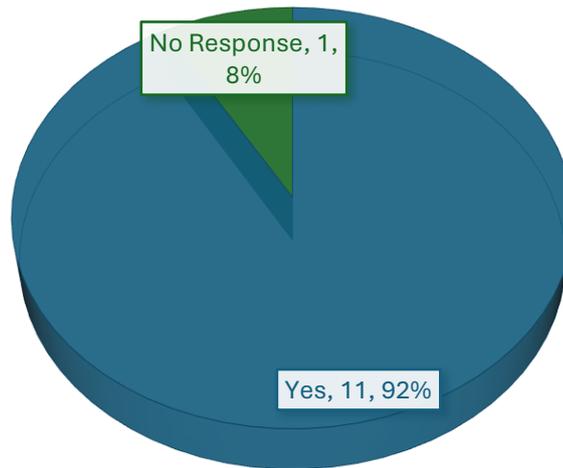


NEW TENANT SURVEY DATA

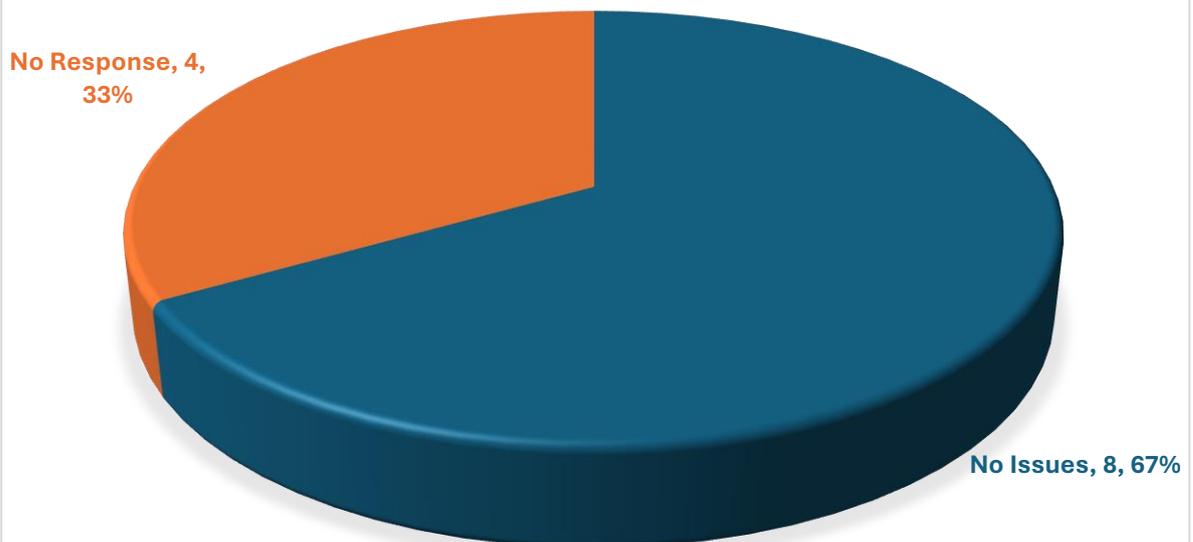
2025/26 Q3 (Oct-Dec)

DI YOU FIND THE HOUSING APPLICATION FORM EASY TO UNDERSTAND?



