



New Tenant Satisfaction Survey

Analysis

October 2018 – March 2019

Analysis Breakdown

The following information relates to the responses we received.

100% of respondents found the application form easy to understand

93% of respondents were very or fairly satisfied with the standard of their home

100% of respondents were happy with the information provided during their sign up interview

100% of respondents found the new tenant pack useful

86% of respondents were happy with the rehousing process

100% of respondents were satisfied with the overall service provided by Knowes Housing Association

93% of respondents were satisfied with the information provided by Knowes Housing Association

93% of respondents had no difficulty in contacting the Association or accessing information

100% of respondents were satisfied with Knowes Housing Association's allocation process

100% of respondents felt there was no need for improvement in the service

82% of respondents felt that they had been treated fairly

33% of respondents would like to be sent a summary of the survey once collated

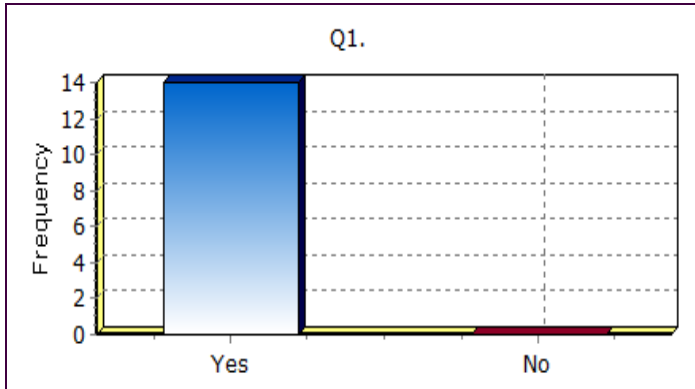
45% of respondents are interested in becoming a Share member

25% of respondents were interested in joining our Management Committee

25% of respondents were interested in joining our Scrutiny Panel

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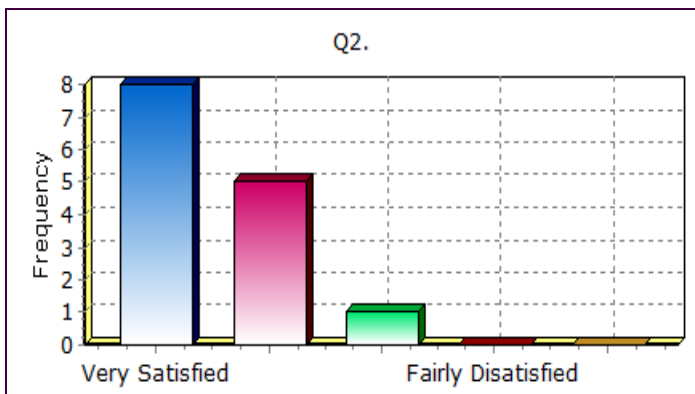
1. Did you find the housing application form easy to understand?



Q1.	Percentage
Yes	100%
No	0%
Total	100%

R5. Very Easy

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



Q2.	Percentage
Very Satisfied	57%
Fairly Satisfied	36%
Neither Satisfied or Dissatisfied	7%
Fairly Dissatisfied	0%
Very Dissatisfied	0%
Total	100

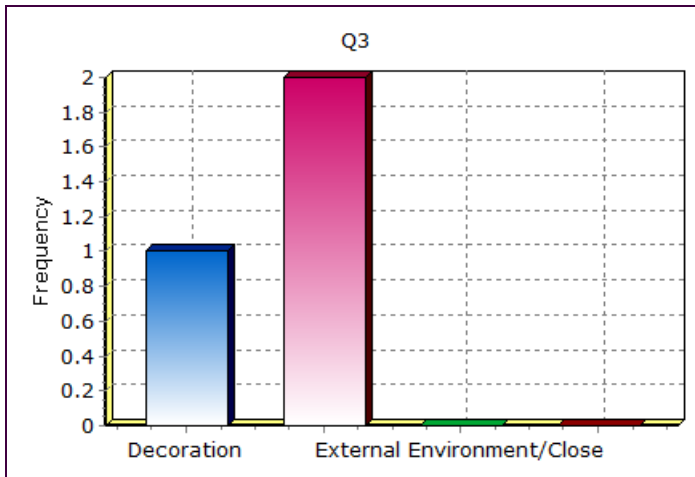
R4. Wardrobe off runners – reported to repairs 28/11/2018

