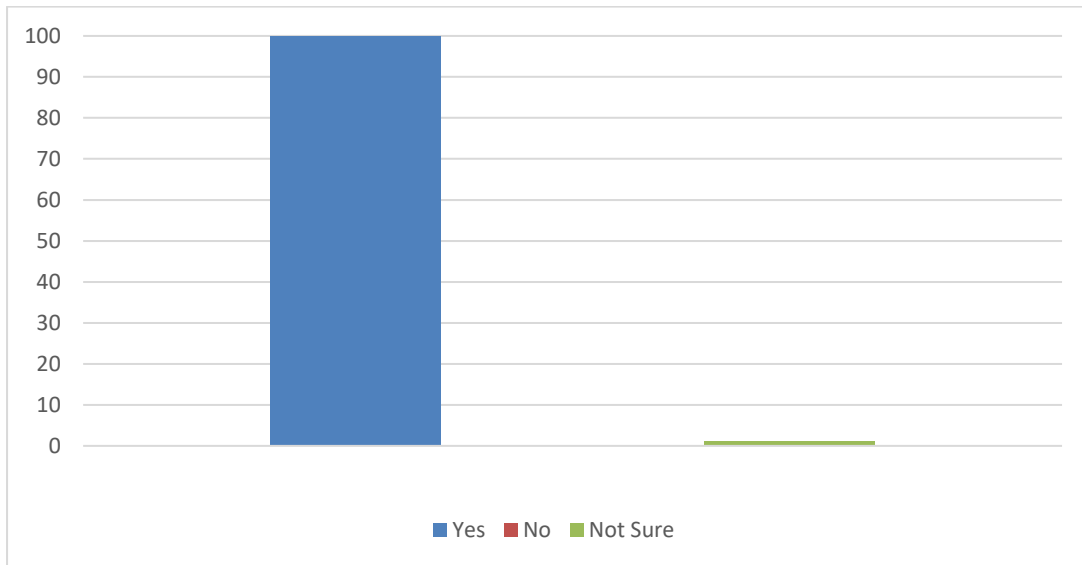




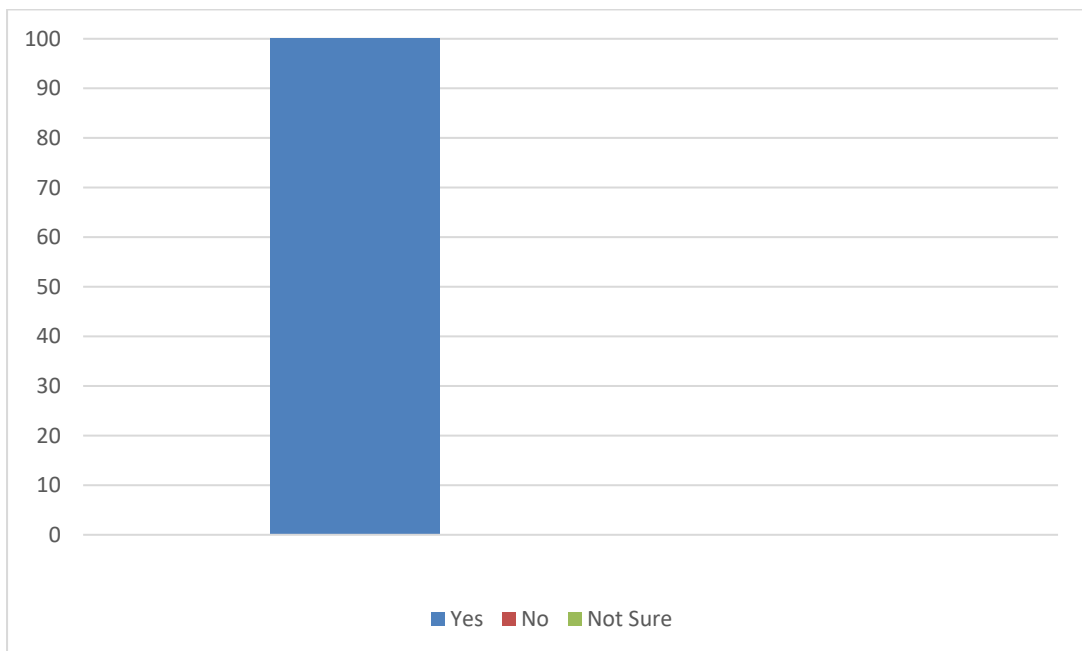
