

**New Tenant Survey -  
Results on questionnaires sent between 01/04/2011 and 31/12/2011**

**Section 1 - before you were allocated your property**

**1-1 Did you find it easy or difficult to apply for housing with Moray Council**

Survey not returned	249	77.57%
Easy	43	13.40%
Very easy	21	6.54%
Difficult	5	1.56%
Very difficult	3	0.93%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

**1-2 Did you find it easy or difficult to understand the information we gave you when you applied for housing?**

Survey not returned	249	77.57%
Easy	43	13.40%
Very easy	20	6.23%
Difficult	5	1.56%
Very difficult	2	0.62%
Can't remember	2	0.62%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

**1-3 Were our staff able to help you with any questions or problems you may have had?**

Survey not returned	249	78.06%
Yes	62	19.44%
N/A	5	1.57%
No	2	0.63%
Not answered	1	0.31%
<b>Grand Total</b>	<b>319</b>	<b>100.00%</b>

**1-4 How satisfied were you with the time you were given to make a decision when you were offered your home?**

Survey not returned	249	77.57%
Very satisfied	33	10.28%
Satisfied	28	8.72%
Neither satisfied nor dissatisfied	6	1.87%
Very dissatisfied	4	1.25%
Dissatisfied	1	0.31%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

**1-5 Were you able to view your new home before you accepted the offer?**

Survey not returned	249	77.81%
Yes	61	19.06%
No	10	3.13%
<b>Grand Total</b>	<b>320</b>	<b>100.00%</b>

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### Section 2 - when you moved into your new home

#### 2-1 Did your 'sign-up' interview give you all the information you needed about your rights and responsibilities as a tenant and Moray Council's rights and responsibilities as a landlord?

Survey not returned	249	77.57%
Yes	69	21.50%
Not answered	1	0.31%
No	1	0.31%
g	1	0.31%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

#### 2-2 How satisfied were you with the way your tenancy agreement was explained?

Survey not returned	249	77.57%
Very satisfied	46	14.33%
Satisfied	24	7.48%
Neither satisfied nor dissatisfi	2	0.62%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

#### 2-3 Were you given information on:

##### How to report a repair during office hours?

Survey not returned	249	77.57%
Yes	70	21.81%
No	2	0.62%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

##### How to report an emergency repair outwith office hours?

Survey not returned	249	77.57%
Yes	70	21.81%
No	2	0.62%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

##### Who to contact if you have any issues with your tenancy?

Survey not returned	249	77.57%
Yes	70	21.81%
No	2	0.62%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

##### How to pay your rent?

Survey not returned	249	77.57%
Yes	69	21.50%

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No	3	0.93%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

**What to do if you could not pay your rent?**

Survey not returned	249	77.57%
Yes	62	19.31%
No	8	2.49%
N/A	2	0.62%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

**How to claim Housing Benefit and Council Tax benefit**

Survey not returned	249	77.57%
Yes	59	18.38%
No	11	3.43%
N/A	2	0.62%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

**How to use your heating system**

Survey not returned	249	77.81%
Yes	40	12.50%
No	29	9.06%
N/A	2	0.63%
<b>Grand Total</b>	<b>320</b>	<b>100.00%</b>

**2-4 Do you think any information was missing from your 'sign-up' interview?**

Survey not returned	249	77.57%
No	63	19.63%
Yes	8	2.49%
Not answered	1	0.31%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

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**Section 3 - about your new home**

**3-1 When you moved into your new home how satisfied or dissatisfied were you with the general condition of the property?**

Survey not returned	249	77.57%
Very satisfied	30	9.35%
Satisfied	22	6.85%
Neither satisfied nor dissatisfied	10	3.12%
Very dissatisfied	4	1.25%
Dissatisfied	4	1.25%
Not answered	2	0.62%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

**3-2 Thinking about the condition of your home when you moved in.**

**Were the repairs finished when we said they would be?**

Survey not returned	249	77.57%
Yes	42	13.08%
No	18	5.61%
N/A	11	3.43%
Not answered	1	0.31%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