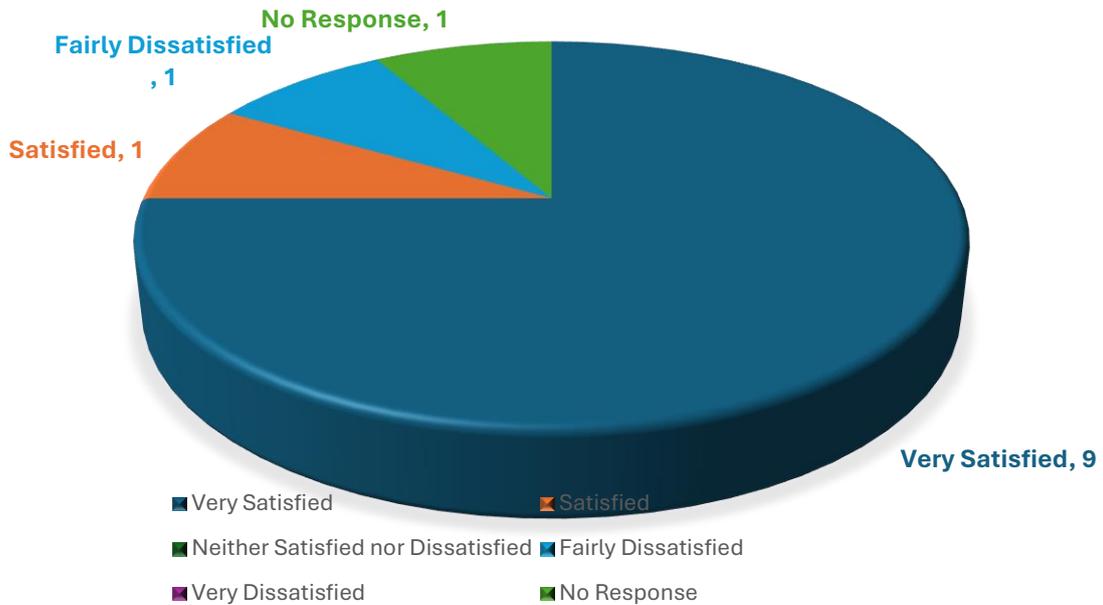
■ Yes ■ No ■ No Response

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

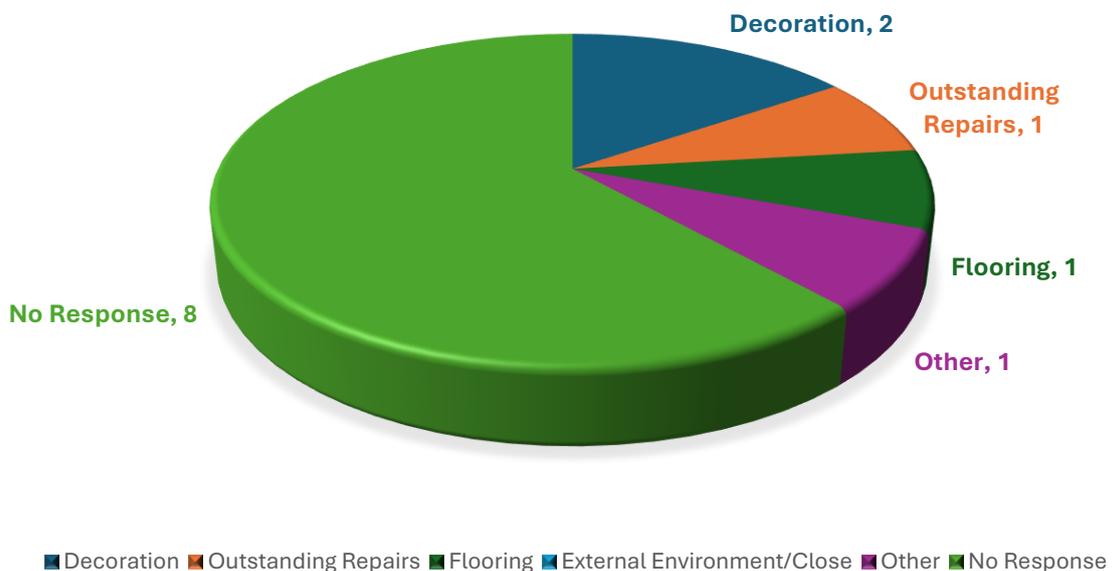


■ No Issues ■ No Response

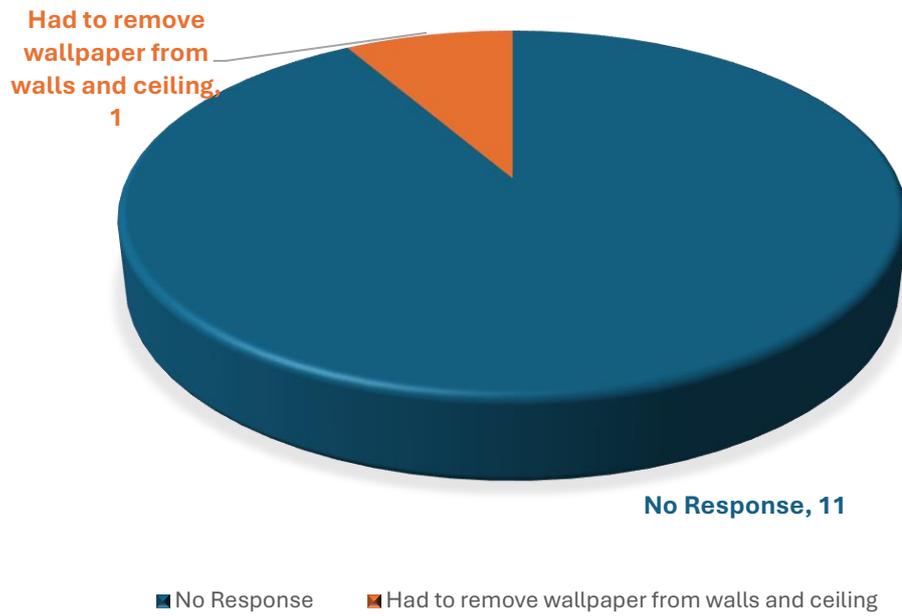
THINKING ABOUT WHEN YOU MOVED IN, HOW SATISFIED OR DISSATISFIED WERE YOU WITH THE STANDARD OF YOUR HOME?



