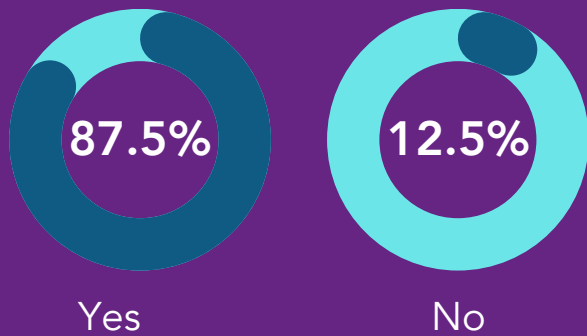


Check it Challengers New Tenant Welcome Pack



As a result of one of our Customer Panels we have been putting together a new Tenant Welcome Pack. A consultation with involved and new tenants was held to discuss the content of the pack and we sent out the first draft to the Check it Challengers to give us their feedback on the layout and format of the pack. We had 17 responses and below are the highlights.

→ Thinking about the new Tenancy Pack as a whole, did you find it easy to read?



→ Do you like the layout of the pack?

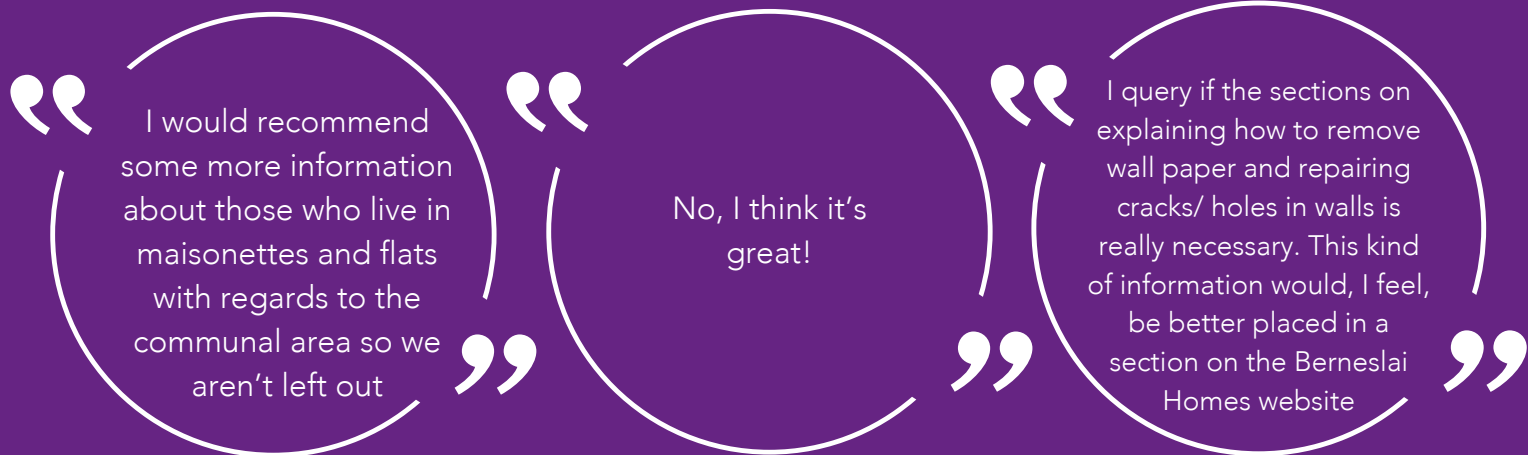
94%

said Yes, they liked the layout of the pack. 6% said No, but no further comments were given.

→ Does the information flow, is it in the order that you'd expect to see it?



→ Is there anything we could improve in relation to the layout and format of the New Tenancy Pack?



100%

Said if they were a new tenant they would find the pack useful.