

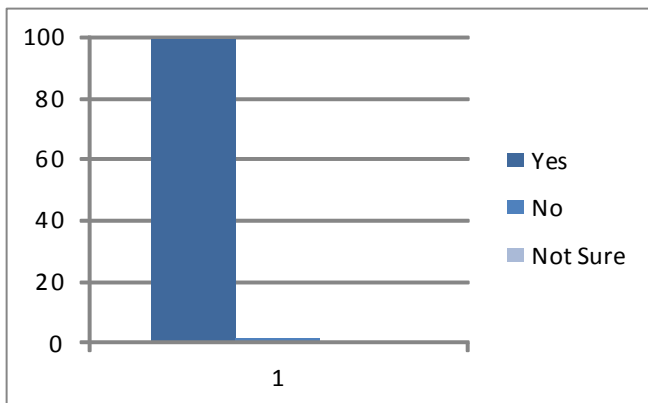


Tenant Survey Results 2016

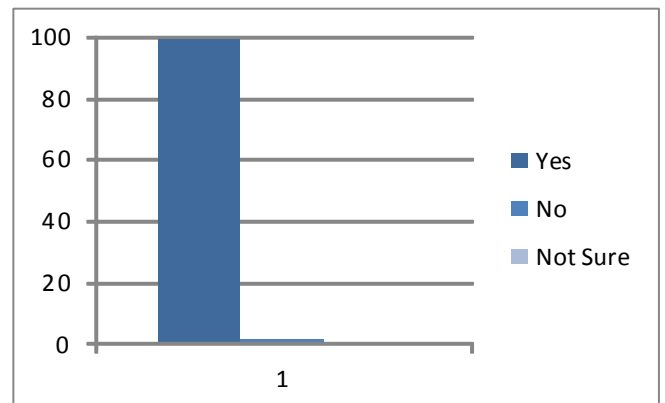
After collecting data from our tenant survey, we would like to share our results with you and also thank everyone who returned them.

Section One—Your Home

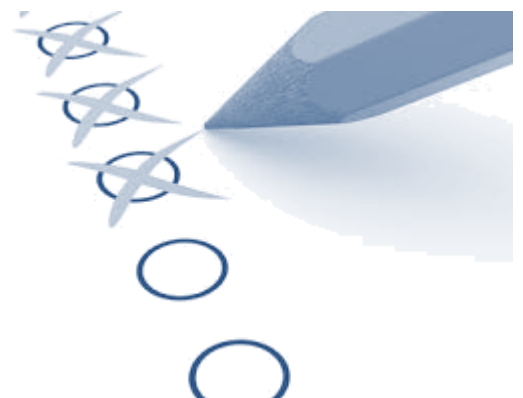
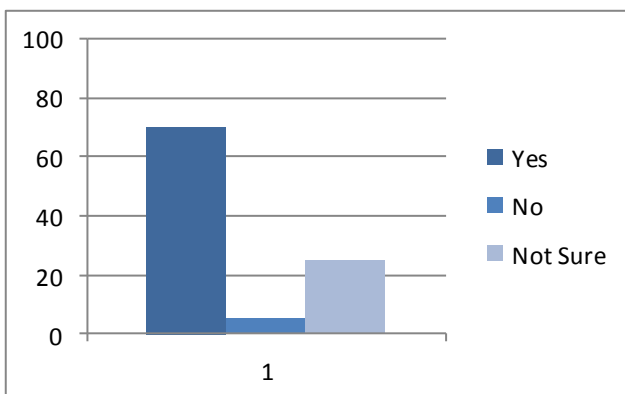
1. Do you like your home?



2 Do you like your neighbourhood?



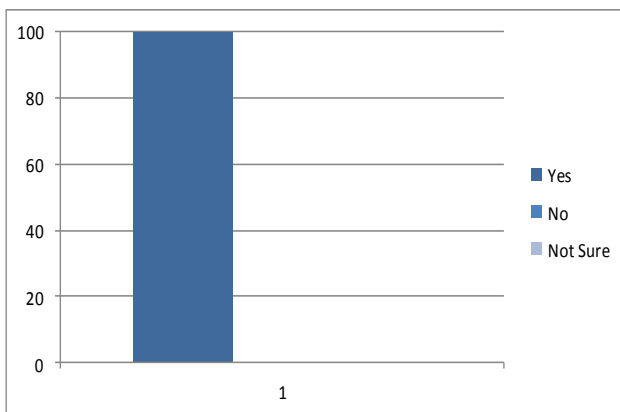
3. Did you choose who you live with?