R7. TV and Cable was cut. Waiting on replacement windows

R.11 Some repairs needed followed up but was happy with standard of home

R.12 Still come repairs to be done

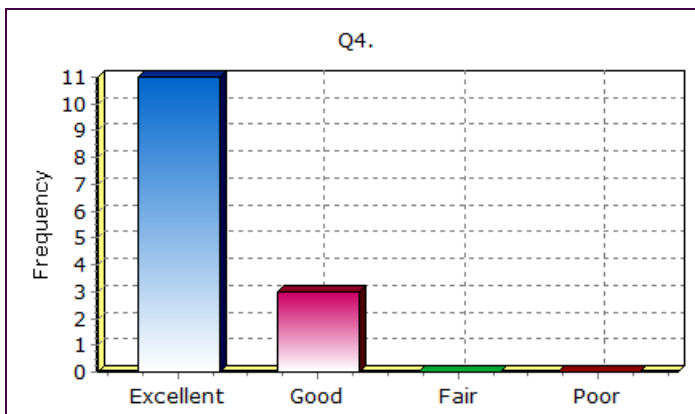
3. If you felt the condition was poor please indicate what you were unhappy with.



Q4	Percentage
Decoration	33%
Outstanding Repairs	67%
External Environment/Close	0%
Other (please give details)	0%
Total	100

R1. Plywood flooring could have been finished better

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



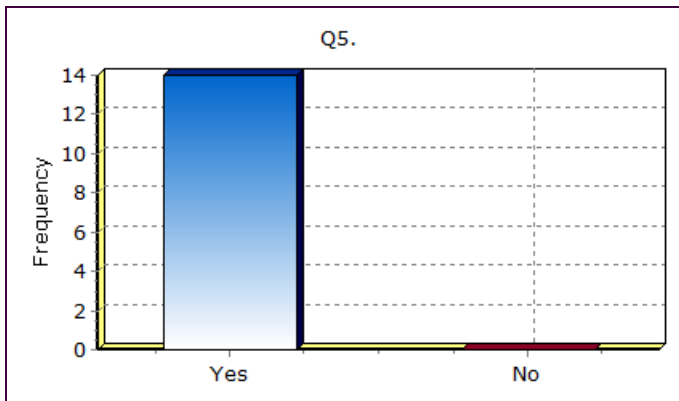
Q4.	Percentage
Excellent	79%
Good	21%
Fair	0%
Poor	0%
Total	100

