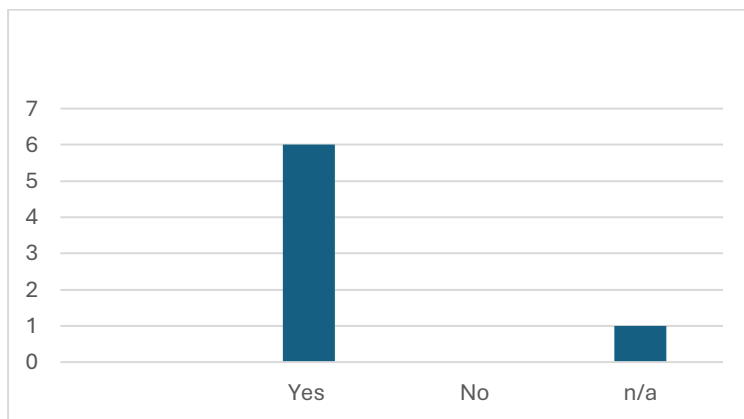


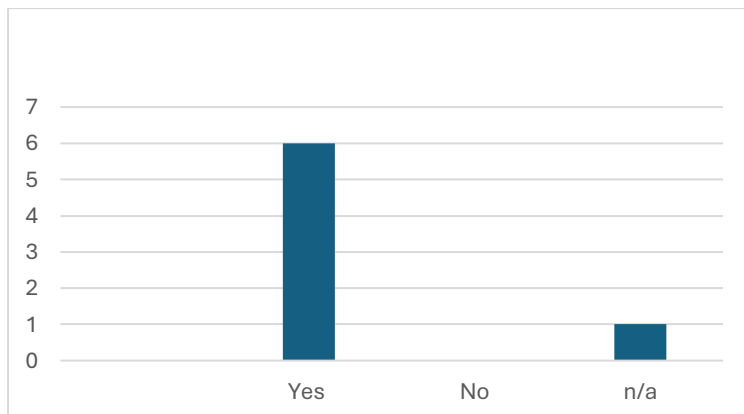
Tomintoul Tenant Feedback Results

1. Application, Allocation and Start of Tenancy

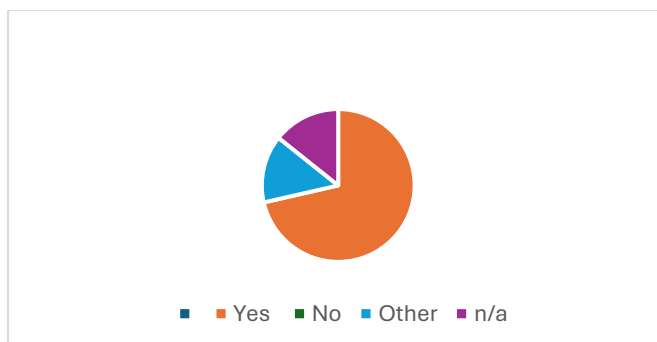
1a. Were you satisfied with the application and allocation process to apply for these properties?



1b. Were you satisfied with the information you were provided at the start of your tenancy?



1c. Did you find the information in the tenant's handbook / new property handbook helpful for living in your property?



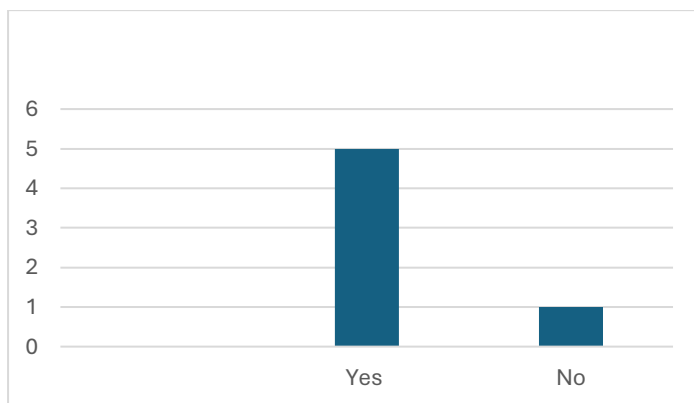
Summary and Comments for section 1:

Tenants were happy across the board with the process of application and allocation, as well as the information they were provided at the start of their tenancy. There was one non-applicable outlier due to the individual only just moving in.