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



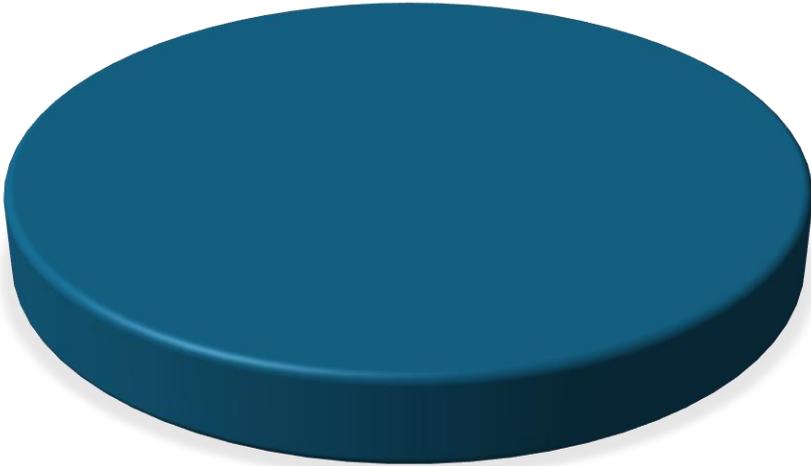
PLEASE TELL US WHY YOU WERE UNHAPPY WITH THE CONDITION OF YOUR PROPERTY?



HOW WOULD YOU RATE THE INFORMATION PROVIDED DURING YOUR SIGN-UP INTERVIEW?



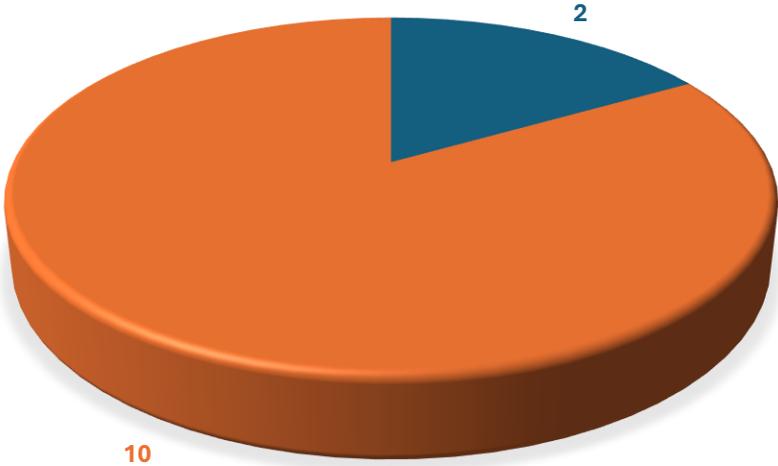
HAVE YOU FOUND THE NEW TENANT PACK USEFUL?



