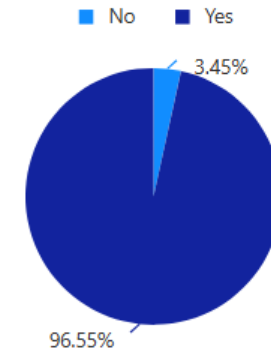
"It was easy to understand "

"it was not no"



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

Option	Responses
No	1
Yes	28



12. If your answer was no, please let us know more below.

29
Responses

Latest Responses

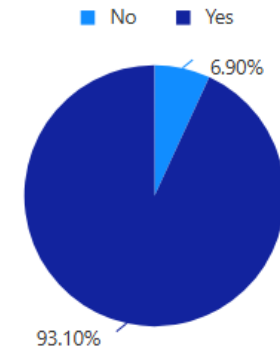
"Little bit confusing "

"It was clear and easy to complete but my point is too small. Which makes it very poor."

"it was not no"

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

Option	Responses
No	2
Yes	27



14. If your answer was no, please let us know why below.

29

Responses

Latest Responses

"N/O"

"There's a mould at the lounge area where we sleep and also the spot at which the mould is is also leaking anytime it's raining and the condition of th"

"it was not no"