

## Customer Satisfaction Survey - 2009/10

**Contract:** End of Tenancy Procedures

**Sample Group:** All tenants ending their tenancy

**Questionnaires Completed: 20 (6 refused or not available)**

Tenants were asked to rate the service accordingly, the Association should expect an average score of no lower than **3 in each category**.

Poor 1 2 3 4 5 Excellent

- 1) How satisfied were you with the Association's procedures when ending your tenancy?  
Average **4.7** (last year **4.3**)
- 2) How satisfied were you with the helpfulness of the member of staff?  
Average **4.8** (last year **4.4**)
- 3) How satisfied were you with the quality of advice and assistance given?  
Average **4.8** (last year **4.3**)
- 4) Overall how satisfied were you with the Association as a landlord?  
Average **4.7** (last year **4.3**)
- 5) Would you re-apply for a Forth property?  
YES 95%                      No 5%
- 6) Finally, do you have any comments on Forth Housing Association as a landlord?
  - 'Our experience with all aspects of forth and the staff were very positive.'
  - 'Forth has always been very helpful and I am glad that I'm a Forth tenant.'
  - 'Was fortunate enough to be rehoused by (FHA) to a new build. Anytime needed help or advice, always been helped out quickly and professionally.'