



Gloucester City Homes

New Tenancies Survey

June 2009

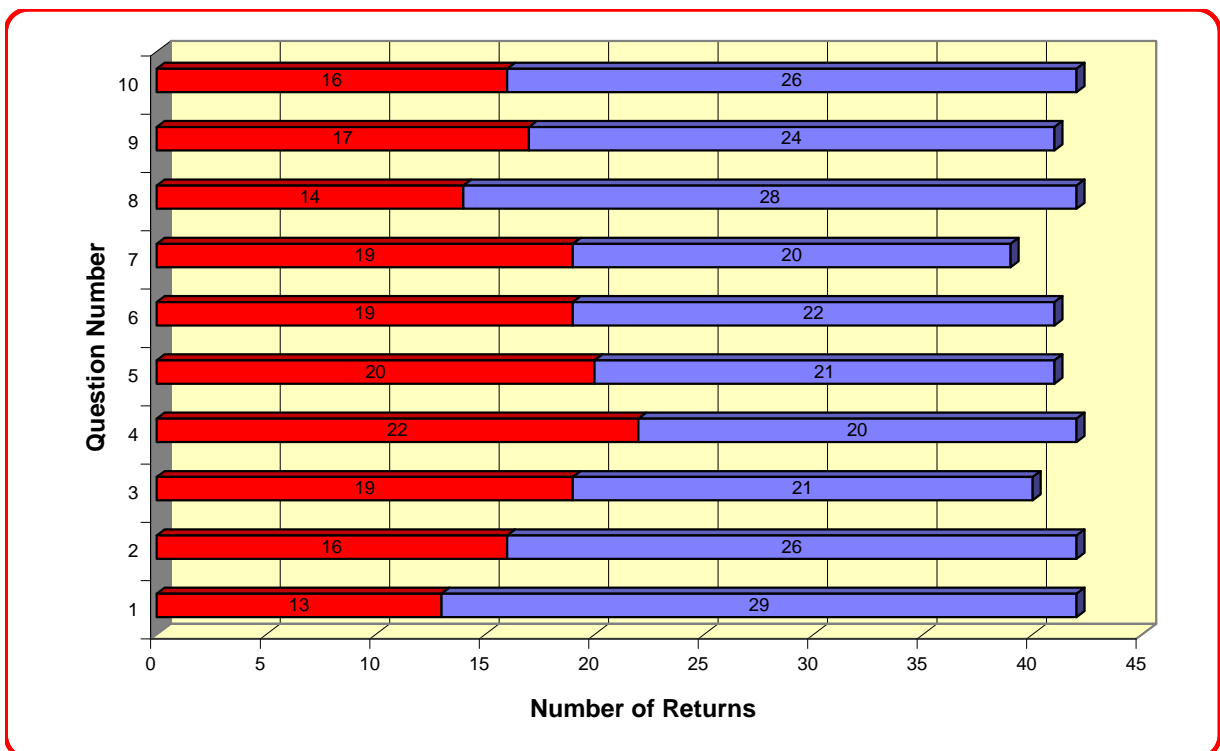


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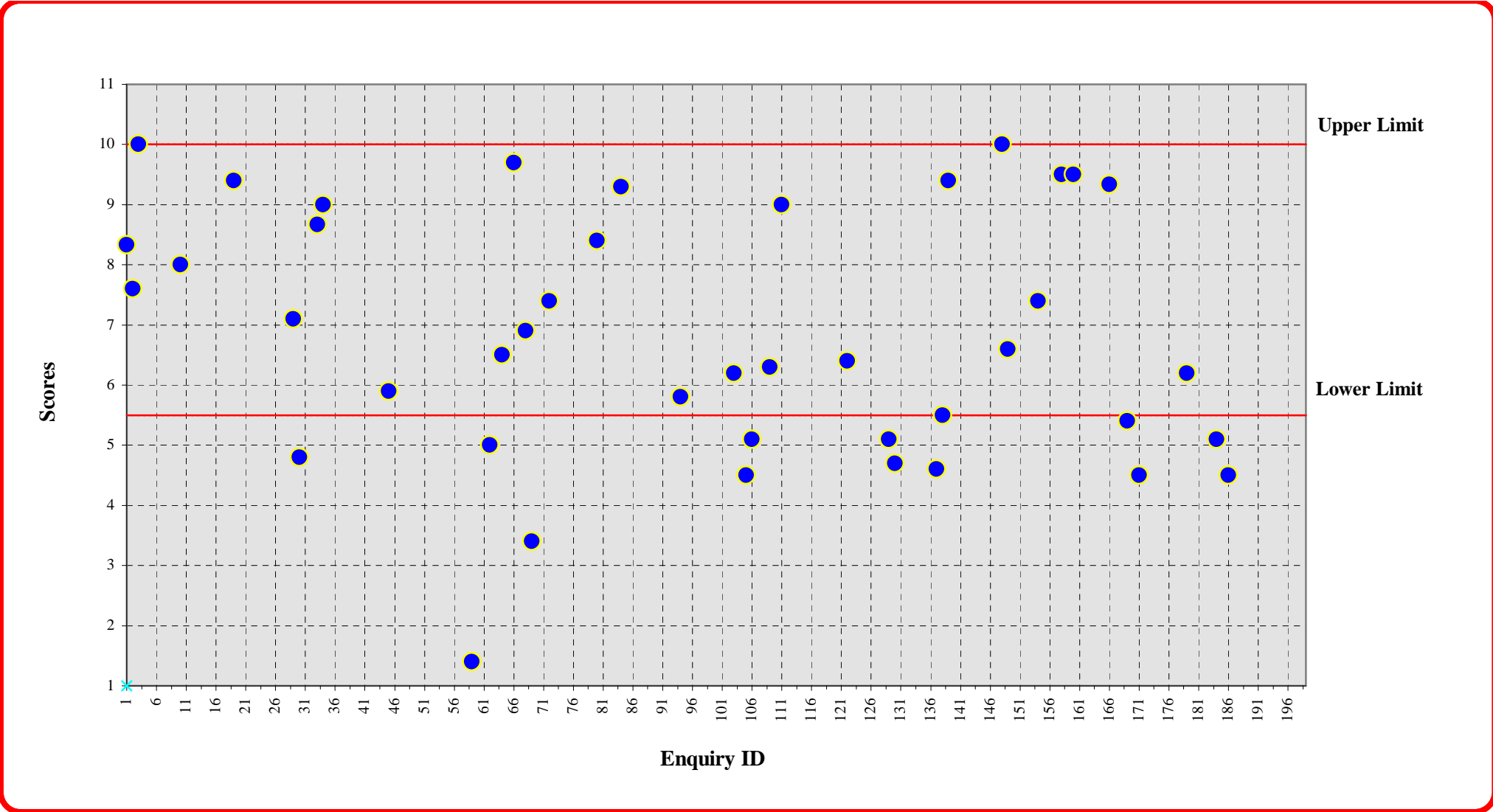
Questions	Score less than 7	Score greater than 7
1. How do you rate the service provided by staff when signing up for the property?	13 (31%)	29 (69%)
2. How easy was it to understand what is expected of you as a tenant from the Tenancy Agreement?	16 (38%)	26 (62%)
3. How responsive were we in addressing 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%)



