



## Feedback on Services

Name.....

Address/unit number.....

Telephone/ Mobile number.....

### My comments

#### 1. STANDARD OF ACCOMMODATION

How do you rate the present condition of your accommodation?

Terrible <input type="radio"/>	Below Standard <input type="radio"/>	Don't Know <input type="radio"/>	Good <input type="radio"/>	Excellent <input type="radio"/>
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If you are dissatisfied, please tell us why.

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#### 2. PAYMENT OF RENT

Are you satisfied with the handling of your rent matters?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Don't Know <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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If you are dissatisfied, please tell us why.

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#### 3. INFORMATION & RIGHTS

How do you rate the information put out by the Association about your rights and responsibilities (Newsletters, fact sheets, orientation guide, posters etc)?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Don't Know <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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#### 4. MANAGEMENT & STAFF

How satisfied are you with how your accommodation is managed by staff?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Don't Know <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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#### 5. OVERALL SATISFACTION

Overall how would you assess the service provided by the Association?

Terrible <input type="radio"/>	Below Standard <input type="radio"/>	Don't Know <input type="radio"/>	Good <input type="radio"/>	Excellent <input type="radio"/>
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How would you rate the standard of your accommodation against similar types of accommodation?

Terrible <input type="radio"/>	Below Standard <input type="radio"/>	Don't Know <input type="radio"/>	Good <input type="radio"/>	Excellent <input type="radio"/>
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Any additional comments .....

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Please email to [info@havelock.asn.au](mailto:info@havelock.asn.au) or post to  
**Havelock Housing Association Inc 85 Northbourne Avenue Turner ACT 2612**  
**Thank you**