R.1 Explained everything

R6. Allocations Officer is a lovely person

R9. Sorry I can't remember the lady's name, she was so kind hand helpful

5. Have you found the new tenant pack useful?



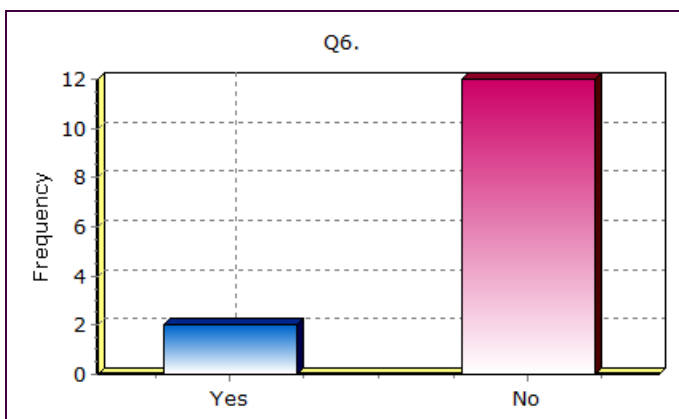
Q5.	Percentage
Yes	100%
No	0%
Total	100

R1. Lots of information

R5. Very helpful

R.7 Used to check re TV Ariel and Contractor contact

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



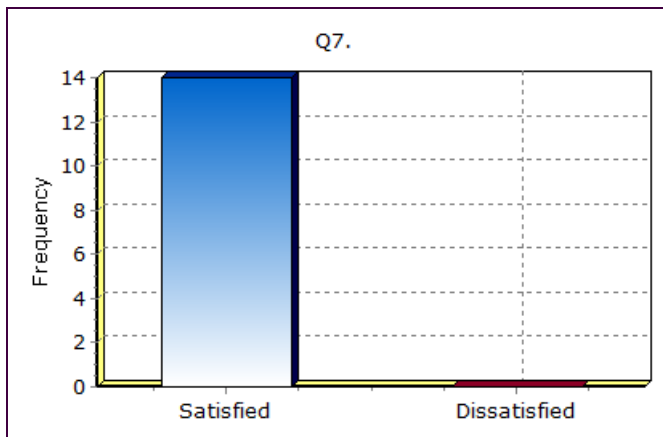
Q6.	Percentage
Yes	14%
No	86%
Total	100

R.5 Great from minute application received

R9. The process was made easier with Knowes help

R.13 Ensuring the flat is in move in condition before being offered the tenancy. I felt pressurised into signing before the flat was habitable

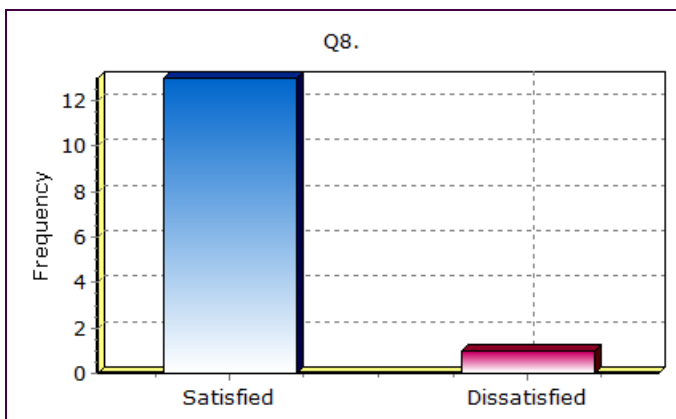
7. How satisfied were you with the overall service provided to you by Knowes Housing Association?



Q7.	Percentage
Satisfied	100%
Dissatisfied	0%
Total	100

R9. Very Satisfied

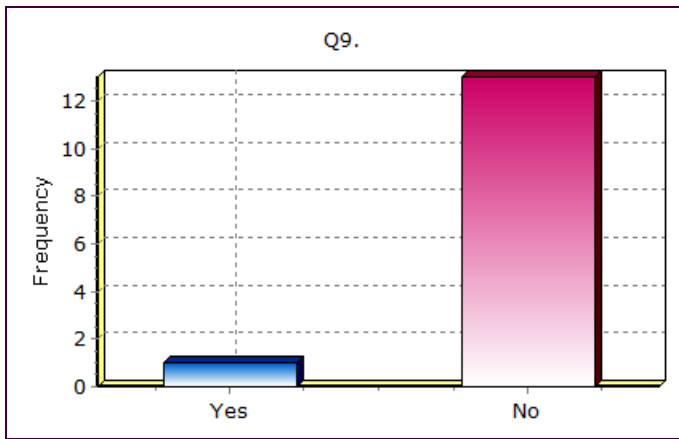
8. How satisfied were you with the information provided by Knowes Housing Association?



