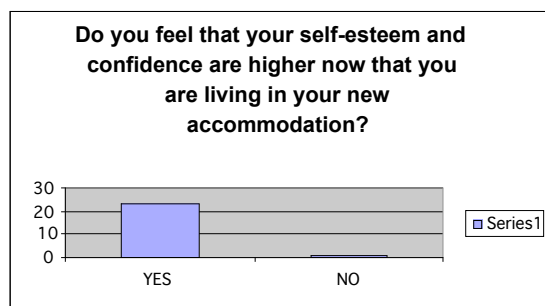
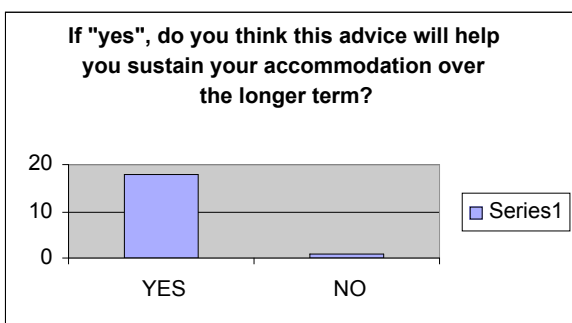
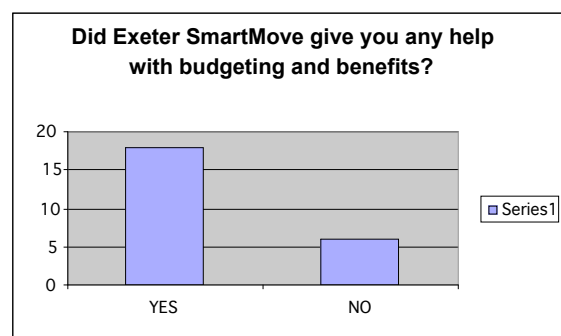
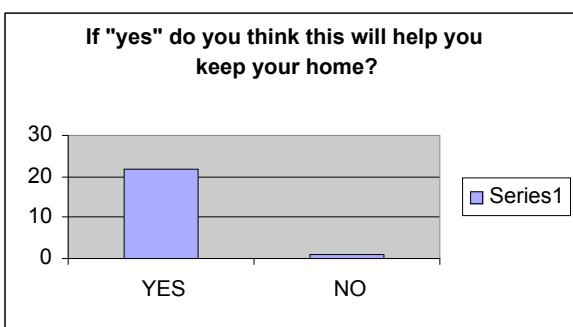
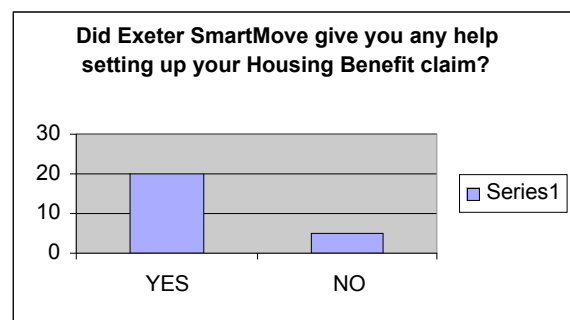
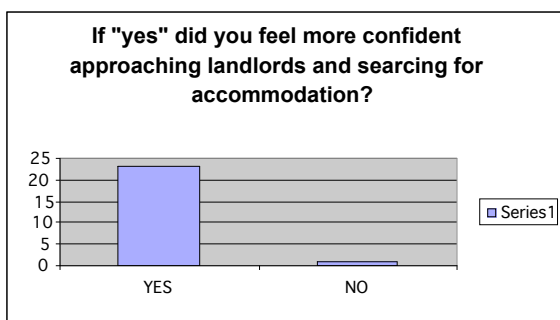
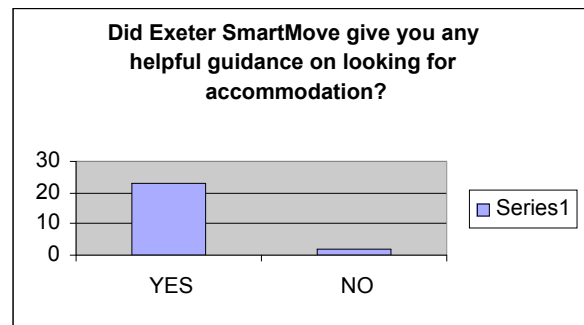
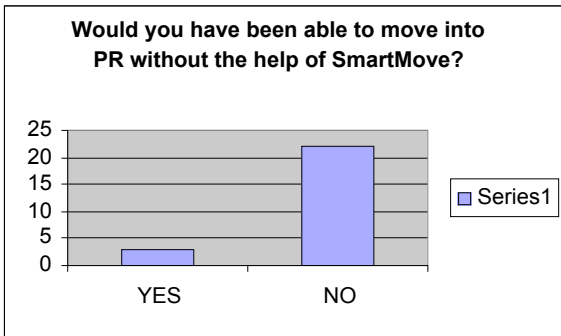
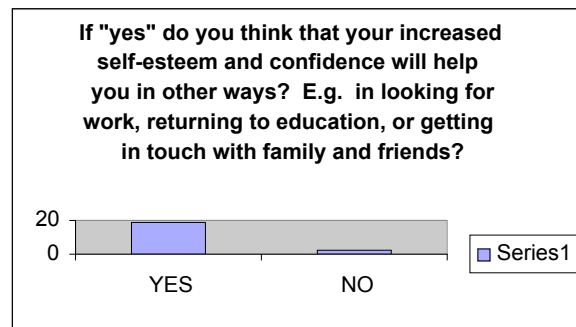


Exeter SmartMove Customer Satisfaction Survey April 06 to May 07

Every client for whom Exeter SmartMove provides a rent deposit guarantee to enable them to move into privately rented accommodation is asked to complete an anonymous satisfaction survey. 25 respondents replied in April 06 to May 07. Their replies are noted below.





Clients were asked to comment on how they found the SmartMove service and comment on its usefulness or otherwise to them. Some responses are quoted below.

“SmartMove are a great charity. Without them I wouldn’t of been able to look after my family properly. Thank you.”

“I truly appreciate and am very grateful for such a service. Coming our from a traumatic divorce SmartMove ha helped me restart life.”

“Without the help of SmartMove I feel I would not have been able to stand on my own two feet. I am totally grateful for all their help. Thank you.”

“SmartMove’s knowledge and resources about tenants rights is helpful especially when they are able to help talk to the landlord on behalf of the tenant. As a situation or problem is sorted quicker!”

“I am pleased that you are there to help people like me, that have no money for the deposits and help with the benefits as some people do not know how to do them for themselves.”

“SmartMove gave me help in all aspects of moving and finding accommodation. I cannot say enough on their behalf. I’m sure without their help I would have been in a hostel or even on the streets.”