

New Tenant Survey - Results on questionnaires sent between 01/01/2012 and 31/03/2012

Section 1 - before you were allocated your property

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

Easy	18	50.00%
Very easy	13	36.11%
Difficult	5	13.89%
Grand Total	36	100.00%

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

Easy	24	66.67%
Very easy	10	27.78%
Difficult	1	2.78%
Can't remember	1	2.78%
Grand Total	36	100.00%

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

Yes	33	91.67%
N/A	3	8.33%
Grand Total	36	100.00%

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

Satisfied	18	50.00%
Very satisfied	12	33.33%
Neither satisfied nor dissatisfied	3	8.33%
Dissatisfied	3	8.33%
Grand Total	36	100.00%

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

Yes	27	75.00%
No	9	25.00%
Grand Total	36	100.00%

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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?

Yes	36	100.00%
Grand Total	36	100.00%

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

Satisfied	20	55.56%
Very satisfied	14	38.89%
Neither satisfied nor dissatisfi	2	5.56%
Grand Total	36	100.00%

2-3 Were you given information on:

How to report a repair during office hours?

Yes	32	88.89%
Not answered	3	8.33%
N/A	1	2.78%
Grand Total	36	100.00%

How to report an emergency repair outwith office hours?

Yes	31	86.11%
Not answered	3	8.33%
No	1	2.78%
N/a	1	2.78%
Grand Total	36	100.00%

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

Yes	31	86.11%
Not answered	2	5.56%
No	2	5.56%
N/A	1	2.78%
Grand Total	36	100.00%

How to pay your rent?

Yes	34	94.44%
Not answered	1	2.78%
N/A	1	2.78%
Grand Total	36	100.00%

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What to do if you could not pay your rent?

Yes	28	77.78%
Not answered	3	8.33%
No	3	8.33%
N/A	2	5.56%
Grand Total	36	100.00%

How to claim Housing Benefit and Council Tax benefit

Yes	31	88.57%
Not answered	3	8.57%
N/A	1	2.86%
Grand Total	35	100.00%

How to use your heating system

Yes	21	60.00%
No	9	25.71%
Not answered	3	8.57%
N/A	2	5.71%
Grand Total	35	100.00%

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

No	30	83.33%
Yes	3	8.33%
Not answered	2	5.56%
N/A	1	2.78%
Grand Total	36	100.00%

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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?

Very satisfied	13	36.11%
Satisfied	12	33.33%
Neither satisfied nor dissatisfied	6	16.67%
Dissatisfied	3	8.33%
Very dissatisfied	1	2.78%
Not answered	1	2.78%
Grand Total	36	100.00%

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

Were the repairs finished when we said they would be?

Yes	25	69.44%
No	6	16.67%
N/A	3	8.33%
Not answered	2	5.56%
Grand Total	36	100.00%

Was there any rubbish left outside the property?

No	24	66.67%
Yes	12	33.33%
Grand Total	36	100.00%

Was the inside of the property clean and tidy?

Yes	29	80.56%
No	7	19.44%
Grand Total	36	100.00%

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

Yes	28	77.78%
No	4	11.11%
N/A	3	8.33%
Not answered	1	2.78%
Grand Total	36	100.00%

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Was your garden tidy?

Yes	23	63.89%
No	11	30.56%
Not answered	1	2.78%
N/A	1	2.78%
Grand Total	36	100.00%

Was the standard of internal decoration acceptable to you?

Yes	23	63.89%
No	10	27.78%
Not answered	2	5.56%
N/A	1	2.78%
	36	100.00%

Were you given a decoration allowance?

Answer to the previous question =

	0	0.00%
	0	

Answer to the previous question = N/A

No	1	0.92%
	1	

Answer to the previous question = No

Yes	7	6.42%
No	3	2.75%
	10	

Answer to the previous question = Not answered

Yes	1	0.92%
Not answered	1	0.92%
	2	

Answer to the previous question = Survey not returned

Survey not returned	73	66.97%
	73	

Answer to the previous question = Yes

Yes	13	11.93%
Not answered	1	0.92%
No	9	8.26%
	23	

109 100.00%

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

Yes	30	83.33%
No	5	13.89%
Not answered	1	2.78%
Grand Total	36	100.00%

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?

Yes	15	41.67%
Not gas heating	10	27.78%
Don't know	6	16.67%
No	3	8.33%
Not answered	2	5.56%
Grand Total	36	100.00%

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

Yes	27	75.00%
No	6	16.67%
Don't know	2	5.56%
Not answered	1	2.78%
Grand Total	36	100.00%

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

Yes	31	86.11%
Don't know	4	11.11%
Not answered	1	2.78%
Grand Total	36	100.00%

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

Satisfied	20	55.56%
Very satisfied	13	36.11%
Not answered	1	2.78%
Neither satisfied nor dissatisfied	1	2.78%
Don't know	1	2.78%
Grand Total	36	100.00%

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

No	22	61.11%
Yes	11	30.56%
Not answered	3	8.33%
Grand Total	36	100.00%

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?

Satisfied	6	54.55%
Neither satisfied nor dissatisfied	3	27.27%
Very satisfied	2	18.18%
Grand Total	11	100.00%

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

Very unlikely	27	75.00%
Unlikely	6	16.67%
Don't know	3	8.33%
Grand Total	36	100.00%