**Was there any rubbish left outside the property?**

Survey not returned	249	77.57%
No	50	15.58%
Yes	21	6.54%
N/A	1	0.31%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

**Was the inside of the property clean and tidy?**

Survey not returned	249	77.57%
Yes	62	19.31%
No	9	2.80%
N/A	1	0.31%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

**Were the garden paths, fences and gates in a good state of repair?**

Survey not returned	249	78.06%
Yes	48	15.05%
No	18	5.64%
N/A	3	0.94%

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Not answered	1	0.31%
<b>Grand Total</b>	<b>319</b>	<b>100.00%</b>

**Was your garden tidy?**

Survey not returned	249	77.57%
Yes	40	12.46%
No	24	7.48%
N/A	7	2.18%
Not answered	1	0.31%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

**Was the standard of internal decoration acceptable to you?**

Survey not returned	249	77.57%
Yes	52	16.20%
No	19	5.92%
Not answered	1	0.31%
	<b>321</b>	<b>100.00%</b>

**Were you given a decoration allowance?**

**Answer to the previous question =**

	29	8.43%
	29	

**Answer to the previous question = No**

Yes	19	5.52%
	19	

**Answer to the previous question = Not answered**

Yes	1	0.29%
	1	

**Answer to the previous question = Survey not returned**

Survey not returned	243	70.64%
	243	

**Answer to the previous question = Yes**

Yes	22	6.40%
Not answered	1	0.29%
No	26	7.56%
N/A	3	0.87%
	52	

**344 100.00%**

## New Tenant Survey -

### Results on questionnaires sent between 01/04/2011 and 31/12/2011

#### Did you receive two sets of keys for all outside doors to your property?

Survey not returned	249	77.57%
Yes	56	17.45%
No	15	4.67%
Not answered	1	0.31%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

#### 3-3 When you moved into your new home, were you given a CP12 landlord's gas safety record which shows that your gas heating system and appliances have been serviced and are safe to use?

Survey not returned	249	77.57%
Yes	34	10.59%
Not gas heating	20	6.23%
Don't know	10	3.12%
No	7	2.18%
Not answered	1	0.31%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

#### 3-4 Are you confident you can use your heating system?

Survey not returned	249	77.57%
Yes	52	16.20%
No	15	4.67%
Don't know	5	1.56%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

#### 3-5 Do you think that the rent you pay for your new home gives you good value for money?

Survey not returned	249	77.57%
Yes	63	19.63%
Don't know	7	2.18%
Not answered	1	0.31%
No	1	0.31%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

#### 3-6 How satisfied are you with the ways you can pay your rent?

Survey not returned	249	77.57%
Very satisfied	38	11.84%
Satisfied	23	7.17%
Don't know	4	1.25%
Neither satisfied nor dissatisfied	3	0.93%
Not answered	2	0.62%

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Very dissatisfied	1	0.31%
Dissatisfied	1	0.31%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>

**3-7 Has your new home been specially designed or adapted to help someone with a disability?**

Survey not returned	249	77.81%
No	46	14.38%
Yes	24	7.50%
Not answered	1	0.31%
<b>Grand Total</b>	<b>320</b>	<b>100.00%</b>

**3-7a If you answered yes to question 3.7, how satisfied or dissatisfied are you with the facilities and adaptations that have been made?**

Very satisfied	10	33.33%
Satisfied	10	33.33%
Survey not returned	6	20.00%
Neither satisfied nor dissatisfied	2	6.67%
Very dissatisfied	1	3.33%
Dissatisfied	1	3.33%
<b>Grand Total</b>	<b>30</b>	<b>100.00%</b>

**3-8 How likely are you to move from your home within the next 12 months?**

Survey not returned	249	77.57%
Very unlikely	46	14.33%
Unlikely	10	3.12%
Don't know	7	2.18%
Very likely	6	1.87%
Not answered	2	0.62%
Likely	1	0.31%
<b>Grand Total</b>	<b>321</b>	<b>100.00%</b>