Home	Option	users survey	,					
	•			Count			%	
				YES	NO	Total	YES	NO
Did you fin	d HomeOpti	on user guide easy to fo	ollow?	329	7	336	97.9	2.1
Did you ge	et enough info	ormation about the Hon	neOption scheme?	319	13	332	96.1	3.9
I made my	y expression	n of interest by:						
WEBSITE	ı			257			453 <b>56.7</b>	
		e easy to use?		232	13	245	94.7	5.3
			erties that had been let previously?	200	38	238	84.0	16.0
TELEPHO	NE			79			17.4	
		your interest by telepho	ne?	67	12	79	84.8	15.2
TEXT				63		63	13.9	
	sy to text your	r expression of interest?		52	11	63	82.5	17.5
COUPON				54			11.9	
Was it eas	y to express	your interest by coupor	1?	45	9	54	83.3	16.7
Did you ha	ive enough c	oupons?		52	12	64	81.3	18.8
If you orde	red more co	upons, was it easy to g	et them?	42	10	52	80.8	19.2
Answer th	e following	questions if you used	the HomeOption freesheet facility					
		jet to a pick-up point to		136	28	164	82.9	17.1
		ailable when you got to	the pick-up point?	135	12	147	91.8	8.2
		eet easy to use?		153	1	154	99.4	0.6
Did the fre	esheet give e	enough feedback on pro	operties that had been let previously?	142	16	158	89.9	10.1
		er of our staff for help						
	e helped by a		vould you rate the response?					
Good	47	% 69.1						
Average	17	25.0						
Poor	4	5.9						
	68							

Overall, w	ere you satis	sfied with t	the HomeO	ption choice	e based lett	ings scheme?		
Very satisf	ied		88	%	28.6			
Quite satisfied		127		41.2				
Neither satisfied nor dissatisfied 57			57		18.5			
Quite unsa	ntisfied		20		6.5			
Very unsat	Very unsatisfied		16		5.2			
	-		308		<u>'</u>			
Backgro	ound info							
Your age			59	%	17.6			
	26-34		93		27.7			
	35-44		87		25.9			
	45-54		34		10.1			
	56-64		35		10.4			
	65-74		19		5.7			
	75+		9		2.7			
			336		<u> </u>			
	your first la	nguage?						
Yes			316	%	93.2			
No			23		6.8			
			339					
Your gend	der							
Male			95	%	28.4			
Female			239		71.6			
			334					
	nsider yours	self to have	e an impair					
Prefer not				15	%	6.5		
No disabili				92		40.0		
Blind or visually impaired			5		2.2			
Learning difficulty			7		3.0			
Use a walking stick or wheelchair			29		12.6			
Use hearing aid or communicate with BSL				8		3.5		
Experience of mental health distress				34		14.8		
Other impairment or disability				40		17.4		
				230				