Yes

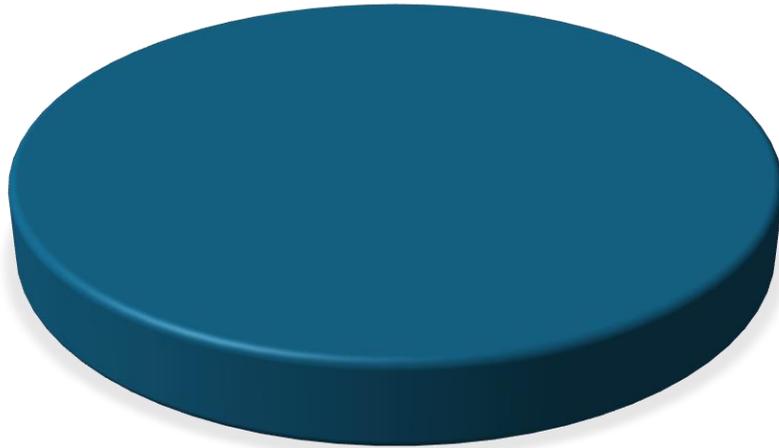
■ Yes ■ No

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



■ Yes ■ No

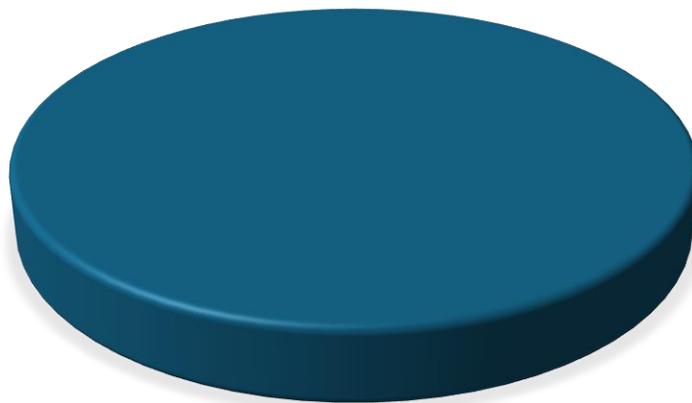
HOW SATISFIED WERE YOU WITH THE OVERALL SERVICE PROVIDED TO YOU BY KNOWES HOUSING ASSOCIATION



Very Satisfied, 12

Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Fairly Dissatisfied Very Dissatisfied

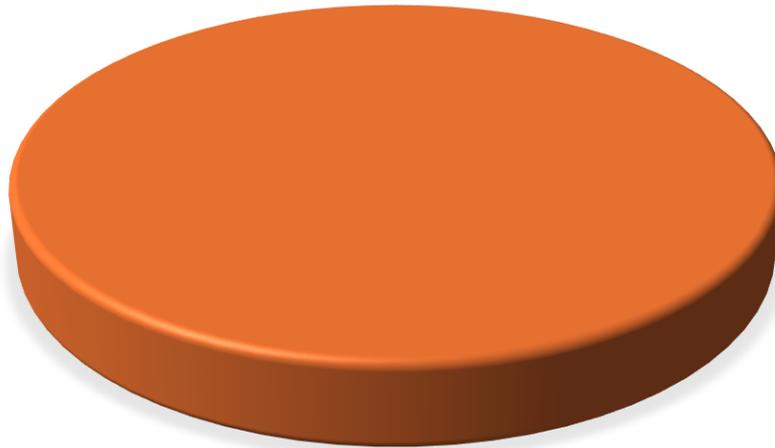
HOW SATISFIED WERE YOU WITH THE INFORMATION PROVIDED BY KNOWES HOUSING ASSOCIATION



Very Satisfied, 12

Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Fairly Dissatisfied Very Dissatisfied

