



CUSTOMER FEEDBACK FORM

Clydebank Housing Association's 2019/20 Annual Performance Report for Customers

We welcome feedback on our **7th Annual Performance Report for Customers**. The content and design of the report is decided by tenants. It contains some of the performance information that tenants felt was most important to them from all the information we are required to report to the Scottish Housing Regulator each year. We'd be grateful if you would return this survey to us by **21 January 2021** in the prepaid envelope enclosed and your name will be placed in our **annual prize draw** and you could be in with a chance of winning **£50** of grocery vouchers. **We really want to know your views about the report.**

Please circle Yes or No

Was the information useful to you? Yes/No
If not, how can it be improved?

Was it presented clearly?
Yes/No
If not, how can it be improved?

Did you like the graphs and narrative which supported the statistics? Yes/No
If not, how can it be improved?

Was there too much information? Yes/No

Could there have been more information? Yes/No

Do you have any comments regarding our performance?

Would you like to examine areas of our performance in more detail or are there any areas we did not report on and which you would like to have seen? Yes/No

If yes, please detail

Do you agree with who we compared our performance against? Yes/No

Would you like to be involved in the preparation of your next report? Yes/No

What is your preferred method of communication? (please circle)

Post Email Phone

Remember, you can view our full Annual Return on the Charter and compare our performance with other Registered Social Landlords on the Scottish Housing Regulator's website
<https://directory.scottishhousingregulator.gov.uk/>

Name:

Address: Postcode:

Tel No: Mobile No:

Email Address: