

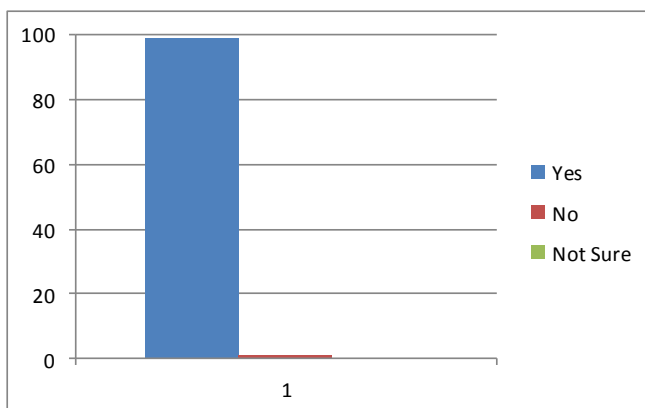


Tenant Survey Results 2015

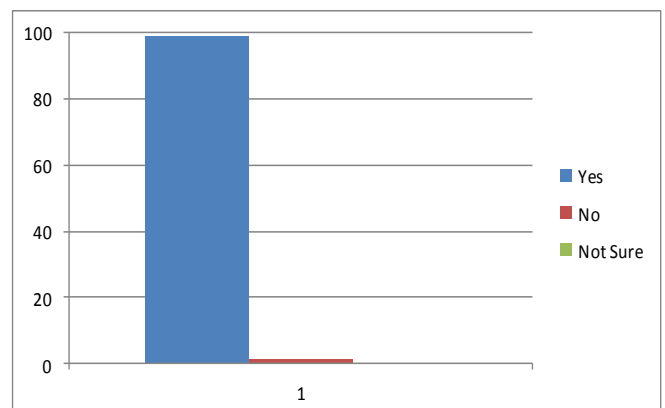
Here are the results from our 2015 annual tenant survey. A MASSIVE thank you to everyone who returned them. New Foundations really value your feedback.

Section One—Your Home

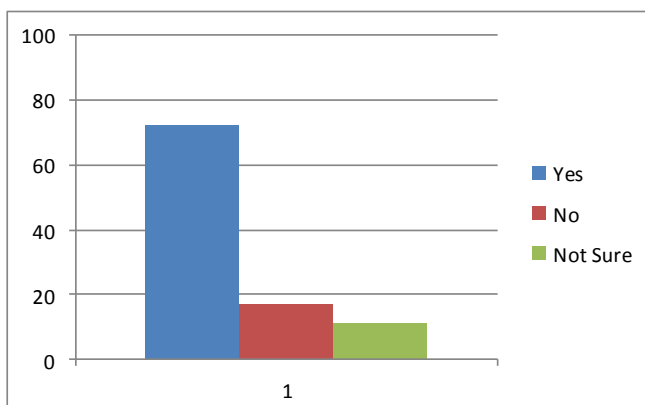
1. Do you like your home?



2 Do you like your neighbourhood?



3. Did you choose who you live with?



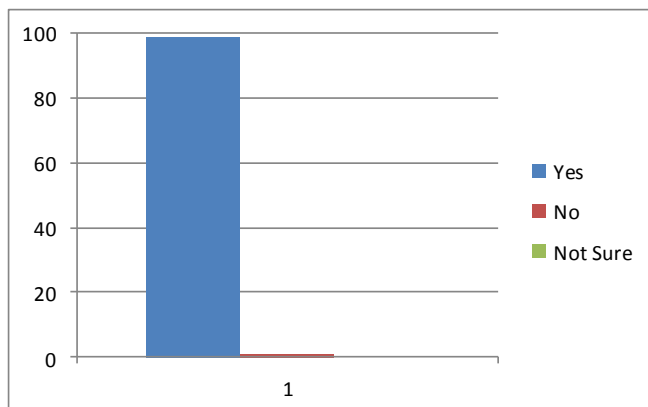
"It's a very nice house to live in"

"It's a safe bungalow in a nice quiet area"

