

CUSTOMER SURVEY



New Tenants

Property ID: 24AIA03500B

Survey ID: NT009

November 2010

On a scale of 1 to 10 (1 being very poor and 10 being very good), please score following questions. Please circle the score you agree with.



Very poor Poor Average Good Very Good

1	How do you rate the helpfulness of our staff when we made the offer of accommodation?	1	2	3	4	5	6	7	8	9	10
2	How do you rate the information given when contacting the lettings team about your offer of tenancy?	1	2	3	4	5	6	7	8	9	10
3	How do you rate the advice given by our staff when you signed for the tenancy?	1	2	3	4	5	6	7	8	9	10
4	How do you rate the written information provided by our staff when you signed the tenancy?	1	2	3	4	5	6	7	8	9	10
5	How do you rate the quality of bathroom and kitchen fittings?	1	2	3	4	5	6	7	8	9	10
6	How do you rate the overall condition of your home when you moved in (excluding decoration)?	1	2	3	4	5	6	7	8	9	10
7	How do you rate the arrangements for carrying out extra repairs agreed when you signed the tenancy?	1	2	3	4	5	6	7	8	9	10
8	How do you rate the cleanliness of your home when you received the keys (excluding decoration)?	1	2	3	4	5	6	7	8	9	10
9	How do you rate the condition of the garden (was it clear of rubbish, grass and hedges maintained)?	1	2	3	4	5	6	7	8	9	10
10	Overall, how would you rate this service?	1	2	3	4	5	6	7	8	9	10

(Please turn over if you wish to provide comments about the service you have received)

Signature _____

Date of Birth _____

E-mail _____

Telephone No _____

Date _____

CUSTOMER NAME & ADDRESS

Enquiry ID: 1