# Tenant Survey Results 2017

## Home

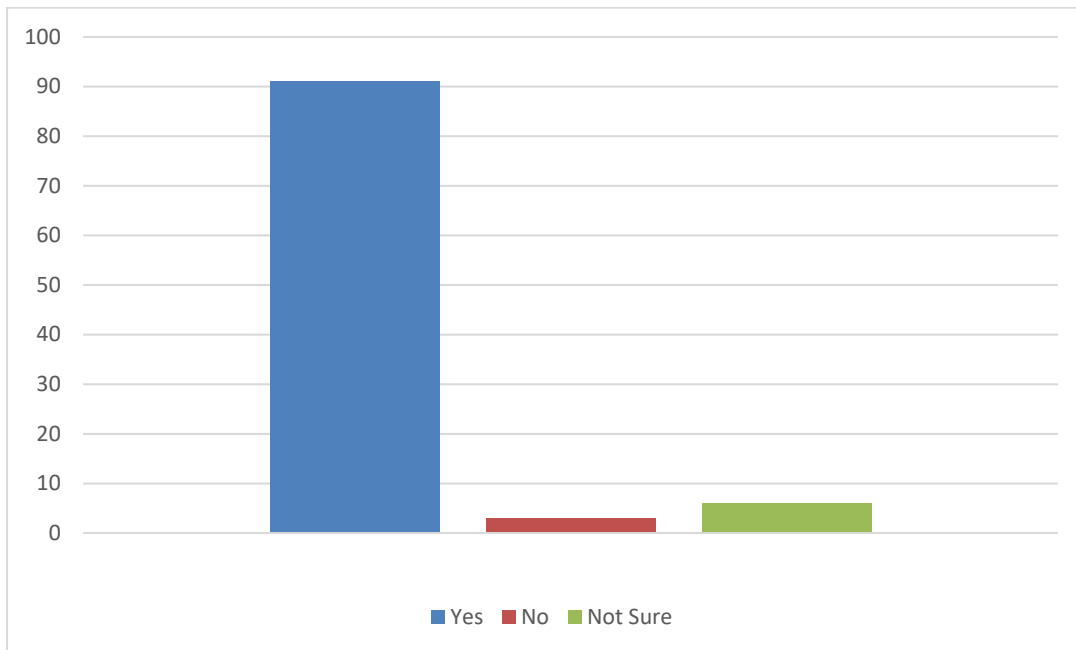
### 1. Do you like your home?