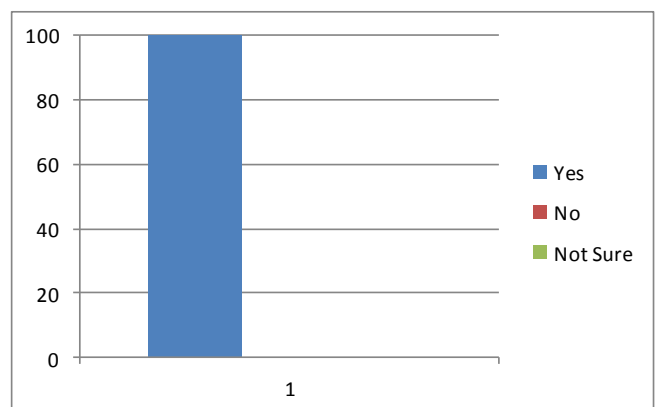
Tenant Survey Results 2015

Section Two —Repairs and Maintenance

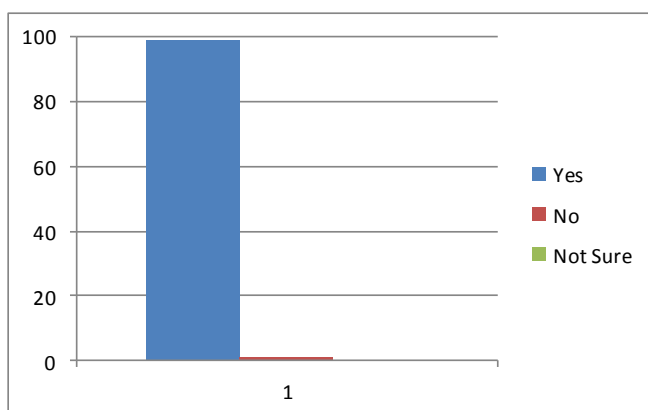
1. When you or your support team call New Foundations, is your call answered quickly?



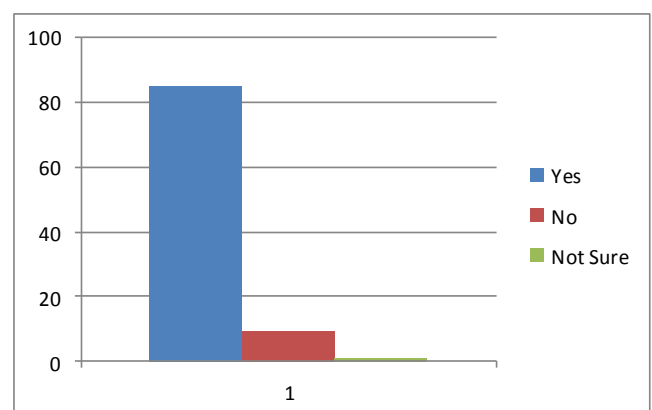
2. Are the New Foundations team friendly when you speak to them?



3. Are the contractors who visit your home friendly?



4. Do contractors visit your home when they say they will?



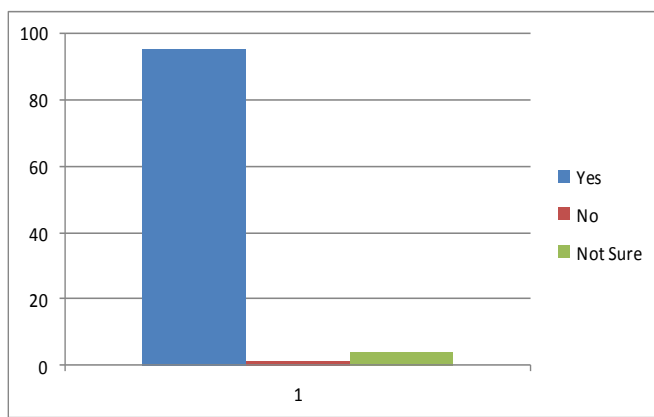
“The workmen always like plenty of cups of tea ”

100% of returned surveys said that New Foundations and our contractors are friendly!

