**LINCOLN TENANT QUESTIONNAIRE- BOND HOUSING GROUP**

**PLEASE COMPLETE AND RETURN TO** [**STANDARDS@BONDHOUSINGGROUP.COM**](mailto:STANDARDS@BONDHOUSINGGROUP.COM)

|  |  |
| --- | --- |
| Where do you live |  |
| Overall how important were the facilities available IN your OWN room **when you originally made a decision to rent from us** – by this we mean the kitchenette the en-suite shower room, the TV and the wired internet socket- so “**how did these facilities influence your decision to rent”** | Please rate as **ESSENTIAL** or **IMPORTANT** or **NEUTRAL**- you can rate **all** the items the **same** if you wish   |  |  | | --- | --- | | OWN KITCHENETTE |  | | OWN EN SUITE SHOWER |  | | OWN TV |  | | WIRED INTERNET SOCKET |  | | REPUTATION OF BOND HOUSING |  | | NO DEPOSIT |  | | NO HASSLE SIGN UP AND MOVE IN |  | |
| In order of **1-10 (where 1 is most important and 10 least important)** please rate the following items as important to you **now that you are renting from us** – so **“how important are these facilities now”** | Please rate as **1 [most important] – 10 [least important] - You can rate some**  items the **same** if you wish   |  |  | | --- | --- | | Item | score | | OWN KITCHENETTE |  | | OWN ENSUITE SHOWER |  | | OWN TV |  | | INTERNET SOCKET |  | | AVAILABILITY OF TUMBLE DRYERS |  | | COMMUNAL SPACE |  | | TWICE WEEKLY CLEANERS |  | | GARDENERS |  | | REPUTATION OF BOND HOUSING |  | | OTHER |  | | OTHER |  | |
|  |  |
| Would you have rented from us **without** your kitchenette? | Yes/ No and add comments if you wish |
| Would have rented from us **without** your en-suite | Yes / No and add comments if you wish |
| Do you think that we take your **safety** seriously (eg fire alarms / heat alarms/ keeping hall ways clear/ making sure lighting is working) | Yes / No and add comments if you wish |
| Is there anything we do REALLY WELL |  |
| Is there anything we do REALLY BADLY |  |
| Are you aware that it is much quicker to report management/ repair issues using the [www.bclin.uk/reportlin](http://www.bclin.uk/reportlin) link  [note an improved system is being worked on at moment] | |  |  | | --- | --- | | Comment | Tick | | No, this was not explained properly to me |  | | Yes, but I just hate using on line reporting |  | | Yes, I use this now |  | |
| Are you happy overall with the services supplied by our agent, Cloud Lettings (Jonna Petterson) on our behalf | Yes / No and add comments if you wish |
| Overall do you think we are better or worse than other landlords in Lincoln or the same ? | Better / Worse / Same |
| Do you believe that the accommodation we supply (or our management of the accommodation) is contributing to any mental health issues for you | Yes / No and add comments if you wish |
| If you wish, please explain if you are generally happy in your accommodation over all and generally think where you live is an ok place taking into account price and facilities and how long you are likely to rent for |  |