### 2. Do you like your neighbourhood?

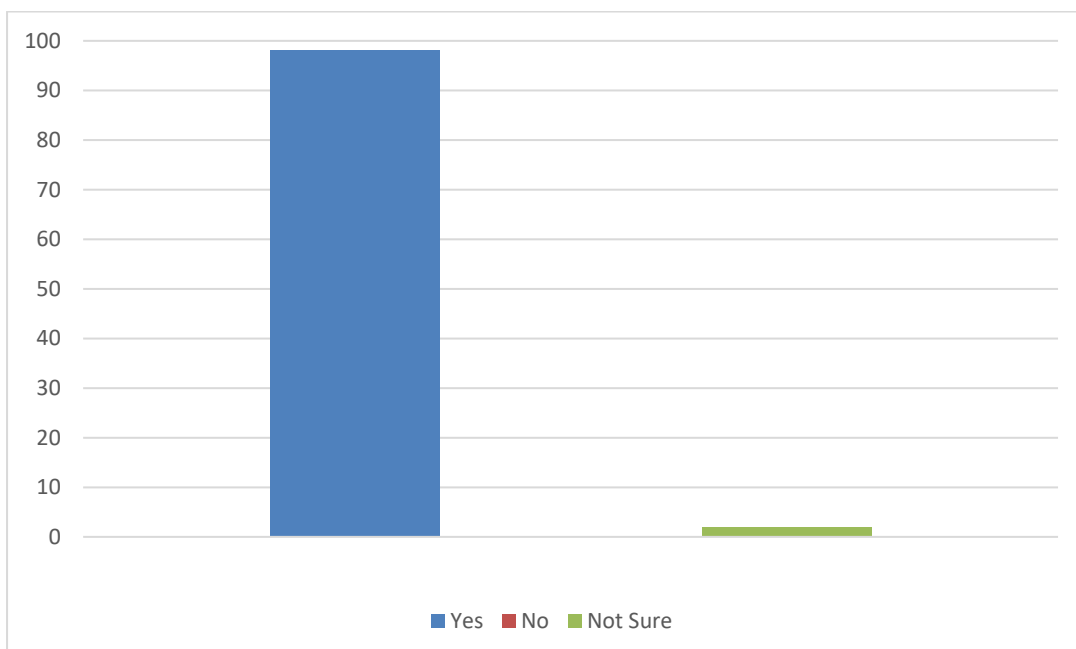


### 3. Did you choose who you live with?

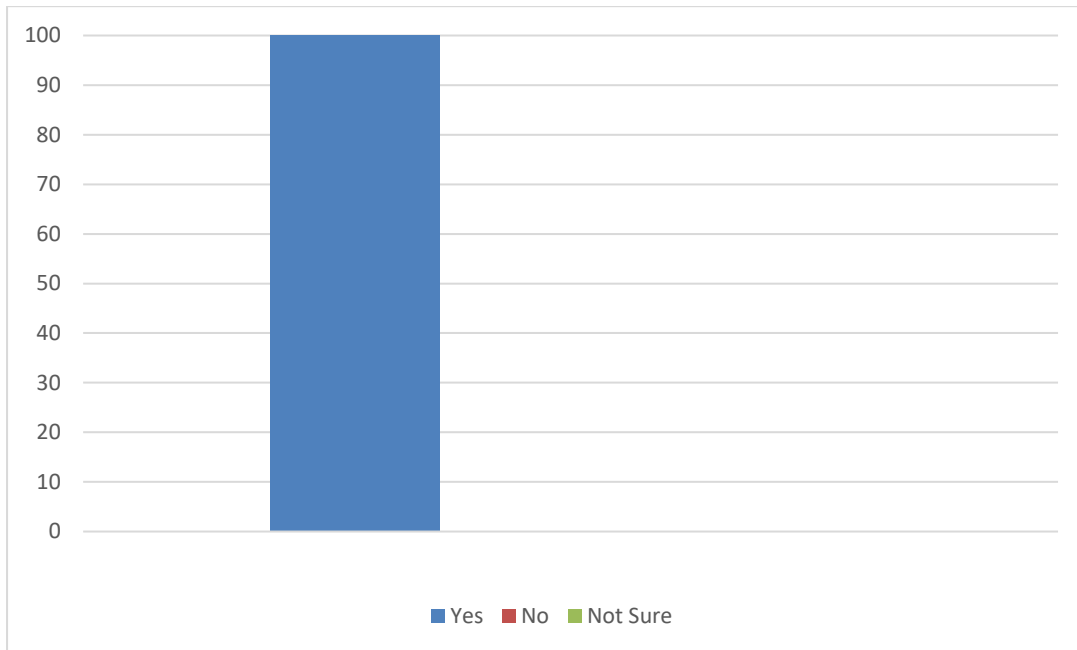


## Repairs and Maintenance

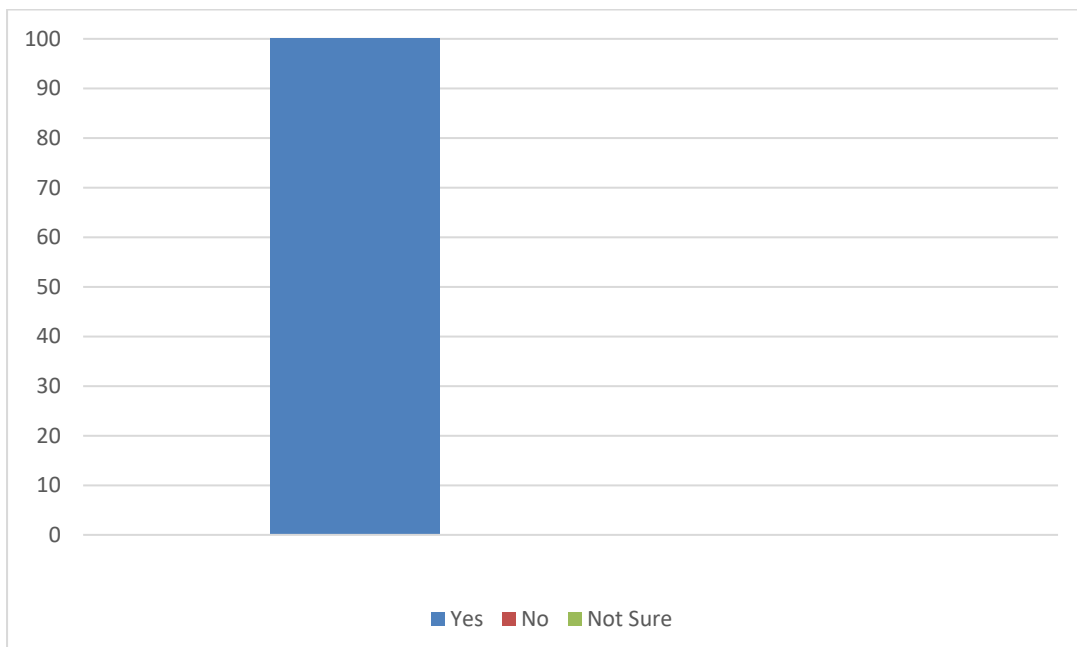