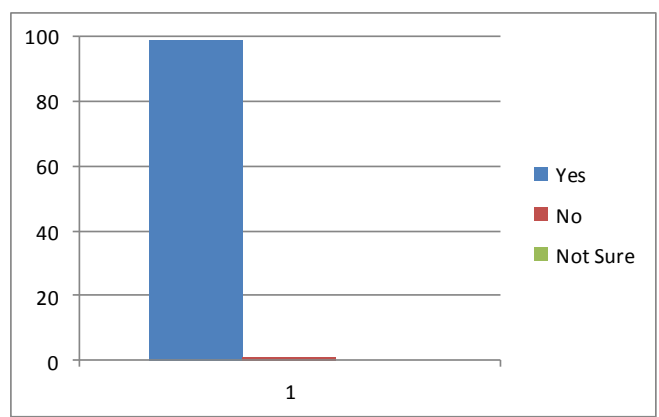
Tenant Survey Results 2015

Section Two —Repairs and Maintenance

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



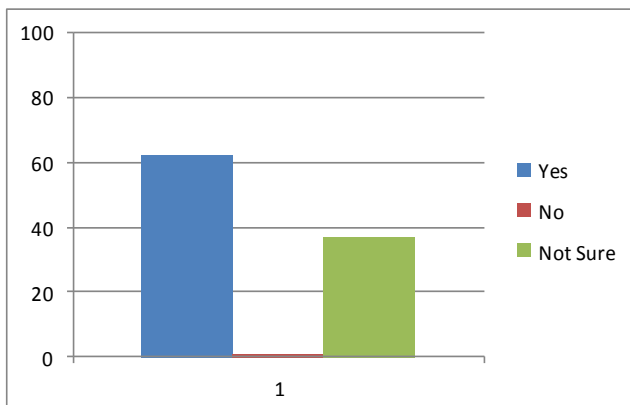
6. In your opinion do New Foundations maintain your home to a good standard?



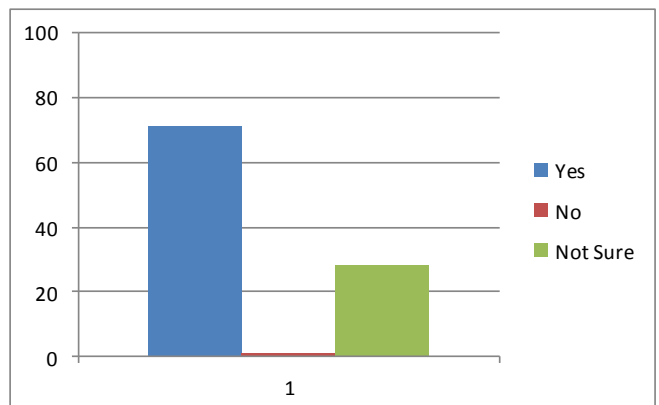
Section 3—Tenant Involvement Consultation and Empowerment

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 enjoy the newsletter?



2. Do you find the contents useful?



Tenant Survey Results 2015

Section 3—Tenant Involvement Consultation and Empowerment

Do you have any ideas for the newsletter or is there anything you would like to see in the future?

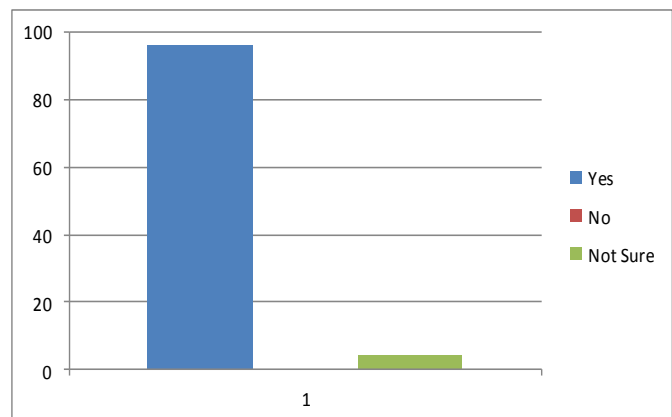
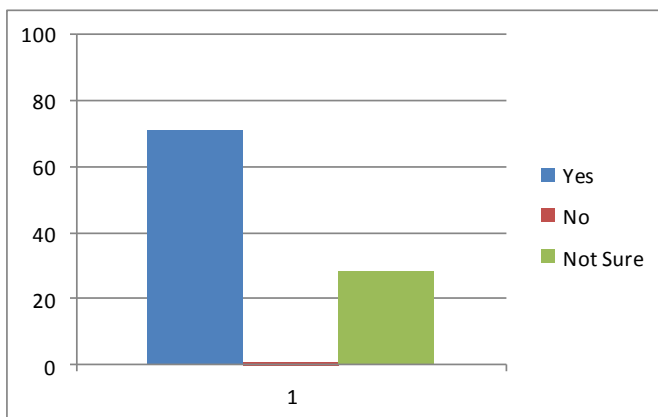
Your replies.....

- More gardening tips
- More puzzles
- Some of you told us you would like to appear in future editions...We'll be in touch!

"I would like to be in the newsletter"

3. New Foundations post out a maintenance review slip after each job. Do you receive these on a regular basis?

4. 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?



"More gardening tips please"

The lucky winners pulled out of the hat for the prize draw are Joan and Gillian from Walsall. Well done, £20 worth of vouchers are on

