

**Contract:** Start of Tenancy procedures

**Contractor:** N/A

**Sample Group:** Applicants commencing their tenancies

**Questionnaires Returned:** 91 (all completed)

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 information and advice given to you when you applied for housing?

Average **4.8** (last year **4.7**)

2) How satisfied were you with the helpfulness of the staff when you contacted the Office?

Average **4.9** (last year **4.8**)

3) How satisfied were you with the information regarding your housing options?

Average **4.7** (last year **4.8**)

4) How satisfied were you with the information provided by the Association relating to the property?

Average **4.9** (last year **4.7**)

5) How would you rate Forth Housing Association regarding the allocation process?

Average **4.9** (last year **4.8**)

6) Do you have any comments on Allocations?

- 'Customer Care Very good'
- 'Forth Housing are very helpful regarding any information you need to know there is always someone to speak to'
- 'I found that the staff were very polite and helpful with any sort of information that was needed in regard with my housing situation.'
- 'We are happy with the support we received at a very difficult time, Things can only get better, the housing association staff are really helpful'
- 'Elaine was very helpful and answered any questions I had which was very much appreciated by myself'
- 'Staff very approachable & friendly, lots of helpful advice given to me prior to moving in'