

new tenant satisfaction

2011-12



During April 11 - June 11 our customers said.....

Your feedback is continuously used to improve the delivery of services, to see how we have used the feedback so far please visit "improvement journey" under performance

10 out of **10** customers were offered an appointment to sign up for their property

98 out of **100** customers were satisfied with the level of service they received whilst signing up for their property

97 out of **100** customers were visited by their Neighbourhood Housing Officer within 2 weeks of them moving in

8 out of **10** customers were satisfied with the level of service they received from their Neighbourhood Housing Officer

9 out of **10** customers were satisfied with the overall level of service they received whilst moving into their home

99 out of **100** customers said the information on Homes was a true reflection of the property when they viewed it

Below are some of the comments received from customers who moved into their property during quarter 1

"Communication needs improvement when repairs are carried out - these should be checked by a supervisor to make sure they have been done"

"Very happy with home and the area"

"Difficulties with registering application and dealing with change of circumstances. Once application was up and running the process was fine"

"Very happy with property, but have already experienced some criminal damage"