

GLoucester City Homes

New Tenancies

March-06

From an initial issue of 86 surveys, the following scores out of 10 have been achieved from 27 replies (31.40% return)

Questions	Average Score
1. How helpful was the information received when you applied and whilst on the housing register?	7.00
2. How well did the property you were offered match what you asked for on your application?	7.89
3. How do you rate the service provided by staff when signing up for the property?	8.04
4. How well were repair issues dealt with, once you had moved into your new home?	6.04
5. How do you rate the external appearance of your new home?	6.48
6. How do you rate the internal condition of the property ?	5.52
7. How do you rate the quality of the bathroom/kitchen fittings?	4.85
8. How do you rate the cleanliness of the property?	6.22
9. How do you rate the timescale allowed for you to make a decision on the housing offer?	6.81
10. Overall how do you rate how this service was provided to you ?	7.44
OVERALL AVERAGE	6.63

