

## New Tenant Surveys 2008/09

Tenants were asked to rate the service provided by Forth Housing Association during the application and letting process.

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

- 1) How satisfied were you with the information and advice given to you when you applied for housing?

Average **9.4** last year **9.6**

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

Average **9.6** last year **9.8**

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

Average **9.6** last year **9.4**

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

Average **9.5** last year **9.7**

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

Average **9.6** last year **9.6**

- 6) Do you have any comments on Allocations?

'Very nice people, thanks'

'After signing initial contract, it was a long waiting time until I viewed (the) house'

'First class service'

'First class, thank you'

'I found the experience of moving really easy as everyone was very helpful'

'Elaine was very helpful and she done everything possible for me'

'Very outgoing and good advice given'

'Very helpful with letters etc'