### 4. When you or your support team contact New Foundations to report a repair, is your call answered quickly?



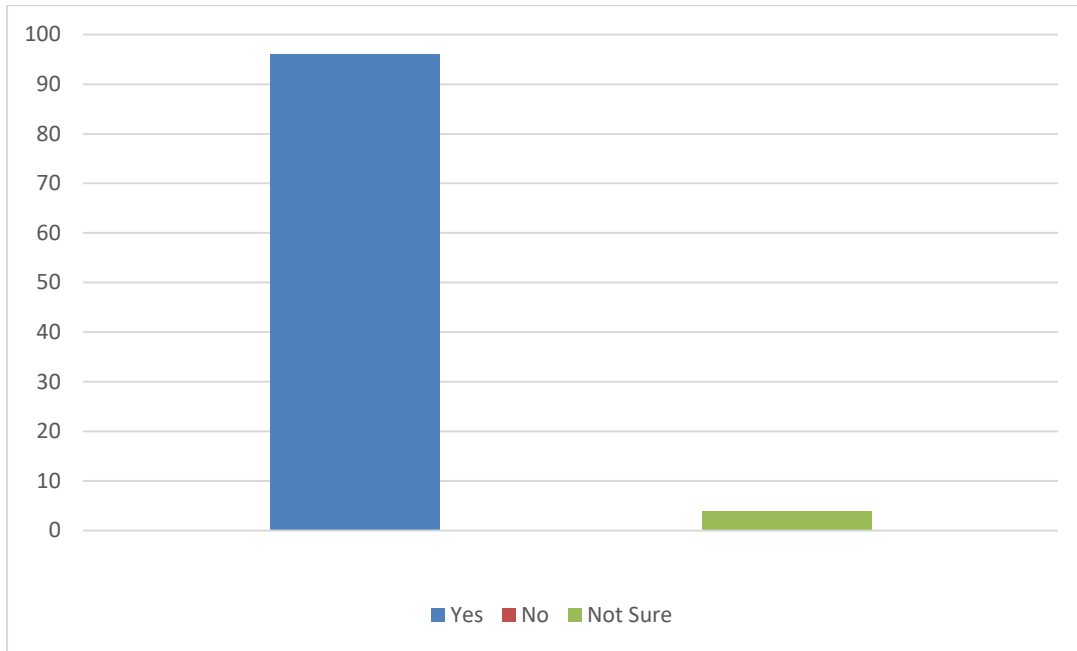
**5. Are the New Foundations team friendly when you speak to them?**



