



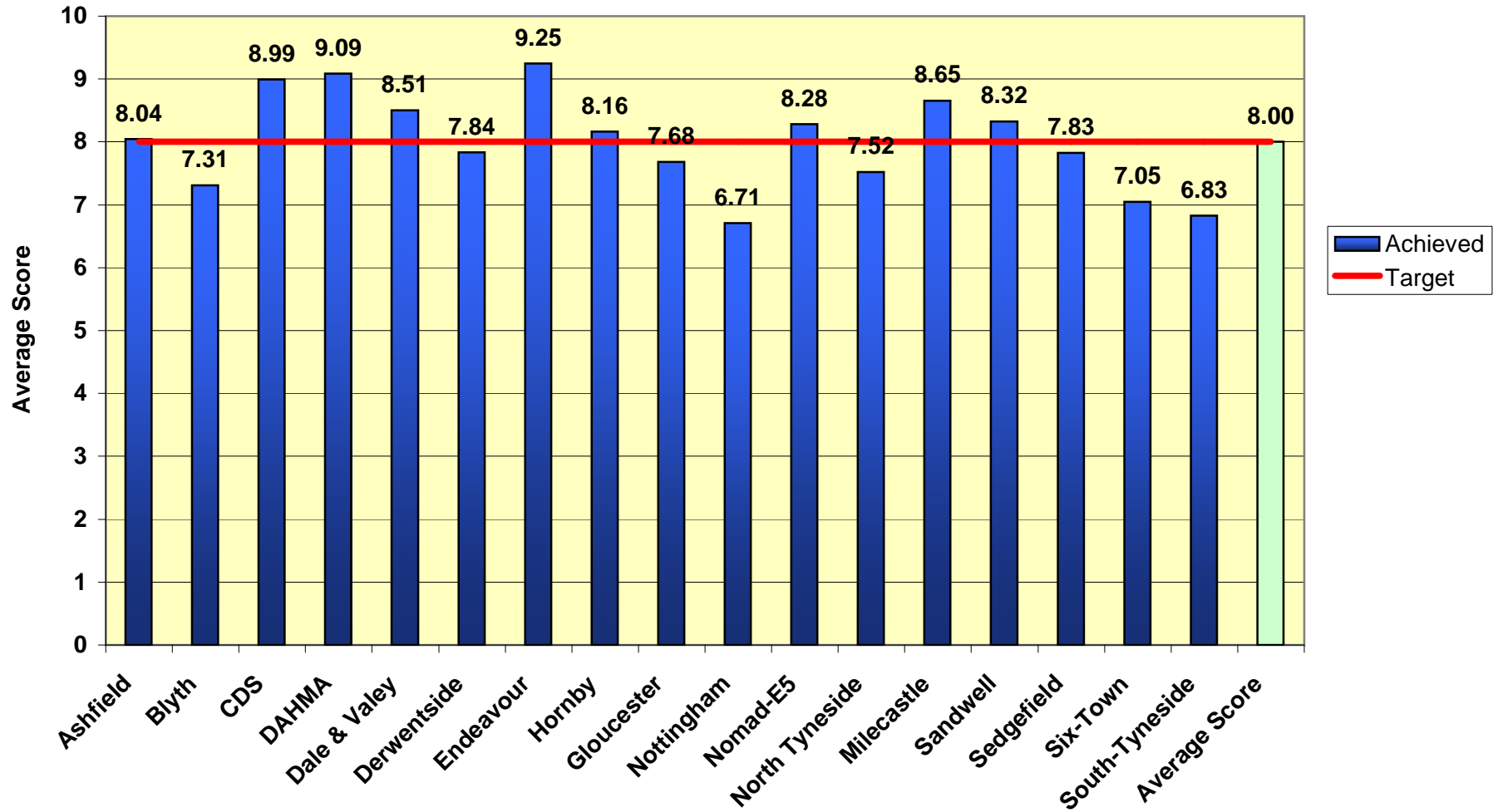
# **VMS New Tenancies Benchmarking**

**June 2008**



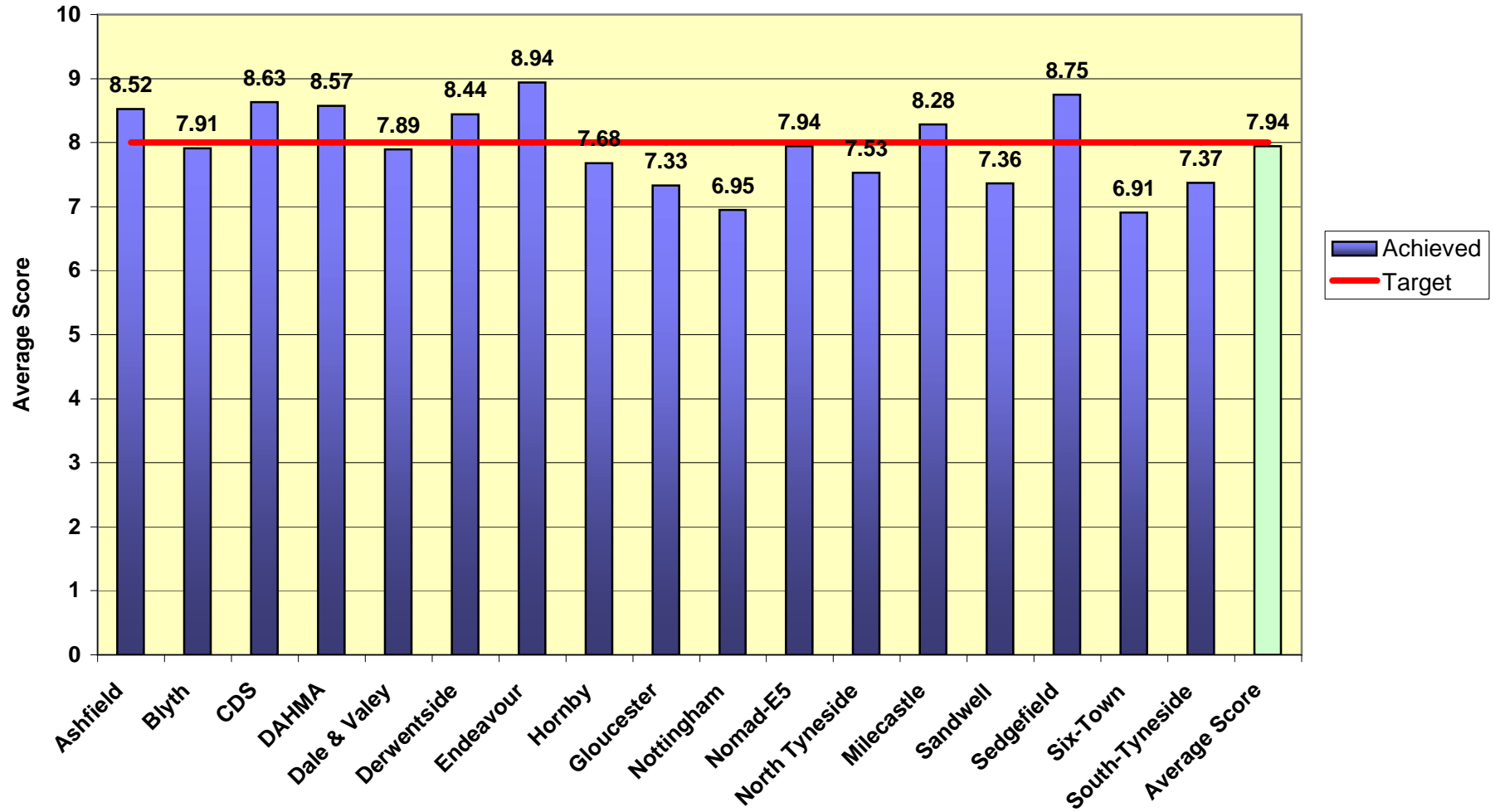
