

Oak Tree Housing Association Ltd

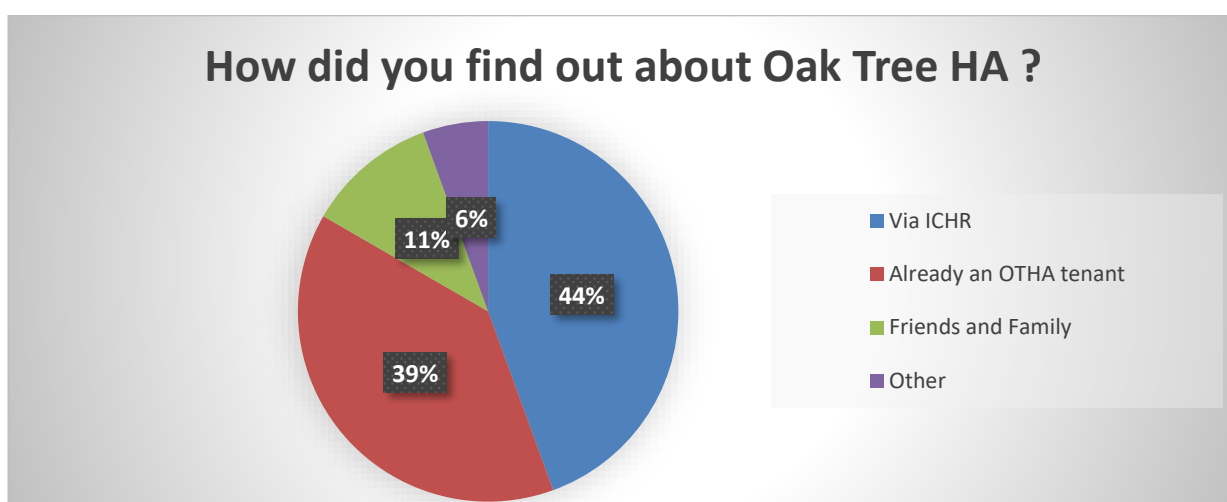
Outcome of Survey re New Tenant Event – November 2019

The Association recently held a New Tenant Event and invited 149 tenants whose tenancy started in the previous 12 months to a lunch event in our office. We also sent a survey with the lunch invite. Although only a few tenants came to the event in the office, we received 20 survey responses.

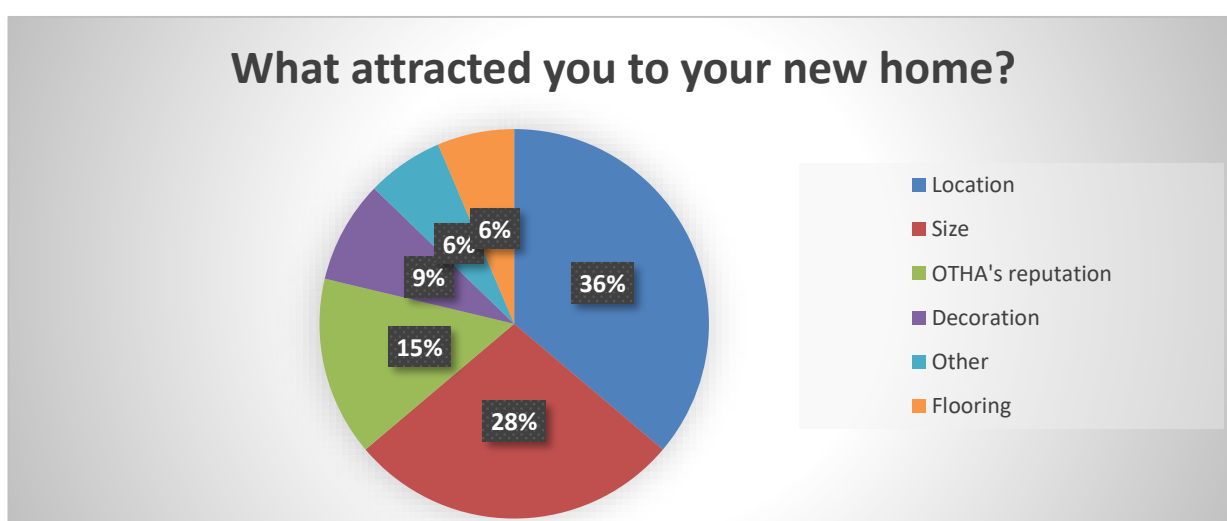
In addition to general questions about the property and our service, we wanted to find out how our new tenants had found out about Oak Tree HA, what had appealed to them about their property and which additional incentives they would like us to offer to prospective tenants.

We try our best to take comments into account when shaping our future service for tenants and applicants. Financial resources are limited therefore we want to spend wisely and take decisions that will be of the most benefit.

The responses to the questions above were as follows:-

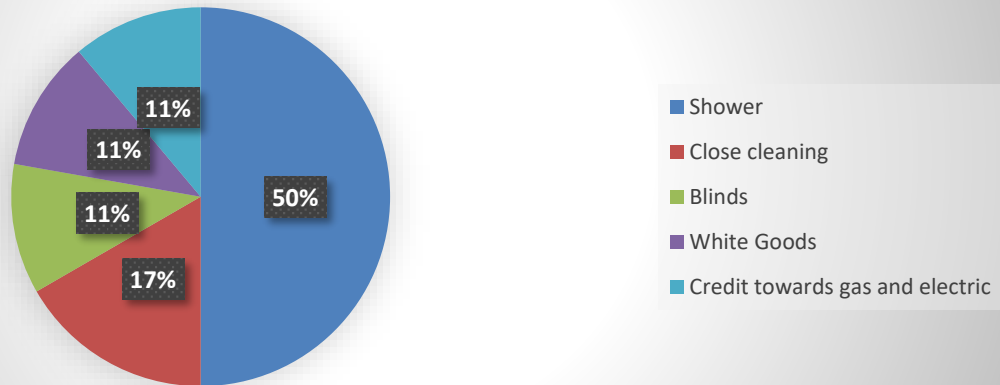


More than one third of those who completed the survey were already tenants of Oak Tree HA.



Size and location were the two key features that were most important. It was good to see that 15% of those who completed the survey felt that Oak Tree HA's reputation was a factor.

What Incentives could we offer?



Showers came out a clear winner for this question. We do our best to include showers in all our new build developments and we will certainly take the results of this survey into account when looking at future enhancements that we might be able to do in our existing stock.

We also asked some general questions about our service. 18 of the tenants had received a new tenant visit and 17 had reported repairs since they had moved in.

We asked about satisfaction with the following aspects of our service and received the following positive results.

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Repairs?	11	4	0	1	1
Condition of property	13	4	0	3	0
New tenant visit	13	4	1	1	0

Several tenants gave individual comments, the majority of them were positive and any that were not were followed up and any remedial action required was taken.

Thank you to everyone who took part in the Survey.