

# Gloucester City Homes

New Tenancies

June-09

Questions	Score less than 7	Score greater than 7
1. How do you rate the service provided by staff when signing up for the property?	13 (31%)	29 (69%)
2. How easy was it to understand what is expected of you as a tenant from the Tenancy Agreement?	16 (38%)	26 (62%)
3. How responsive were we in addressing faults that occurred soon after moving into the property?	19 (48%)	21 (53%)
4. How do you rate the external appearance of your new home?	22 (52%)	20 (48%)
5. How do you rate the internal condition of the property?	20 (49%)	21 (51%)
6. How do you rate the quality of the bathroom/kitchen fittings?	19 (46%)	22 (54%)
7. How do you rate the cleanliness of the property?	19 (49%)	20 (51%)
8. Since you moved in, how do you rate the quality of advice and information given to you?	14 (33%)	28 (67%)
9. Overall, how do you rate the quality of the property?	17 (41%)	24 (59%)
10. Overall how do you rate how this service was provided to you ?	16 (38%)	26 (62%)