## VMS Benchmarking 2008 - New Tenancies

Overall average scores



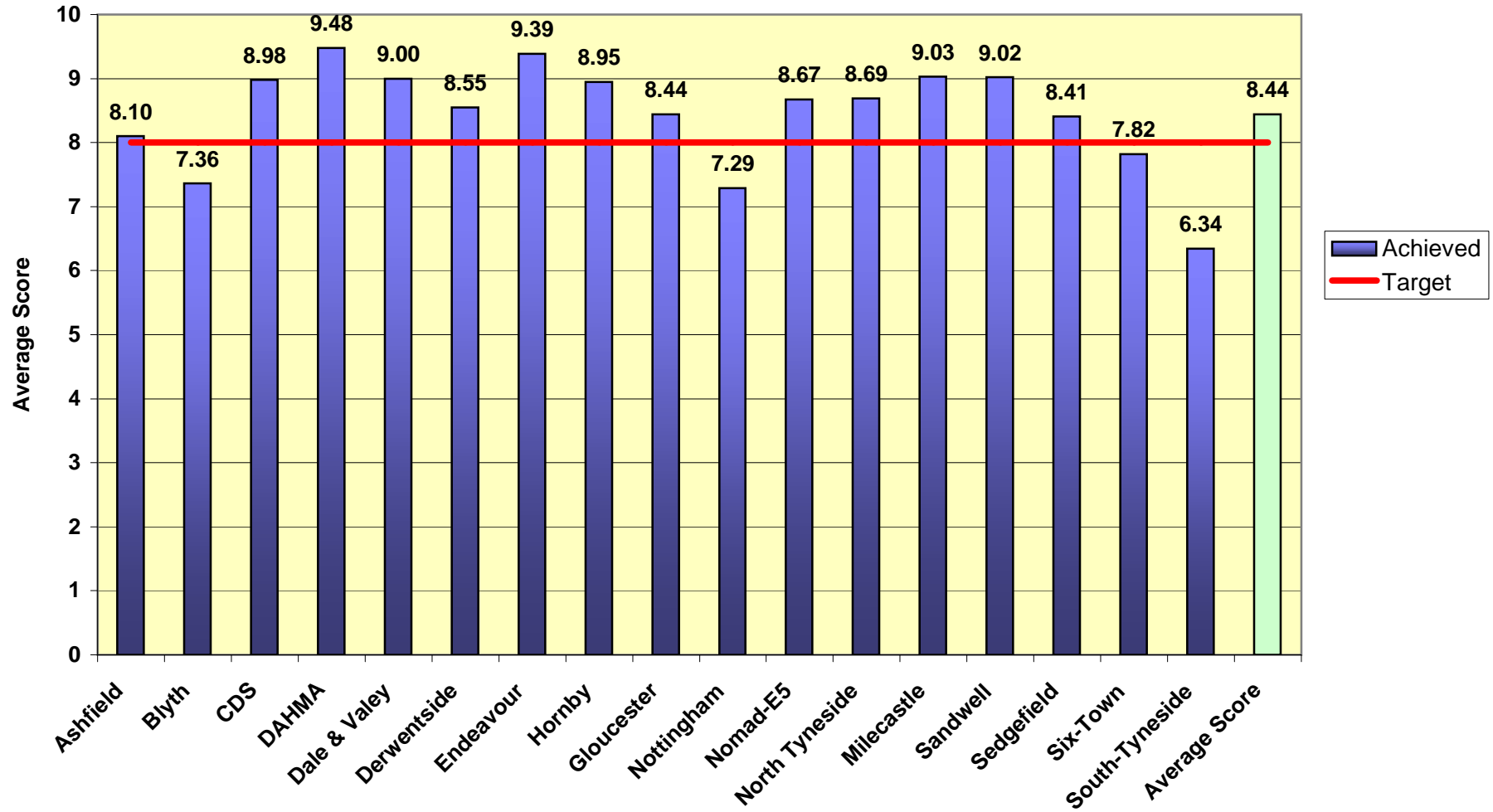
## VMS Benchmarking 2008 - New Tenancies

