



[www.cx-feedback.co.uk](http://www.cx-feedback.co.uk)

## New Tenants Survey

*Information and Examples*

## What is the purpose of the survey?

The purpose of this survey is to get feedback from the tenants after they moved in in their new flat/house. Depending on the survey, you will be able to monitor a lot of indicators such as the Overall Satisfaction with the Housing Association, the Quality of the house, the length and clarity of the process to get the house, the vetting process, etc...

## What triggers the sending of the survey?

A Tenancy Start Date is set in the housing management system. It will trigger the creation of an invite. The standard process is to gather during the night the contacts with a new tenancy start date from the previous day but in most cases, there's an added delay time so we don't survey the tenant the day after his tenancy started. It is usually a month after the tenancy started that we are sending the invite.

## What information do you need in the initial data?

The minimum data that are needed to run the survey are:

- Tenancy Start Date.
- Contact details of the tenant.
- Tenant Account reference.
- Property reference.

In order to have a better understanding of the results and to get insightful information, we would recommend the following data as well:

- Type of tenancy.
- Type of property (Flat/House).
- Address fields (Town, Post code).

Finally you can also use the following fields:

- Property age.
- Patch.
- Housing officer.
- Other Tenant details (Gender, Age, etc...).
- Developer.

## Example of survey

**1. How satisfied or dissatisfied are you with the quality of your new home provided by {HA Name}?**

- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied

**3. How would you rate the overall condition of your home on the day you moved in?**

- Excellent
- Good
- Average
- Poor
- Very poor

**3. Did you find it easy to fill in our Application Form?**

- Yes
- No

**4. How satisfied were you with how well you were kept informed throughout the process?**

- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied

**5. Please let us know below if you have any comments relating to the house or the letting process?**

## Survey Invites examples

### SMS

Hi Boris, now that you've been in your AnyCo HA home for a few weeks, we'd love to know how your felt about the whole moving in process.. There are 5 questions and should take less than 2 minutes.  
<https://cxfb.co.uk/cx/abc-abc2>

### Email

## CX-Feedback

Hi Boris,

We are really pleased you have moved into a new AnyCo HA Home. We hope you are settling in well. Now that you've been in your home for a few weeks, we'd love to know how your felt about the whole moving in process. Please would you take some time to answer 5 questions.

[Start the Survey](#)

This email has been sent to you by CX-Feedback, run by Target Applications Ltd on behalf of AnyCo Housing Association Ltd  
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