

We asked customers about their pre-tenancy experience, including what worked well and what could be improved. Fifteen customers took part in the survey, representing a 27% response rate.

Thank you to everyone who shared feedback. Feedback was positive overall, with one suggestion for more homes of this type. Your views help us understand what matters most and will help us continue to improve the pre-tenancy experience.

You said



Choosing a home

Affordability and location were the top reasons.



Product choice

Market Rent was selected most often, followed by Rent to Buy.



Clear information

73% said the tenancy or product type was extremely clear.



Moving in

Most customers said the information was clear and easy to understand.

We listened

- ✓ Information was clear and easy to understand. We will keep this approach and review it annually.
- ✓ Tenancy type could be clearer for some customers. We will check forms clearly show each product type and criteria.