Q 1: How helpful was the information received when you applied and whilst on the housing register?



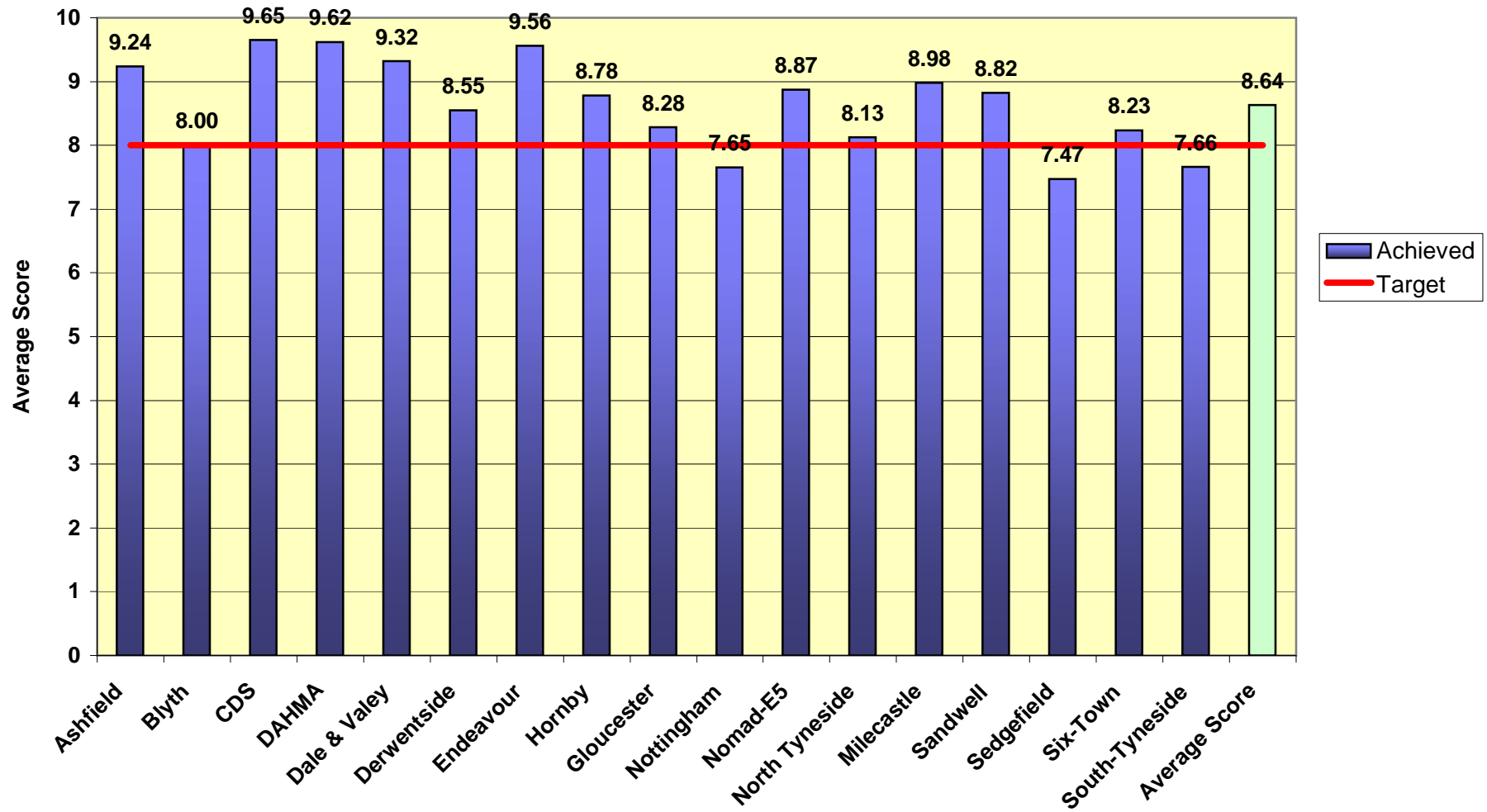
## VMS Benchmarking 2008 - New Tenancies