Q8.	Percentage
Satisfied	93%
Dissatisfied	7%
Total	100

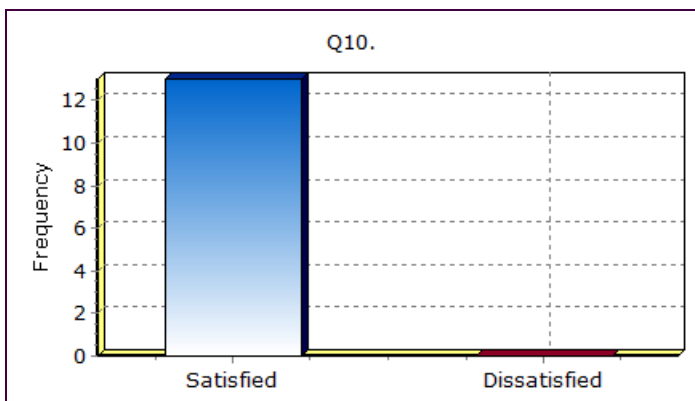
R3. Fantastic service, over the moon with speed of process and with Karen Grainger

9. Did you have any difficulty contacting the Association or accessing information?



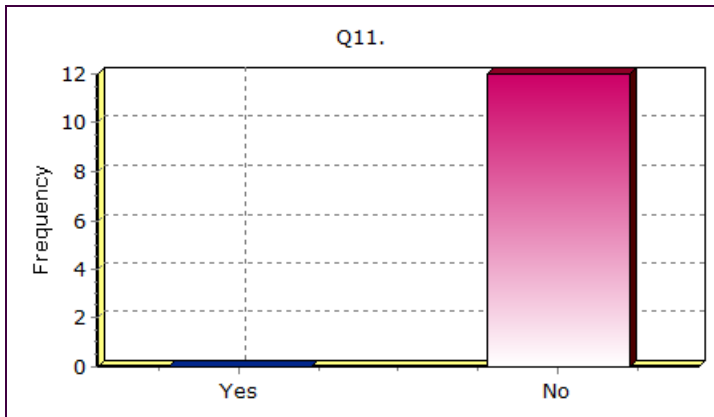
Q9.	Percentage
Yes	7%
No	93%
Total	100

10. Overall how satisfied were you with Knowes Housing Association's allocation process?



Q10.	Percentage
Satisfied	100%
Dissatisfied	0%
Total	100

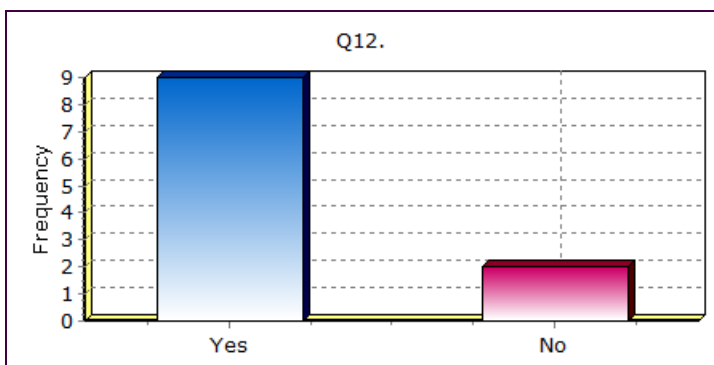
11. Do you feel that we could improve this service?



Q11.	Percentage
Yes	0%
No	100%
Total	100

R.3 Very Impressed

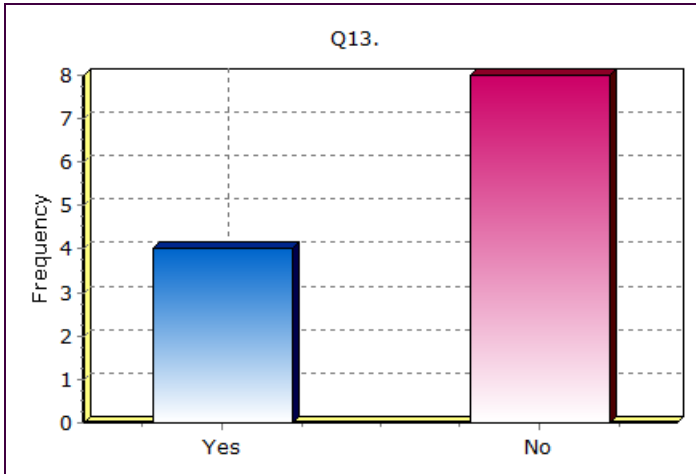
12. Do you feel that you have been treated fairly?



