

Tenant Exit Feedback

Your views are important and help us to continually improve our service. We would be grateful if you could share your thoughts by completing this feedback form and returning it to us in the self-addressed envelope provided.

1. What type of rental situation did you move into?

☐ Public Housing ☐ Private Rental ☐ National Rental Affordability Scheme
☐ Family or friends or other: _____

2. During your time with Coast2Bay Housing Group were your maintenance & repair issues addressed in a timely and efficient manner?

☐ Yes, in all circumstances ☐ Sometimes ☐ No, there were problems

3. If you needed help with tenancy issues, such as rent arrears, bond payments, debt repayments, or a complaint, were you happy with the help you were given?

☐ Yes, in all circumstances ☐ Sometimes ☐ No, there were problems

4. Did you find staff at Coast2Bay Housing Group

☐ Accessible & approachable ☐ Understanding ☐ helpful ☐ caring
☐ No, there were problems

Comments: _____

5. Did you leave Coast2Bay Housing Group feeling confident that you understood your Rights & Responsibilities as a Tenant?

☐ Yes ☐ Moderately ☐ Not at all

6. How long have you been accommodated with Coast2Bay Housing Group? _____

7. Did you find the accommodation provided by Coast2Bay?

Suitable

Unsuitable

If unsuitable, in what way was the property unsuitable? _____

Do you have any suggestions on how to improve our Service?

[illegible]

We wish to thank you for taking the time to complete this form.

Please use the self-addressed envelope to return your form back to us.