Q 2: How well did the property you were offered match what you asked for on your application?



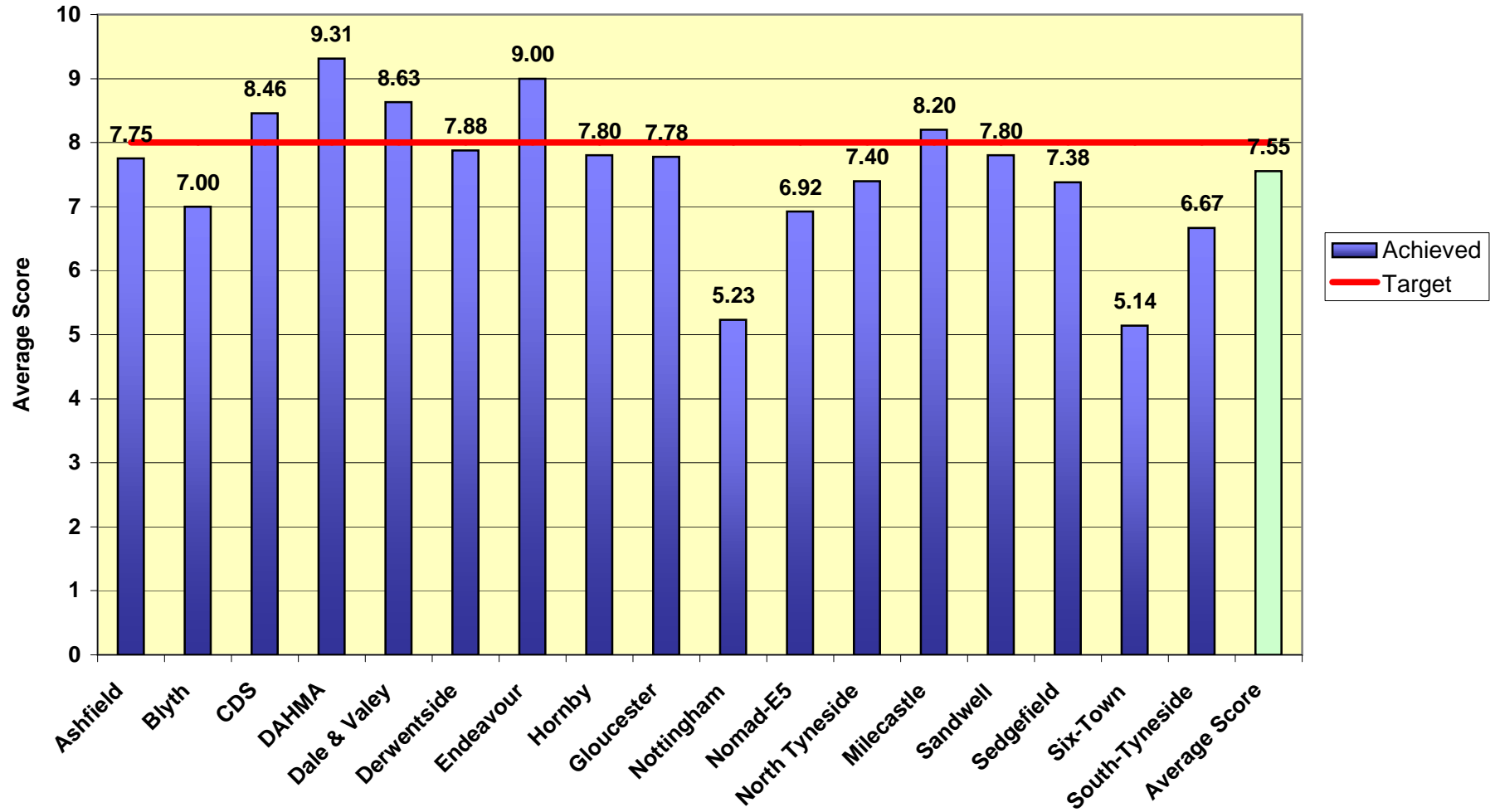
## VMS Benchmarking 2008 - New Tenancies

Q 3: How do you rate the service provided by staff when signing up for the property?



