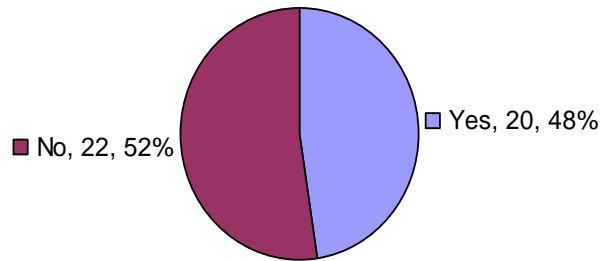


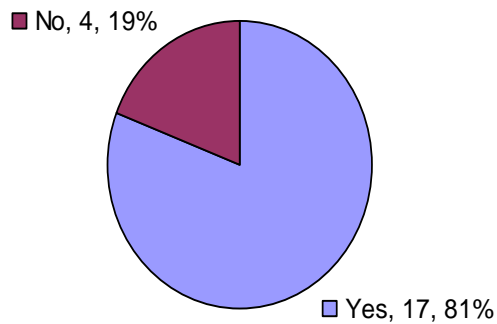
# Resident Satisfaction Survey Results 2008/2009

## New Tenant 6 week Settling in Visit

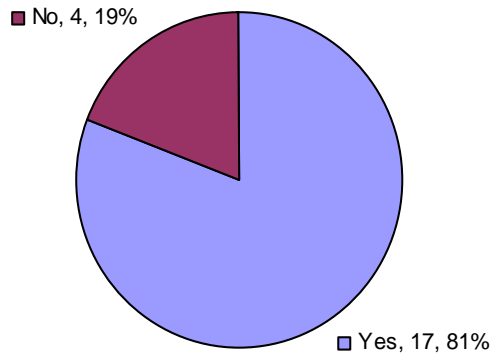
**Was the property clean and tidy with all rubbish removed when you moved in (including mutual exchange properties)?**



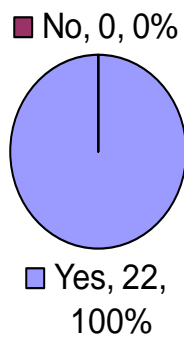
**Did we complete all the repairs we promised to do before you moved in?**



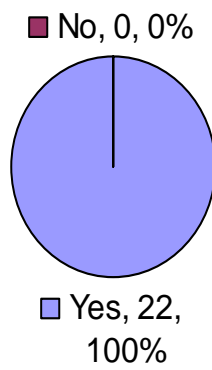
**Have we completed all the repairs that were due to be carried out after you moved in?**



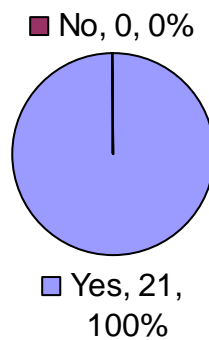
**Were you told how much your rent was going to be?**



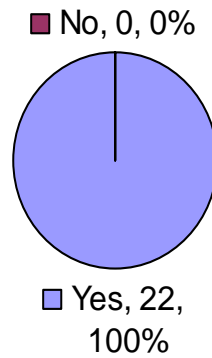
### Were you told where you could pay your rent?



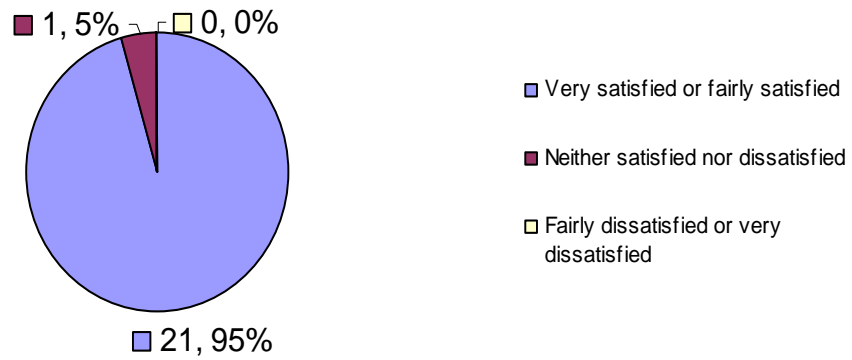
### Were you given Housing Benefit and welfare advice?



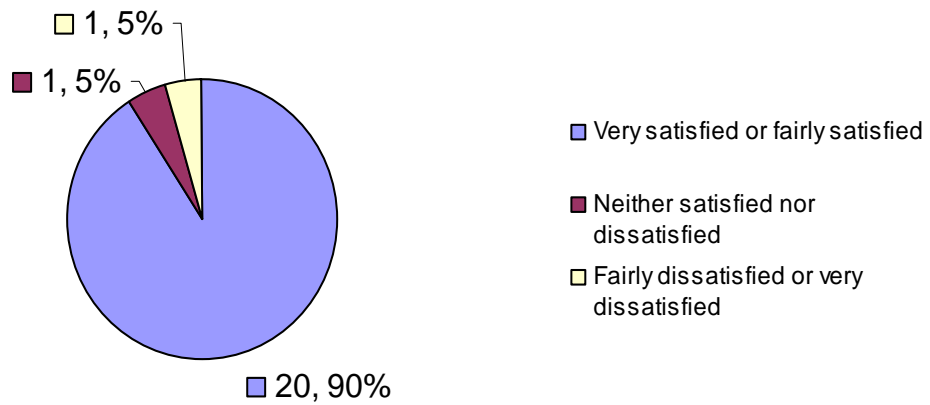
**Were the housing officers who arranged for you to move in polite and helpful?**



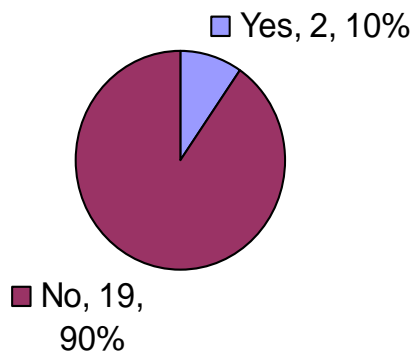
**How satisfied are you with the letting process?**



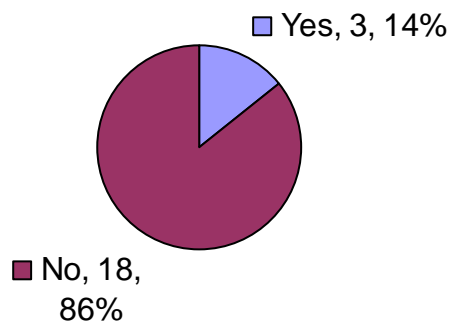
### How satisfied are you with your new home?



### Do you consider yourself to have a disability?



## Would you like to become a member of the RMO?



### Areas of focus for 2009/10:

- Improving the cleanliness of void properties before they are let.
- Ensure all repairs are completed before the resident moves in to the property and that where repairs are to be completed in occupation, the resident is clear on what work will be done and when. This needs to be confirmed with the tenant in writing at all times.