

## Ending Your Tenancy Survey 2008/09

**Tenants were asked to rate the service received from Forth during their time as tenants.**

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?

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

Average **8.7** last year **9.7**

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

Average **8.5** last year **9.7**

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

Average **8.5** last year **9.3**

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

YES **93%**

No **7%**

6) Finally, do you have any comments on Forth Housing Association as a landlord?

'Isabel you are a lovely lady thanks for everything'

'Repair service not very good'

'Extremely helpful, at one point I had lost my job and they (Forth) couldn't have been better, thank you'