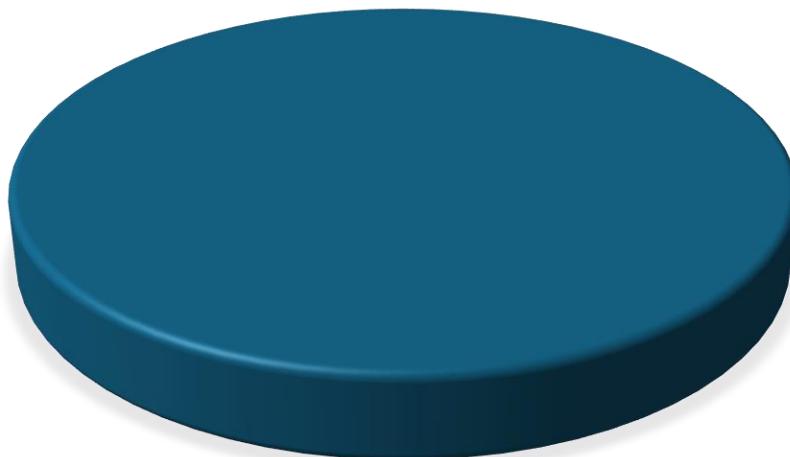
DID YOU HAVE ANY DIFFICULTY CONTACTING THE ASSOCIATION OR ACCESSING INFORMATION?



No, 12

■ Yes ■ No

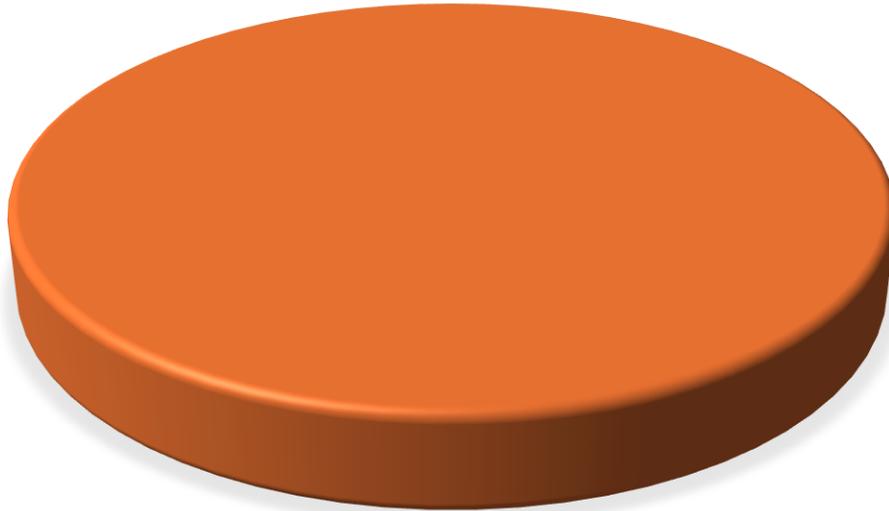
OVERALL HOW SATISFIED WERE YOU WITH KNOWES HOUSING ASSOCIATION'S ALLOCATION PROCESS?



Very Satisfied, 12

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

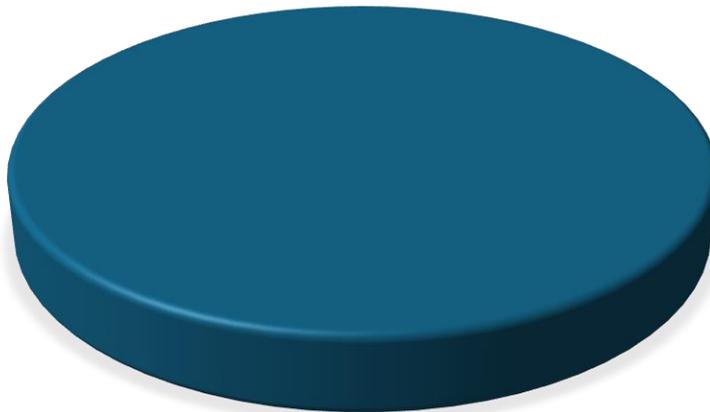
DO YOU FEEL THAT WE COULD IMPROVE THIS SERVICE?



