

Have Your Say 2019



Thank you to everyone who took part in the Customer Voice Panel survey regarding our lettings process. It is really helpful to get this feedback from you as it helps us to understand what you need and want from us regarding flexibility in our services.

We will be using your feedback to inform decisions around how we can develop our service to better suit your needs and wants, and to make our services fit around your work and life.

Below is a summary of the results.

68%

Of respondents would have preferred to review their tenancy agreement prior to signing up to the property.



71%

Of respondents would like their tenancy as a paper copy.



21%

Of respondents would like more practical information when signing up to their property, such as information about property maintenance and rent.



48%

The subject respondents would have most liked information about when signing up for their property was repairs (48%), closely followed by information on their tenancy agreement (37%).



If you are interested in seeing the full results or any questions, please call 0113 825 6129 or email involve@yorkshirehousing.co.uk



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