

## Ending Your Tenancy Survey 2007/08

**33 tenants were asked to rate the service received from Forth during their time as tenants. 27 (82%) tenants completed the survey and the results are detailed below.**

Poor    1    2    3    4    5    6    7    8    9    10    Excellent

1) How satisfied were you with the Association's procedures when ending your tenancy?

Average **9.6**

2) How satisfied were you with the helpfulness of the member of staff?

Average **9.7**

2) How satisfied were you with the quality of advice and assistance given?

Average **9.7**

4) Overall how satisfied were you with the Association as a landlord?

Average **9.3**

5) Would you re-apply for a Forth property?

YES **96%**                      No    **4%**


6) Tenant' comments on Forth Housing Association as a landlord?

'not had problems needed bigger house' 

'good landlords and very helpful' 

'overall liked being a tenant' 

'one of the best Associations going and I thank you very much' 

'I thought they were very helpful and were quick to give advice and assistance' 

'been helpful and friendly' 