No, 12

■ Yes ■ No

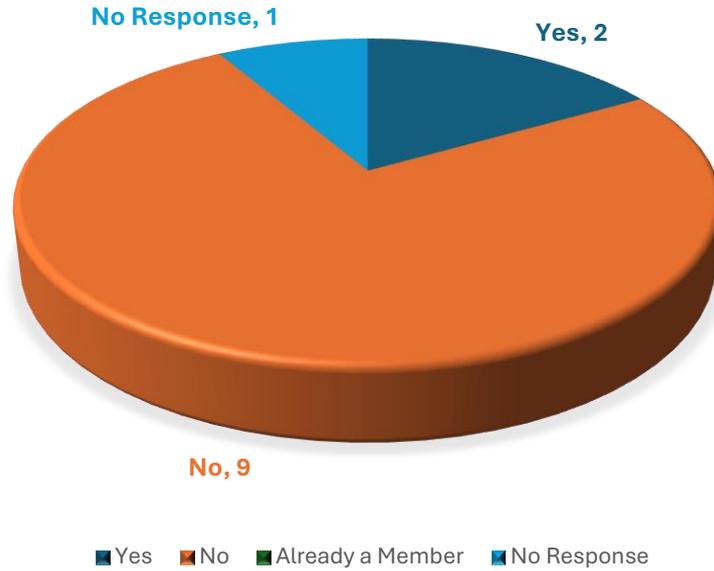
DO YOU FEEL THAT YOU HAVE BEEN TREATED FAIRLY?



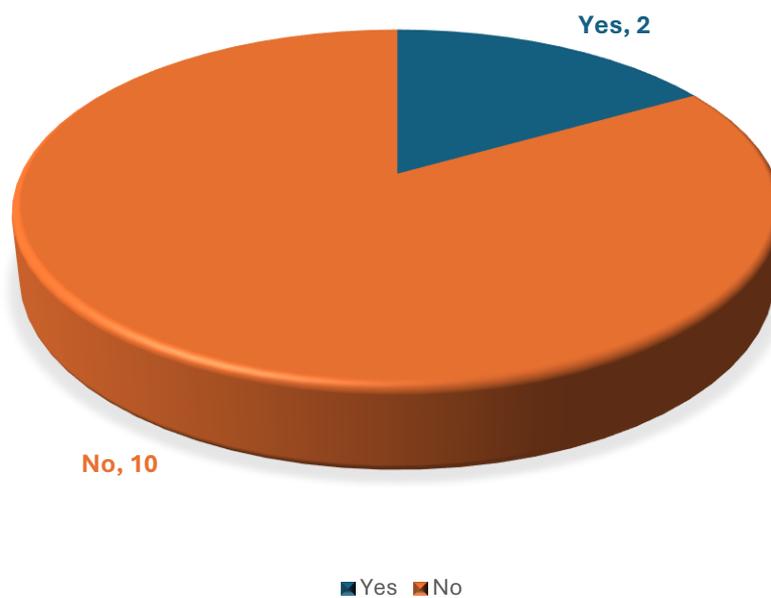
Yes, 12

■ Yes ■ No

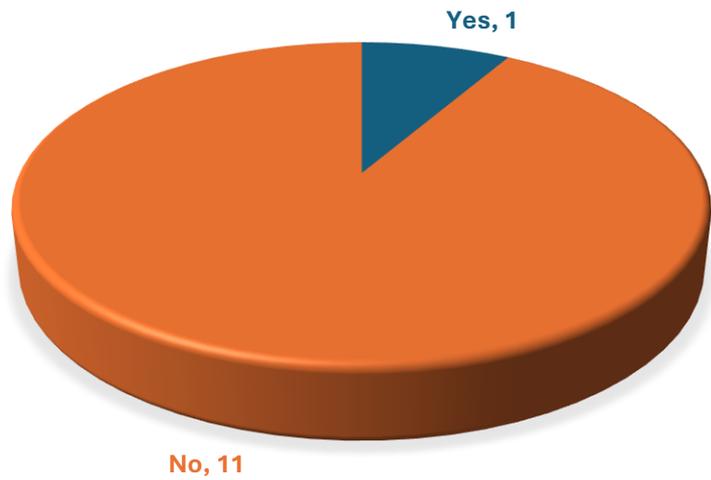
WOULD YOU BE INTERESTED IN BECOMING A SHARE MEMBER AT A COST OF £1.00 FOR LIFE MEMBERSHIP?



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



**WOULD YOU BE INTERESTED IN LOOKING AT
WAYS IN WHICH WE COULD IMPROVE OUR
SERVICE DELIVERY BY JOINING OUR
SCRUTINY PANEL?**



■ Yes ■ No ■ Already a Group Member