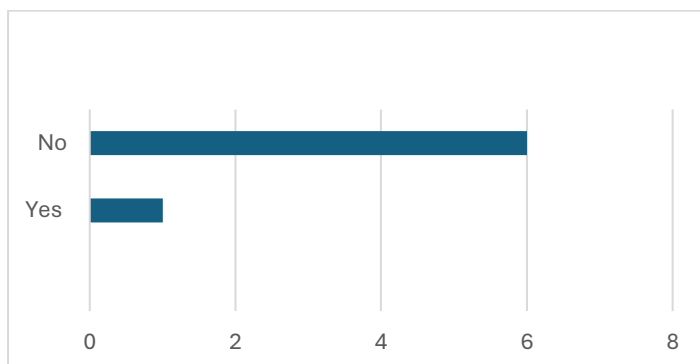
Although the general consensus was that the Tenant's Handbook was helpful, there was a couple of comments of issues found when using parts of the new property handbook one tenant was quoted saying: "user guides are not very user friendly", another said "instructions were confusing, if shown how to use them makes it easier"

2. The Property

2a. Are you happy with the layout and design of your property?



2b. Is there any part of the layout and you think could be improved upon?



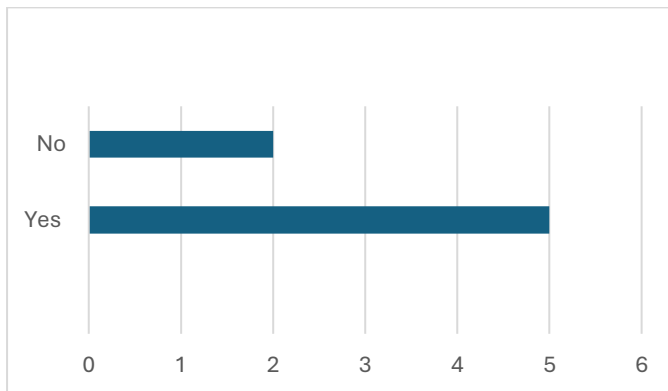
Summary and Comments regarding layout.

Majority of the tenants are happy with the layout of their properties. One tenant was quoted as saying "Everything is great" and another described their property as "nice and spacious". There was one tenant who felt the bedrooms were quite small.

2c.. Are the sizes of the rooms adequate for the number of occupants?



2d. Do you have enough storage space?



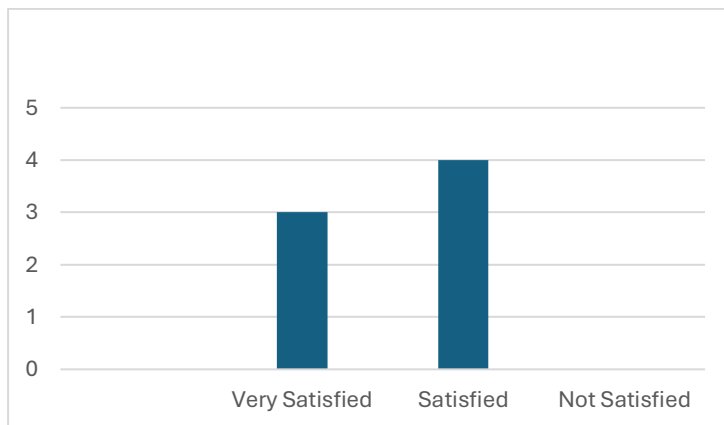
Summary and Comments regarding space.

Tenants were unanimously happy with the size of the rooms in regards to the number of occupants. Two tenants said they struggle for storage however both of these tenants acknowledged this was due to the young children in the household

2e. Do you understand how to use the heating and hot water system in the property?