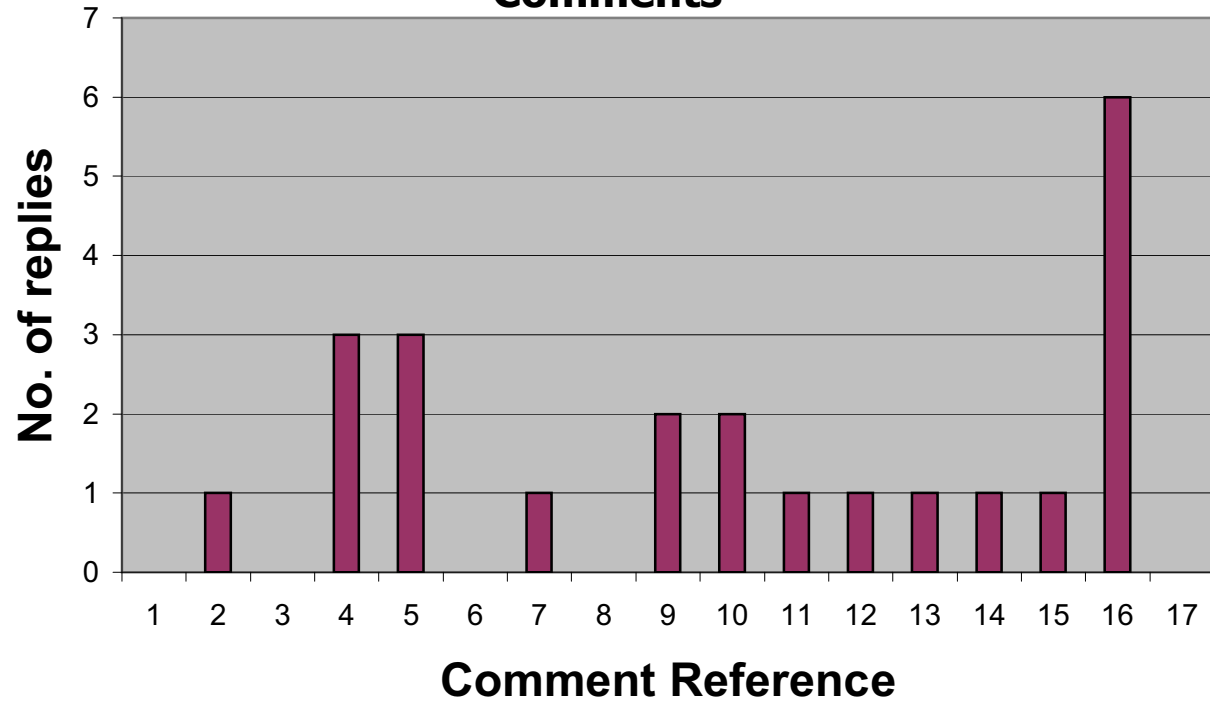
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Gloucester City Homes New Tenancies June 2009 Comments



Ref	Comment Issues	Total
1	Reporting repairs	0
2	Staff response	1
3	Arrangements to carry out work	0
4	Timescales for repairs	3
5	Condition of property	3
6	Timescales to accept house	0
7	Quality of repairs	1
8	Litter around flats	0
9	Timescale to accept property	2
10	Garden	2
11	New Doors/windows please	1
12	Rent arrears issue	1
13	Decorating vouchers	1
14	No gas to flat	1
15	Damage due to floods	1
16	Well done	6
Total		23