



Rehousing Satisfaction Survey

CBL Applicants Only:

Application / Bidding Process

1. Did you find it easy to access the applications system?

Yes ☐ No ☐

2. Did you need to contact anyone about the system?

Yes ☐ No ☐

3. If your answer to question 2 was yes; did the person you contacted help sort out your problem?

Yes ☐ No ☐

4. Did you speak to an NPH officer? If you didn't please go to Question 8.

Yes ☐ No ☐

5. Do you remember the name of the officer you spoke to? If yes; what was it?

6. Did the officer give you the information you needed?

Yes ☐ No ☐

7. Was the officer polite?

Yes ☐ No ☐

8. Did you find the bidding process easy to use?

Yes ☐ No ☐



All Applicants:

Viewing:

1. Who was the officer who showed you the property?

2. Did the officer try to agree to a suitable time to view the property with you?

Yes ☐ No ☐

3. Were you happy with the information given at the viewing?

Yes ☐ No ☐

4. Was the officer polite?

Yes ☐ No ☐

5. What do you feel would have made this process easier/better?

Sign-Up:

7. What do you think could have been done differently to improve your experience?

8. If we needed to, do you give us permission to contact you again to discuss your answers?

Yes ☐ No ☐

If yes, please complete section below:

Name:	
Address:	
Phone Number:	
Email Address:	