



Survey From Housing Regeneration Consultants (HRC) on behalf of Forth Housing Association

You may have recently completed a satisfaction survey for Forth HA and they have asked an independent organisation, HRC to ask a few more questions about how you feel about your homes and services now and into the future. Forth are keen to find out what is really important to you and to make sure they are giving you the best possible service.

Forth will not see what you have said about them or your thoughts however HRC will present the findings as part of a final report which may contain recommendations of good service delivery or areas for improvement. If there is something you wish to be shared with Forth for them to follow up then please.

As a thank you for taking part there is a prize draw. 2 prizes of £50 vouchers.

If you have any questions about the survey, please contact Lesley Baird on lesleytembybaird@gmail.com or 07768583885.

Thank - you for your time 😊

1. How long have you been a tenant of FHA?

years

less than 1 year

**2. Do you have any outstanding repairs in your home?
(please circle)**

- a. Yes
- b. No

If you have answered yes - how long have you been waiting for your repair?

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3. If you were marking FHA out of 10 what score will you give them?

(1 being not so good and 10 being excellent)

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4. What is the best thing about being an FHA tenant?

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5. What is not so good about being an FHA tenant?

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6. What if any changes or improvements would you like to see to your current housing services?

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7. Are there any new services you would like from FHA?

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Any other questions/suggestions welcome:

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Please tick this box if you have entered any comments above that you wish us to share with Forth to follow up on

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Please share my contact details for Forth to get in touch regarding my comments above

Please complete your personal information to take part in the prize draw:

Your name:

Address:

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Email:

Phone: