

TENANT EXIT INTERVIEW – A REFLECTION

My Foundations Youth Housing Ltd (MFYH) aim is to provide safe, supportive and affordable housing for young people. We hope that living with us has given you the stability you needed to set and achieve your personal, education, employment and future housing goals. We want to take this opportunity to capture your experience and gather any feedback to help us improve our services.

ABOUT YOU

Insert a Number Ranking
out of 10

Your Relationships

1. Have any of your relationships improved (e.g. with family and/or friends)?

“Then”
/10

“Now”
/10

Tell us more about this.....

Your Confidence

2. How confident are you with your future?

“Then”
/10

“Now”
/10

Tell us more about this.....

Your Education

3. Were you able to achieve your education and/or training goals while you were housed with us?

“Then”
/10

“Now”
/10

Tell us more about this.....

Your Employment

4. Were you able to achieve your employment goals or improve your financial independence while you were housed with us?

“Then”
/10

“Now”
/10

Tell us more about this.....

5. We would love to hear about your overall experience of independent living and how this has impacted your life....

ABOUT YOUR HOUSING

Insert a Number Ranking out of 10

Your safety

6. Personal safety is important for all of us. Did your sense of safety improve?

“Then”
/10

“Now”
/10

Tell us more about your safety?

Your case management support

7. Have you felt guided / supported while housed at MFYH by your support services?

“Then”
/10

“Now”
/10

Tell us more about this support including information about areas you felt most supported in?

Your housing future

8. Do you feel more confident with accessing housing opportunities in the future?

“Then”
/10

“Now”
/10

Tell us more about your future housing goals?

Please circle

Your housing affordability

9. Did you find your housing affordable throughout the tenancy?

Yes

No

If no, why do you think this was?

ABOUT OUR SERVICES

Please mark where on the scale

Always Mostly Never

10. Were you informed of your rights and responsibilities throughout your tenancy with us? -----

11. Do you think you were treated in a professional, courteous, and caring manner? -----

12. Do you think you received the same quality and level of service regardless of your gender, religion, cultural or linguistic background, sexual orientation, age, disability, or previous criminality? -----

13. Were you communicated with in a fair, open, and clear way? -----

14. Did you feel your personal privacy was respected and confidentiality protected? -----

15. Did you feel that property you lived in was secure and well maintained? -----

16. Please explain your concerns, share positive feedback or provide further thoughts about how we could improve our services for other young people?