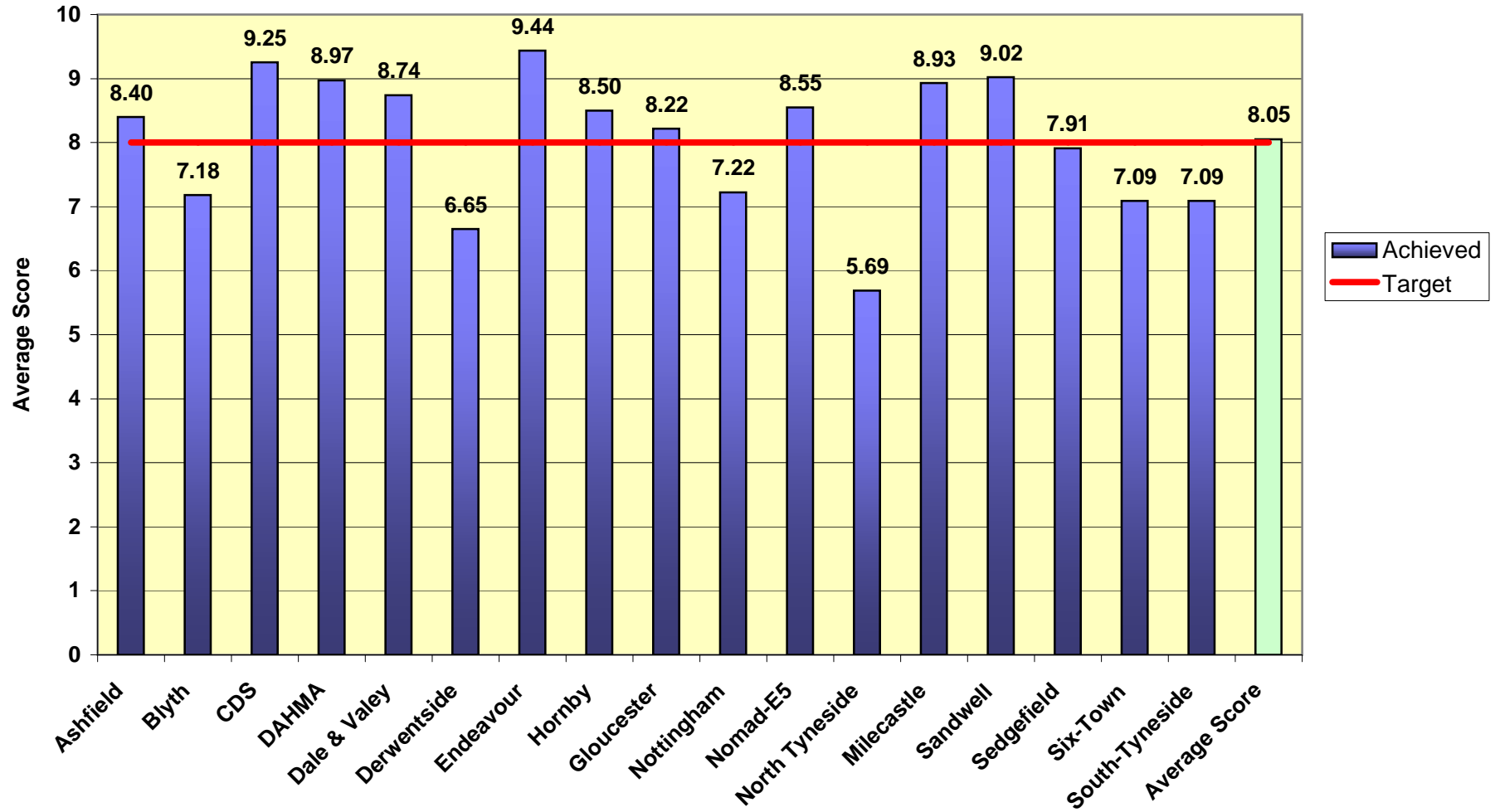
## VMS Benchmarking 2008 - New Tenancies

Q 4: How well were repair issues dealt with, once you had moved into your new home?



