**LINCOLN PREVIOUS TENANT QUESTIONNAIRE- BOND HOUSING GROUP**

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

|  |  |
| --- | --- |
| **Where did you live**  **Enter Address and Studio number when you were renting from us - not your current address** |  |
| Overall how important were the facilities available IN your OWN room **when you originally made a decision to rent from us** – by this we mean the kitchenette the en-suite shower room, the TV and the wired internet socket- so **“how did these facilities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 original 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 after you started renting from us** – so **“how important were these facilities during your tenancy with us”** | Please rate as **1 [most important] – 10 [least important] - You can rate some**  items the **same** if you wish (so if the kitchenette was very important, you might rate this as 1 or 2 – not 10)   |  |  | | --- | --- | | 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 you have rented from us **without** your en-suite | Yes / No and add comments if you wish |
| Did you think that we took your **safety** seriously (eg fire alarms / heat alarms/ keeping hall ways clear/ making sure lighting was working) | Yes / No and add comments if you wish |
| Is there anything we did REALLY WELL |  |
| Is there anything we did REALLY BADLY |  |
|  |  |
|  |  |
| Overall do you think we were better or worse than other landlords in Lincoln or the same ? | Better / Worse / Same |
| Do you believe that the accommodation we supplied to you (or our management of the accommodation) contributed to any mental health issues for you | Yes / No and add comments if you wish |
| Please confirm approximately how long you rented from us and approximate dates  Add any comments you wish about your overall experience and level of satisfaction(or dissatisfaction) in our properties and management |  |