New Home Owner Survey

Q1a) **Name** **Tenant Ref:**

Q1b) **Address** **Unit Code**

Q1c) **Daytime telephone** _____
Evening telephone _____
Mobile _____

Q1d) **Email Address**

_____

Q2 **Are you:**
Male ..... ❑ *Female*..... ❑ *Do not wish to answer*..... ❑

Q3 **How did you find out about TVH?**
Local Authority (LA) ..... ❑ *Registered Social Landlords (RSL)* ..... ❑
Internet ..... ❑ *Other*..... ❑
Please specify other _____

Q4 **How long did it take for you to be able to view a TVH property?**
1 week ..... ❑ *More than 3 weeks* ..... ❑
2 weeks..... ❑

Q5 **Did you receive good information from TVH about the buying process?**
Yes..... ❑ *No* ..... ❑
If 'No' please specify why _____

Q6 **What could have made this process better?**

_____

_____

Q7 **Did you receive good information about your property/area prior to buying?**
Yes..... ❑ *No* ..... ❑
If 'No' please specify why _____

Q8 **Were there any delays in moving into your property?**
Yes..... ❑ *No* ..... ❑ Go to Q10

Q9 **If there were delays, were you kept informed and given an explanation?**
Yes..... ❑ *No* ..... ❑

Q10 **Were TVH staff helpful and knowledgeable throughout the buying process?**
Yes..... ❑ *No* ..... ❑

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Q11 **When you moved into the property you should have received information about your property and TVH services. Please rate on a scale of 1-10 (1 = Very Poor and 10 = Excellent) on each of the following categories on usefulness of the information.**

	10	*9*	*8*	*7*	*6*	*5*	*4*	*3*	*2*	*1*
Welcome Letter	❑	❑	❑	❑	❑	❑	❑	❑	❑	❑
TVH Handbook	❑	❑	❑	❑	❑	❑	❑	❑	❑	❑
Information about the property	❑	❑	❑	❑	❑	❑	❑	❑	❑	❑
Information about the defects period	❑	❑	❑	❑	❑	❑	❑	❑	❑	❑

Q12 **Having now moved in to your property, do you find TVH staff helpful and knowledgeable?**

Yes..... ❑ *No*..... ❑

If 'No' please specify why _____

Q13a) **TVH gave you a list of Solicitors and Independent Financial Advisers during the buying process, did you use any of these professional?**

Yes..... ❑ *No*..... ❑ Go to Q14

If Yes, please write the names of the professionals used _____

_____

Q13b) **How would you rate their services on a scale of 1-10?(1 = Very Poor and 10 = Excellent)**

	10	*9*	*8*	*7*	*6*	*5*	*4*	*3*	*2*	*1*
Financial Advisers	❑	❑	❑	❑	❑	❑	❑	❑	❑	❑
Solicitors	❑	❑	❑	❑	❑	❑	❑	❑	❑	❑

Q14 **Would you recommend TVH to a friend?**

Yes..... ❑ *No*..... ❑

If 'No' please specify why _____

Q15 **Please rate on a scale of 1-10 (1 = Very Poor and 10 = Excellent) the overall satisfaction with the following:**

	10	*9*	*8*	*7*	*6*	*5*	*4*	*3*	*2*	*1*
Services provided by TVH	❑	❑	❑	❑	❑	❑	❑	❑	❑	❑
Sales Process	❑	❑	❑	❑	❑	❑	❑	❑	❑	❑

We would be grateful if you could complete this section to help us check that we are being fair in the way we treat people from all backgrounds.

Q16 **I would describe my ethnic origin as: (please tick one box)**

WHITE: BRITISH..... ❑
WHITE: IRISH..... ❑
WHITE: OTHER..... ❑
MIXED: WHITE & BLACK CARIBBEAN..... ❑
MIXED: WHITE & BLACK AFRICAN..... ❑
MIXED: WHITE & ASIAN..... ❑
MIXED: OTHER..... ❑
ASIAN/ASIAN BRITISH: INDIAN..... ❑
ASIAN/ASIAN BRITISH: PAKISTANI..... ❑
ASIAN/ASIAN BRITISH: BANGLADESH..... ❑
ASIAN/ASIAN BRITISH: OTHER..... ❑
BLACK /BLACK BRITISH: CARIBBEAN..... ❑
BLACK /BLACK BRITISH: AFRICAN..... ❑
BLACK /BLACK BRITISH: OTHER..... ❑
CHINESE/OTHER: CHINESE..... ❑
CHINESE/OTHER: OTHER..... ❑
DON'T KNOW..... ❑
DO NOT WISH TO ANSWER..... ❑

Thank you for completing this survey.

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