**Customer Feedback on Application Process**

* How did you / they find the application process? (completing online application form, providing additional information requested, etc)

If there were difficulties what were they?

* Did you / they understand the communication / contact about your /their application from the Registration team?

What would help?

* Did you /they understand the information about rehousing and the different options on the website?

If not why?  (eg. too much / too little info?  Not clear, the way info is presented not suitable?)

* Do you /they understand the bidding system (how to place bids, priority of bids, etc)

If not what would help?

* Do you /they understand your /their rehousing prospects? (demand for different areas & property types, how likely you /they are to be rehoused, etc)

If not what would help?

* How would you/ they prefer to communicate with us?

Telephone / web chat / email / other

* Do you / they think the application form should include a question specifically asking if a customer is autistic or has any other specific needs?

* Any other additional comments about the application / rehousing process?