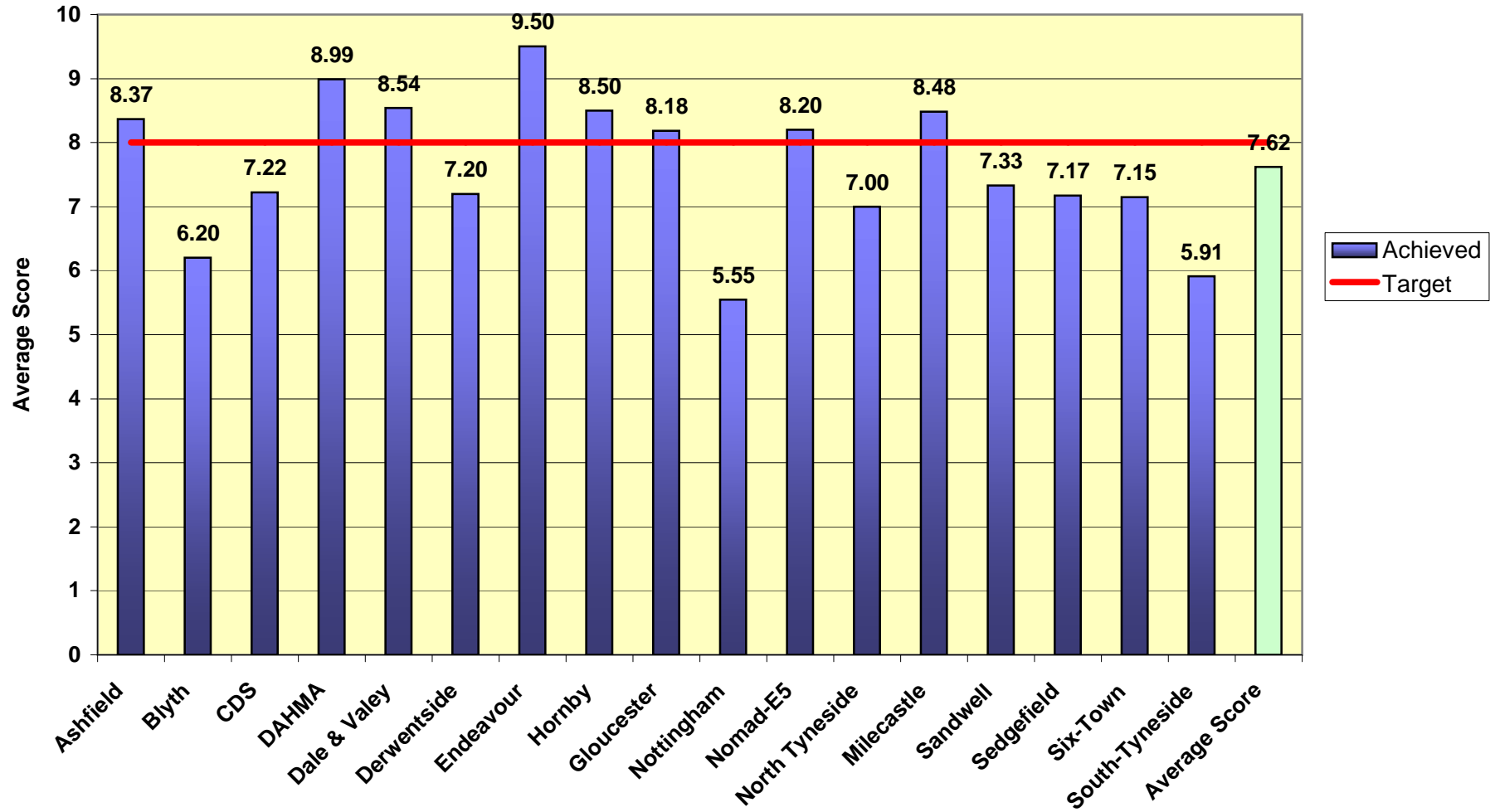
## VMS Benchmarking 2008 - New Tenancies

Q 5: How do you rate the external appearance of your new home?



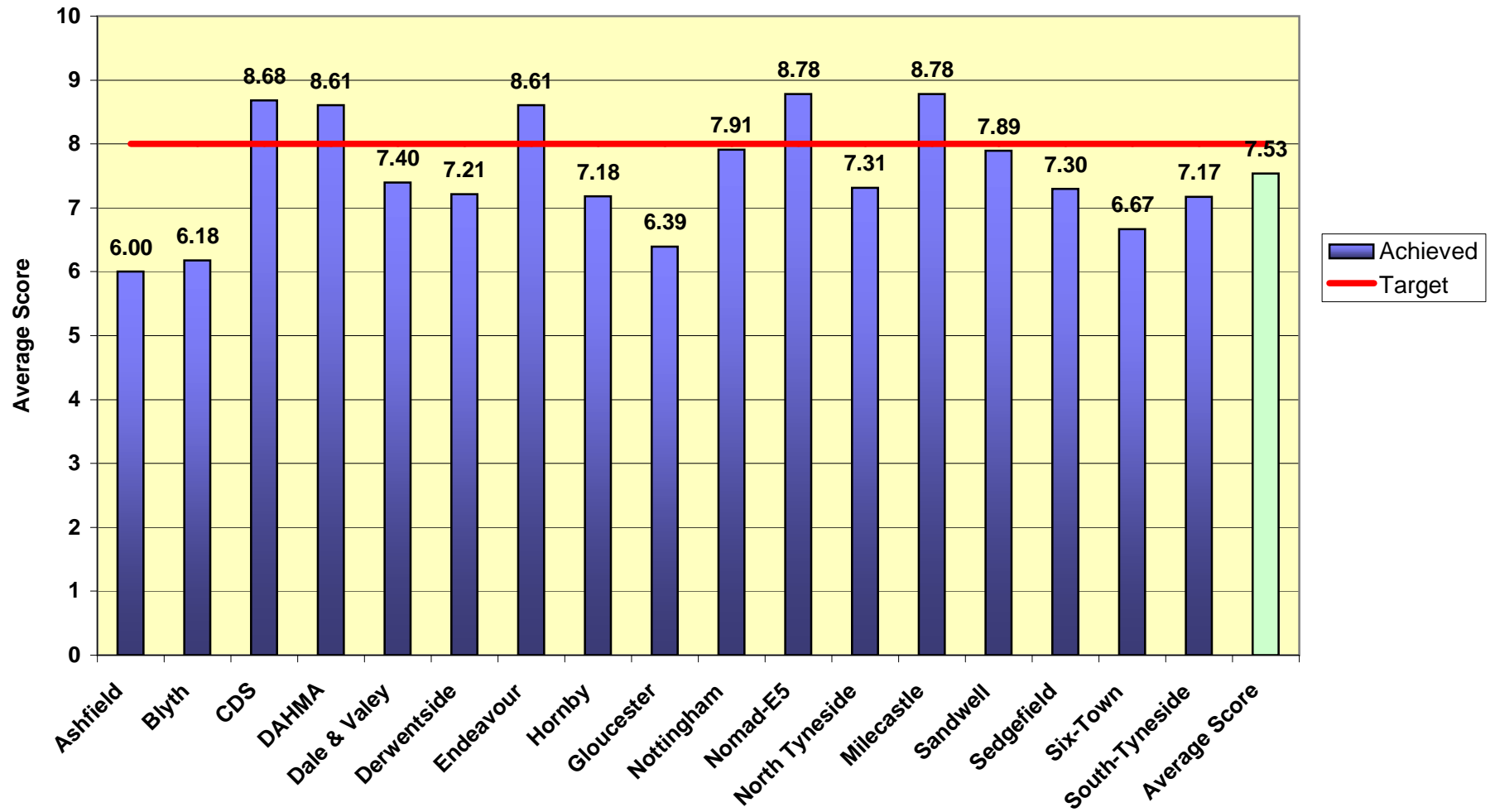
## VMS Benchmarking 2008 - New Tenancies

