



**Shetland
Islands
Council**

APPLICATION FEEDBACK FORM



The only way we can improve our Housing Application Form and our Service is by taking into account comments made by you. We would very much like you to complete this feedback form and return it to us with your completed application form.

1 Did you find the form easy to complete? YES NO

If NO, please indicate in the space below which questions could be improved:

2 Did you find the Areas of Choice questions easy to complete? YES NO

If NO, please indicate in the space below which questions or pages on the form could be improved:

3 Do you think we ask the right questions for your circumstances? YES NO

If NO, please indicate in the space below which questions could be improved:

4 Did you get your application form from SIC or Hjaltland? SIC HJALTLAND

5 When you requested your application form from SIC or Hjaltland, how did you rate the service you received from staff?

VERY GOOD GOOD FAIR POOR NOT APPLICABLE-INTERNET DOWNLOAD

6 If requested, how do you rate the advice, information and assistance you received from SIC Housing and/or Hjaltland Housing Association in relation to your application?

VERY GOOD GOOD FAIR POOR NOT APPLICABLE-DID NOT REQUEST

If you have any comments about the service you received or suggestions about how we can improve our service, please use the space below:

7 Are you applying to SIC only, HHA only or both? SIC HJALTLAND BOTH

OFFICE USE ONLY

Application Number (office use)

WHERE DID YOU FIND OUT ABOUT THE HOUSING SERVICE?

Please tick a box/es to let us know how you found out about the Housing Service.

Word of mouth

Internet (Council website)

Internet (Hjaltland website)

Internet (link from other website ie Shetland News)

Poster advertising services

If poster, where was the poster?

Leaflet advertising services

If leaflet, where was the leaflet?

Advert in the local paper

Saw the Office and dropped by

Referred by another agency I went to get help from

Other (please specify below)