Q12.	Percentage
Yes	82%
No	18%
Total	100

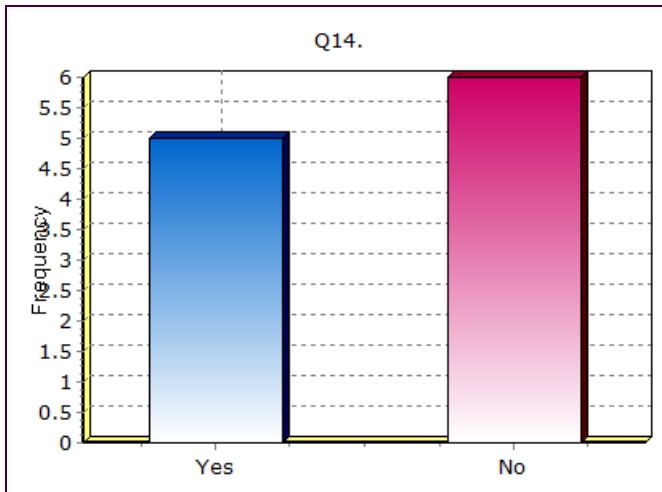
R.3 No Improvement required

13. Would you like to be sent a summary of the survey once collated?



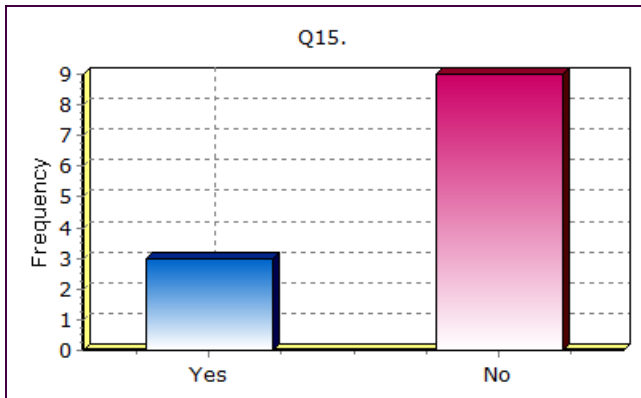
Q13.	Percentage
Yes	33%
No	67%
Total	100

14. Would you be interested in becoming a Share Member at a cost of £1.00 for life membership?



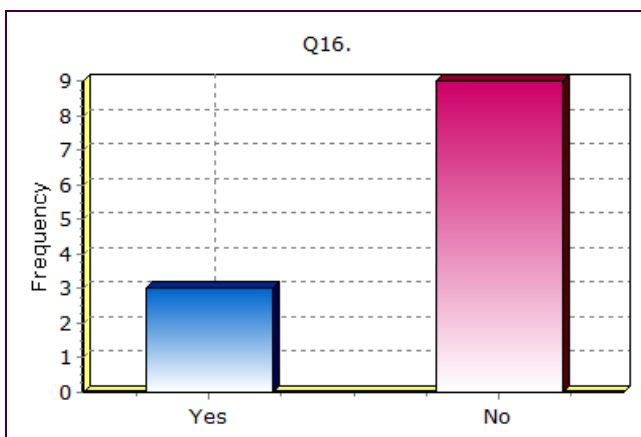
Q14.	Percentage
Yes	45%
No	55%
Total	100

15. Would you be interested in finding out how we operate as a Housing Association by joining our Management Committee?



Q15.	Percentage
Yes	25%
No	75%
Total	100

16. Would you be interested in looking at ways in which we could improve our service delivery by joining our Scrutiny Panel?



Q16.	Percentage
Yes	25%
No	75%
Total	100



Knowes Housing Association Ltd., 10 Field Road, Faifley, Clydebank, G81 5BX
email: info@knowes.org website: www.knowes.org

phone: 01389 877752

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Knowes Housing Association Ltd
Registered Office: 10 Field Road, Faifley, Clydebank, G81 5BX

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