Q 6: How do you rate the internal condition of the property ?



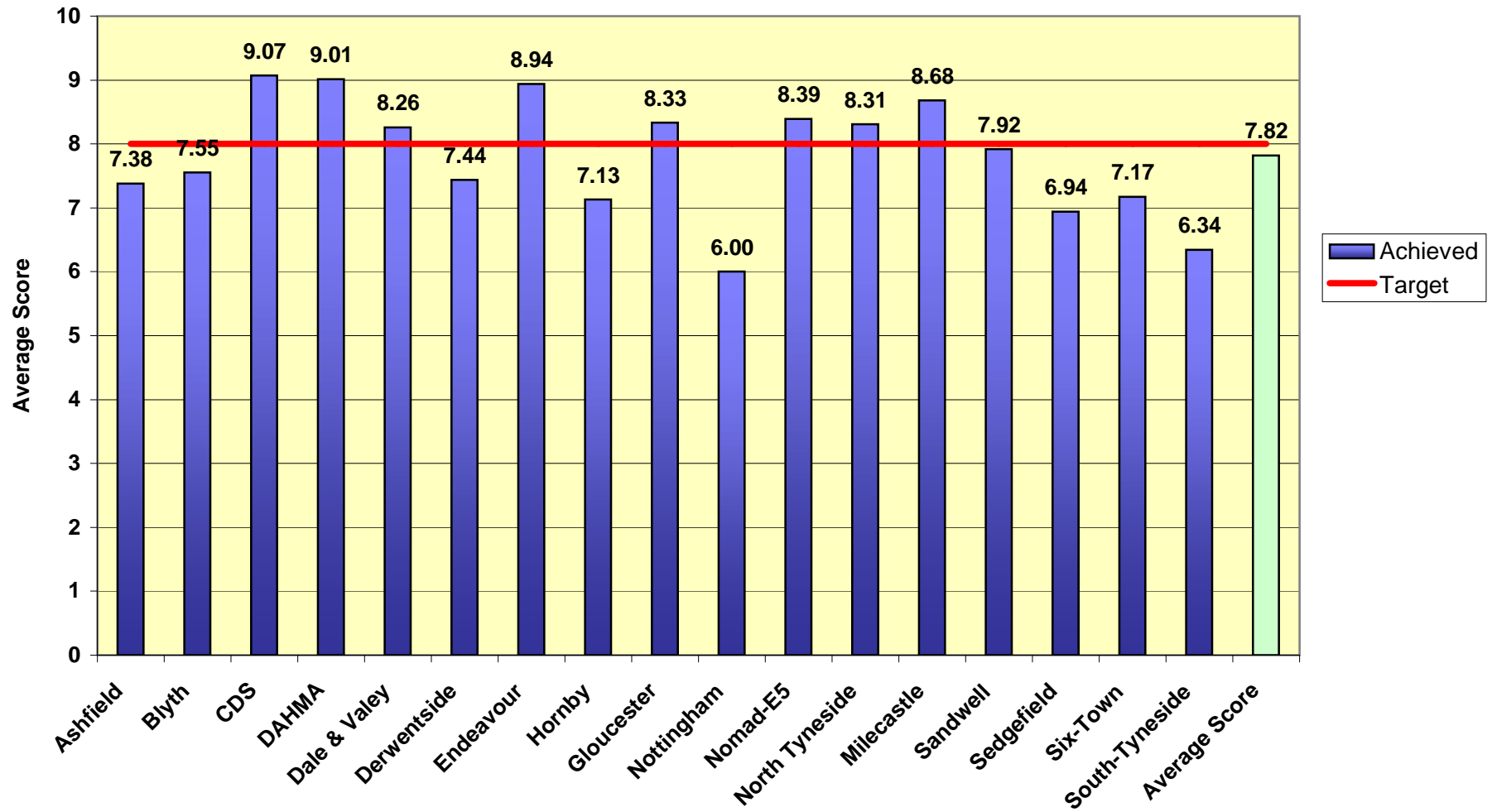
## VMS Benchmarking 2008 - New Tenancies