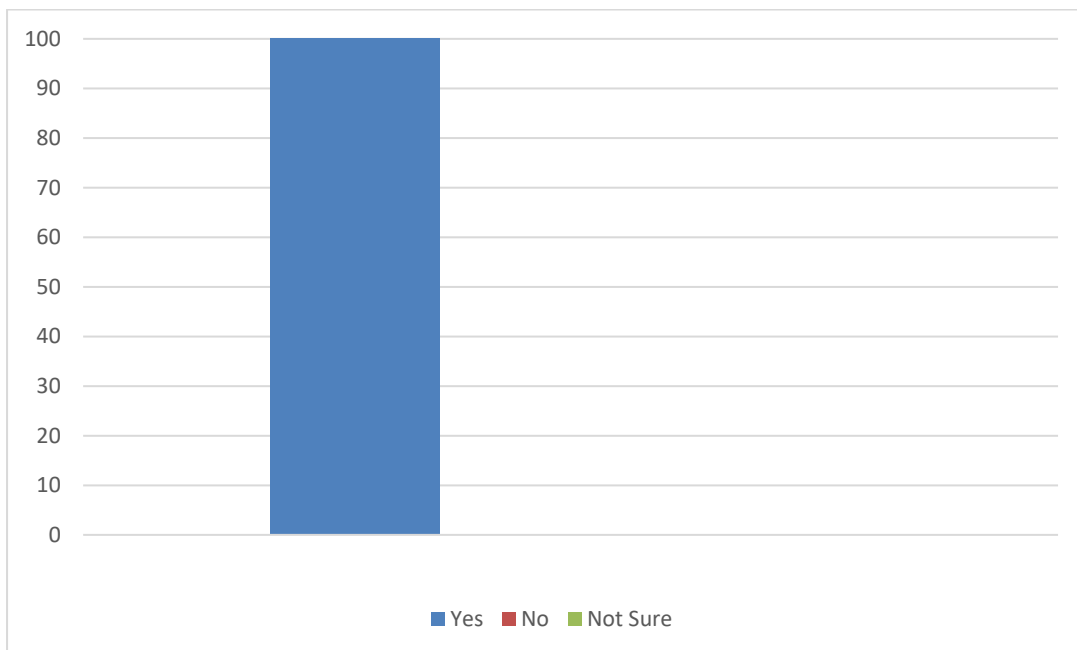
**6. Are the contractors that visit your home friendly?**



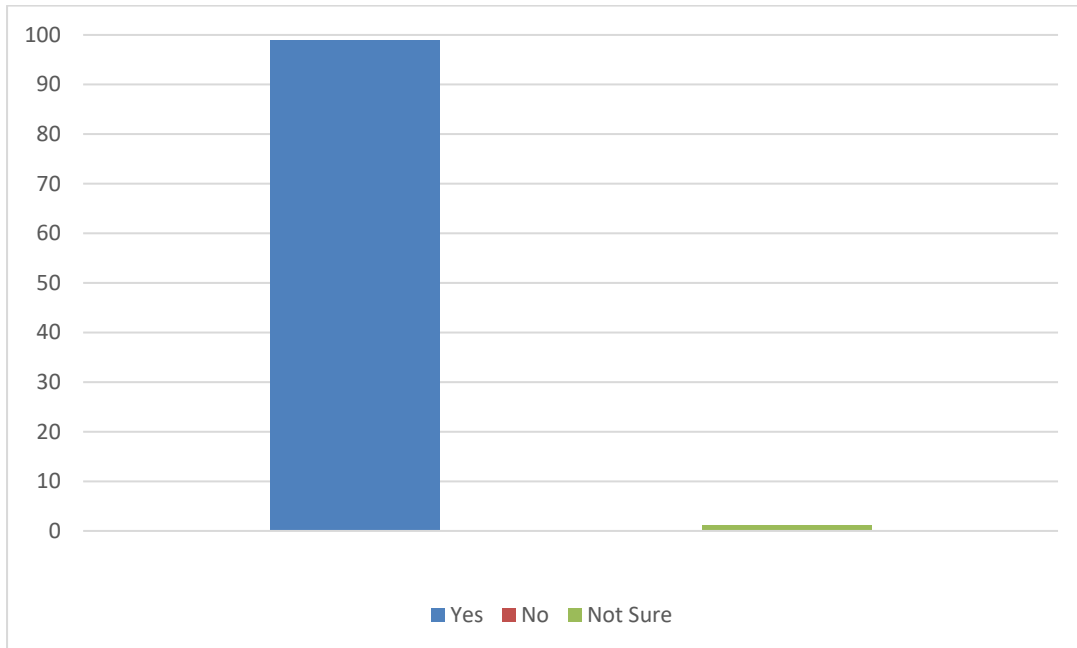
### 7. Do the contractors visit when they you they will?



