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

**PLEASE COMPLETE AND RETURN TO** **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| Overall how important were the facilities available IN your OWN room **when you originally made a decision to rent from us** – by this we mean the kitchenette the en-suite shower room, the TV and the wired internet socket- so **“how did these facilities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 datesAdd any comments you wish about your overall experience and level of satisfaction(or dissatisfaction) in our properties and management  |  |