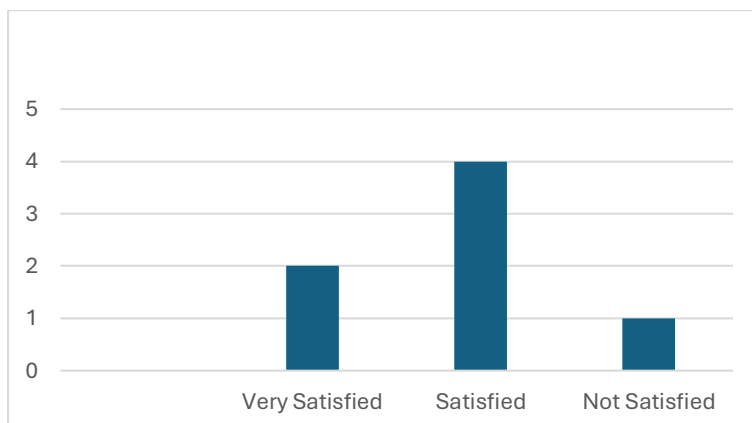
2f. How satisfied are you with the energy efficiency of the property?



Note Regarding Energy Efficiency

A couple of tenants still trying to get there metering sorted with EDF, so will not know what energy usage is until then.

2g. How satisfied are you with the design and provision of external spaces?



Comments regarding external spaces.

All tenants generally happy with the external spaces, there are some general comments about some landscaping work to be undertaken. not satisfied tenant's reasoning was that they cannot take their bins out without moving their car from the driveway.

3. Rents

3a. Is the rent you pay affordable to you?

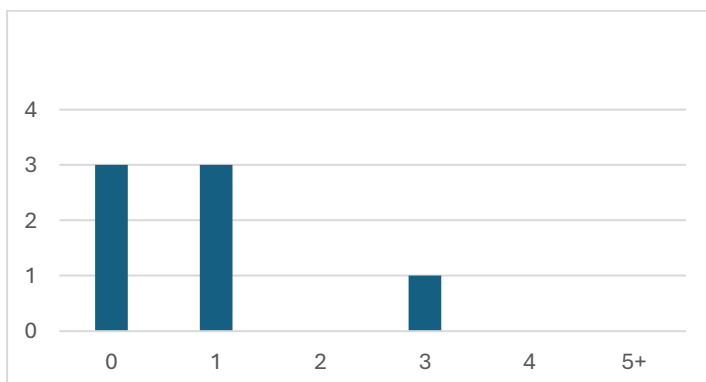


3b. Do you think the rent you pay represents good value for money?

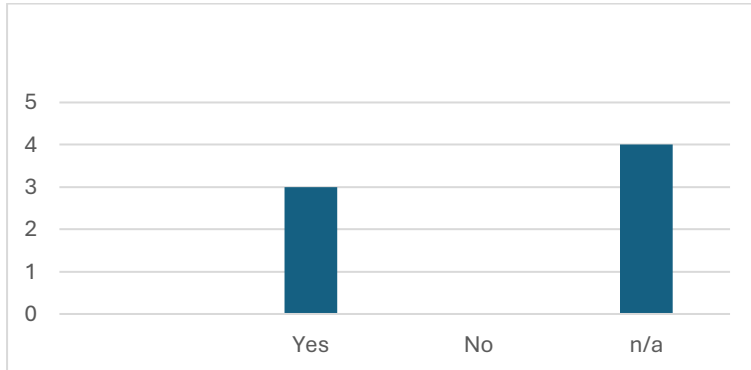


4. Repairs, Maintenance and Defects

4a. Approximately, how many times have you had to contact CHT to carry out any repairs?



4b. Were the repairs carried out in a satisfactory manner?



GENERAL COMMENTS

A couple of tenants expressed feeling very happy in their new home, one acknowledged that they are having no issues. A couple of tenants listed a few issues that they are still facing, all of which are either registered as repairs or acknowledged on the defect snagging list. Overall feedback was on the positive side.