### 8. Do the contractors tidy the area when they have finished working?



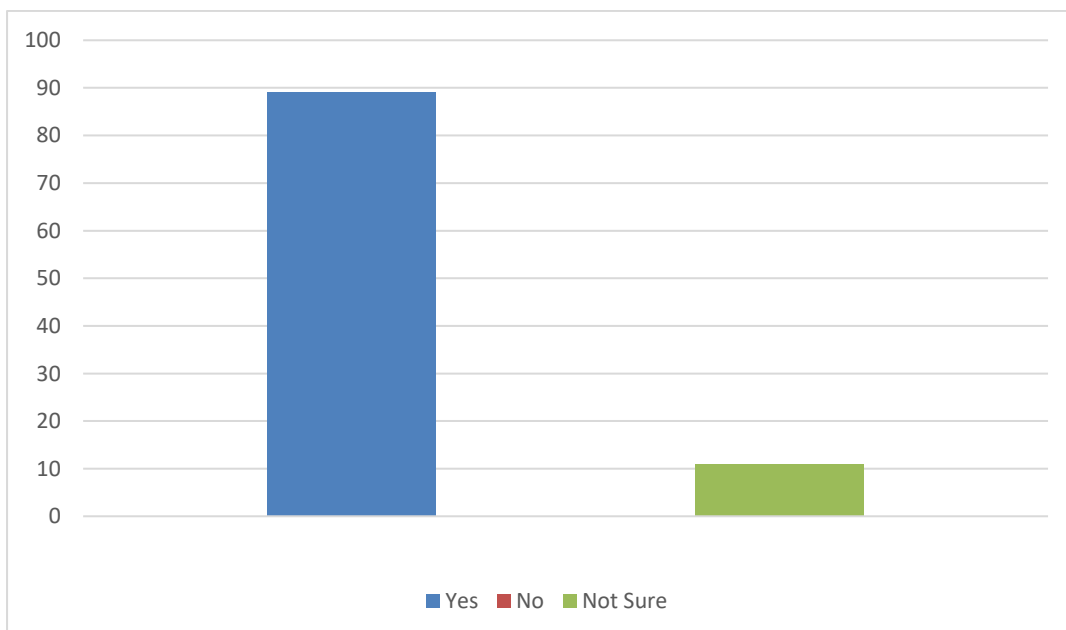
**9. In your opinion, do New Foundations maintain your home to a good standard?**



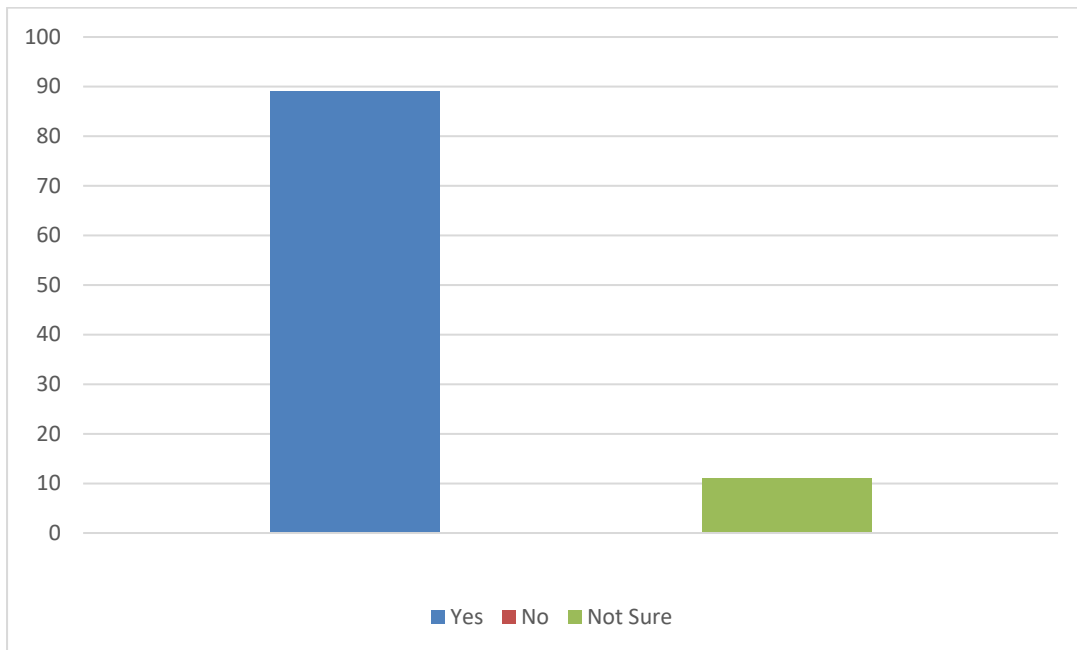
**Tenant Involvement Consultation and Empowerment**

