

new foundations

housing association

Tenant Survey 2018



Dear Tenants

Each year New Foundations carry out tenant surveys. We do this to help us understand how you feel about the service we provide.

'We listen to what you tell us'

As a housing association our tenants are at the **heart** of our business so it is really important for us to understand what we are getting right and what we need to improve to help provide you with the best possible service.

'It really helps to hear **YOUR feedback'**

Its now time for our annual tenant survey, it would really help us if you could complete this form. If you need any help to fill this in you could ask a member of your support team, or contact me on **01706 835333** or email at **info@newfoundations.co.uk**

Please return the survey to New Foundations in the stamped addressed envelope provided no later than 31 January 2018. All completed surveys will be put into a draw and the winner will receive a £20.00 love to shop voucher.

Yours Sincerely

John Spencer

Senior Housing Manager



Your home

Please answer the following questions by putting a **X** on the picture which you think most says what you think



1. Do you like you home?

Yes  No  Not sure 

2. Do you like your neighbourhood?

Yes  No  Not sure 

3. Did you choose who you live with?

Yes  No  Not sure 



Is there anything else you would like to tell us about your home?

Repairs and Maintenance

These questions are about how New Foundations look after your home



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

Yes  No  Not Sure 

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

Yes  No  Not Sure 

3. Are the contractors that visit your home friendly?

Yes  No  Not Sure 

4. Do the contractors visit when they tell you they will?

Yes  No  Not Sure 

Repairs and Maintenance continued.....



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

Yes



No



Not Sure



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

Yes



No



Not Sure



Is there anything else you would like to tell us about repairs and maintenance?

Did You Know

You can now order repairs by visiting our website—www.newfoundations.co.uk.

Click on the **Repair a fault in your home button**, type the repair and **send**.

Tenant involvement consultation and empowerment

These questions are about how New Foundations involve you in decisions made about your home, the information that we share with you and how we listen to your opinions



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

1. Do you;

A) Enjoy the Newsletter?



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



C) Have any ideas of things you would like to see in future editions of the Newsletter



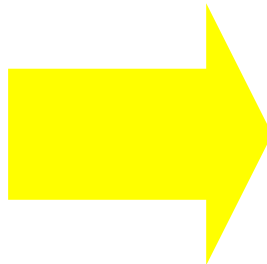
Tenant involvement consultation and Empowerment Continued.....



2. New Foundations post out a maintenance review slip after each maintenance job has been completed. Do you receive these slips on a regular basis?


Yes  No  Not Sure 

Example maintenance review slip

A screenshot of a 'Maintenance Review Slip' form. The form is titled 'Maintenance Review Slip' and includes a 'Work Carried Out' section. It contains several questions with smiley face and frowny face icons for responses. The questions are: 'When you reported the problem, was your call answered quickly?', 'Was the person you spoke to on the telephone friendly?', 'Did the contractor visit you when they said they would?', 'Was the contractor's friendly?', 'Did they fix the problem?', 'Are you happy with the work?', and 'Did they leave the area tidy?'. There is a 'Comments' section at the bottom.

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

Yes  No  Not Sure 

 Do you have anything else you would like to tell us?

Thank you for taking the time to complete this form.

If you would like to fill in the details below we will enter you into the prize to win £20.00 love to shop vouchers.



Thanks again

From all of us at New Foundations

Name

Address

Date