Q 7: How do you rate the quality of the bathroom/kitchen fittings?



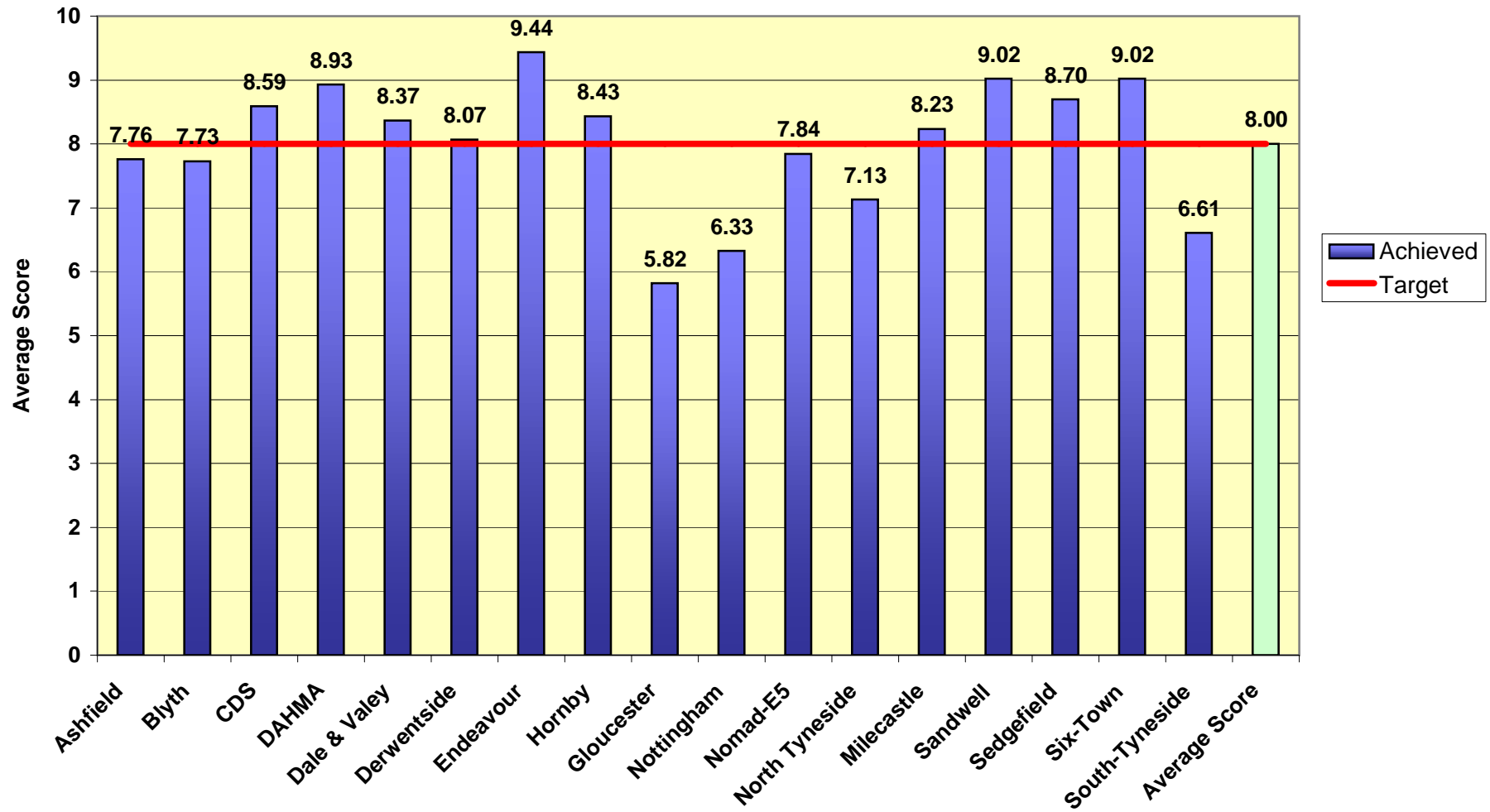
## VMS Benchmarking 2008 - New Tenancies

Q 8: How do you rate the cleanliness of the property?



## VMS Benchmarking 2008 - New Tenancies

Q 9: How do you rate the timescale allowed for you to make a decision on the housing offer?



## VMS Benchmarking 2008 - New Tenancies

Q 10: Overall how do you rate how this service was provided to you ?