New Foundations publish a quarterly newsletter which is aimed to be fun but also to provide our tenants with relevant information on how New Foundations are performing. We also ask our tenants for ideas on how to improve our service.

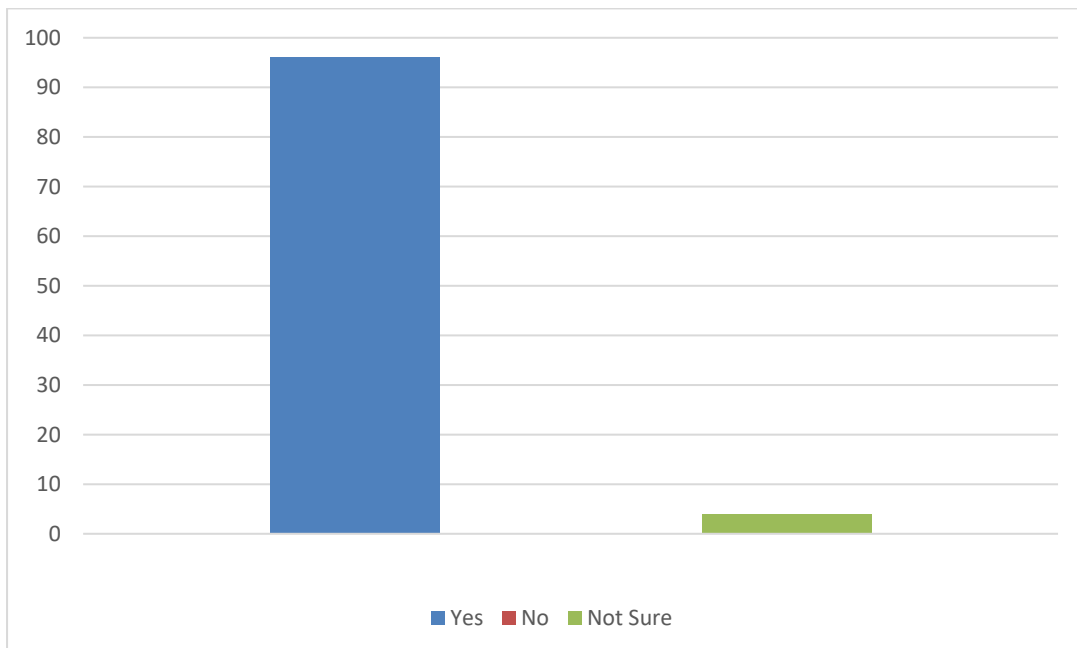
**10. Do you:  
A) Enjoy the newsletter?**



**B) Think the contents of the newsletter are useful to you?**



**11. When New Foundations carry out a maintenance review in your home, are you and your team involved in the review and are you asked if anything needs fixing?**



## Comments

We need a new front door to match our new windows

The contractors are very friendly!

My window sill needs painting!

I like John (Prescott). He is very friendly.

Can we get more pictures of the houses which get fixed, before and after please?

Can we have a new fence with the lady next door please?

John and Martin did a lovely job decorating my bedroom, I am very happy with it.

I like my *own* space!