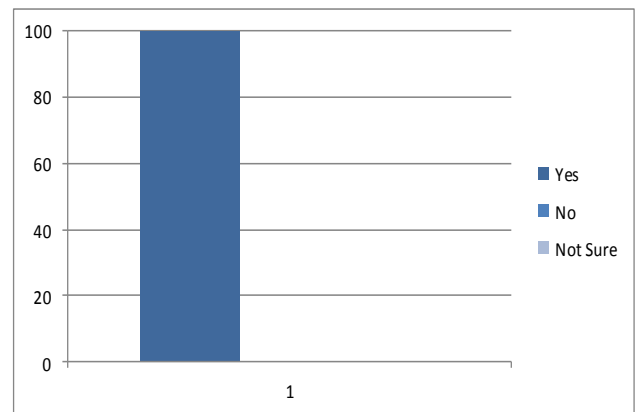
Tenant Survey Results 2016

Section Two —Repairs and Maintenance

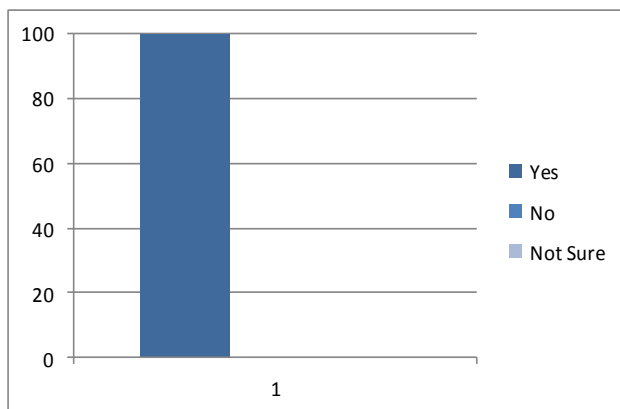
1. When you or your support team call New Foundations, is your call answered quickly?



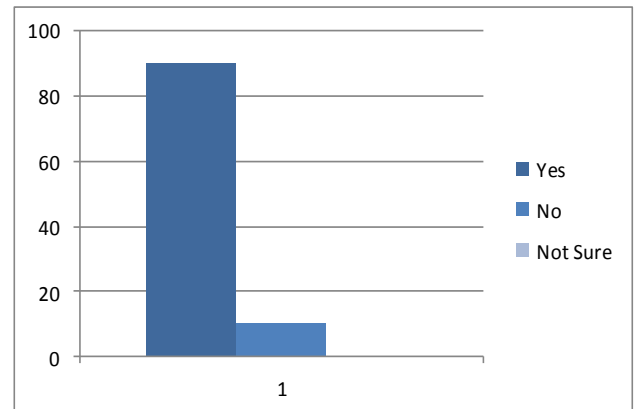
2. Are the New Foundations team friendly when you speak to them?



3. Are the contractors who visit your home friendly?



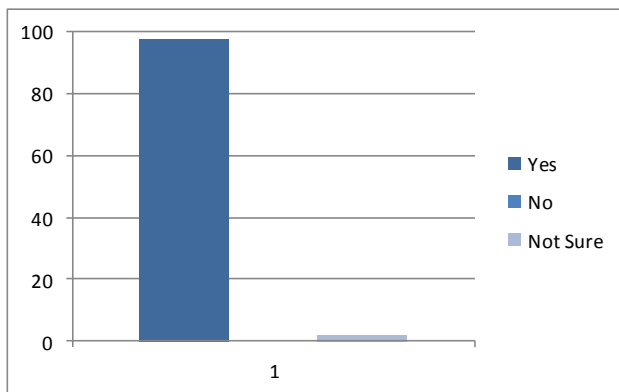
4. Do contractors visit your home when they say they will?



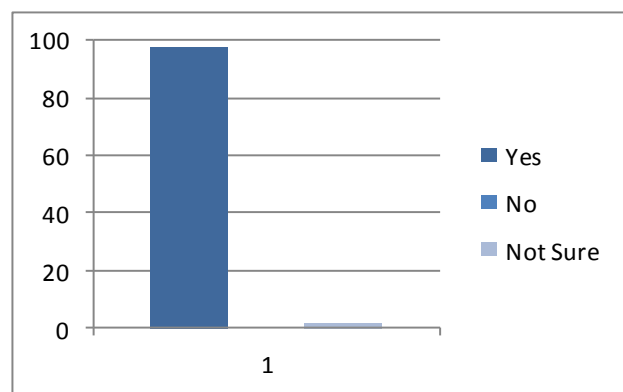
Tenant Survey Results 2015

Section Two —Repairs and Maintenance

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



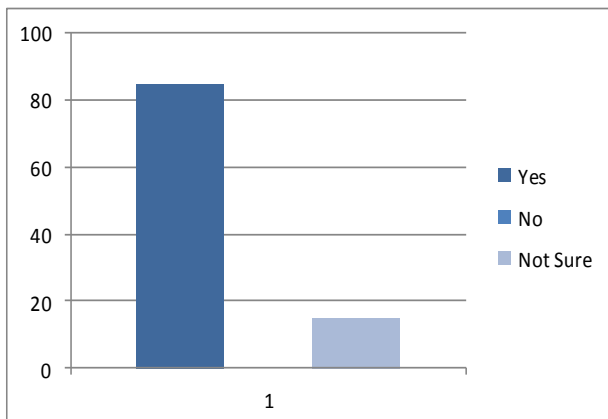
6. In your opinion do New Foundations maintain your home to a good standard?



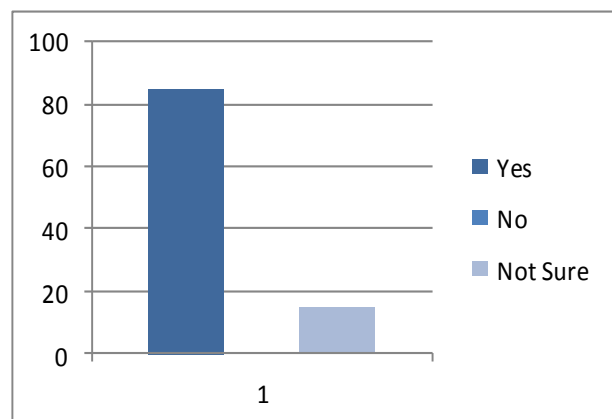
Section 3—Tenant Involvement Consultation and Empowerment

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?



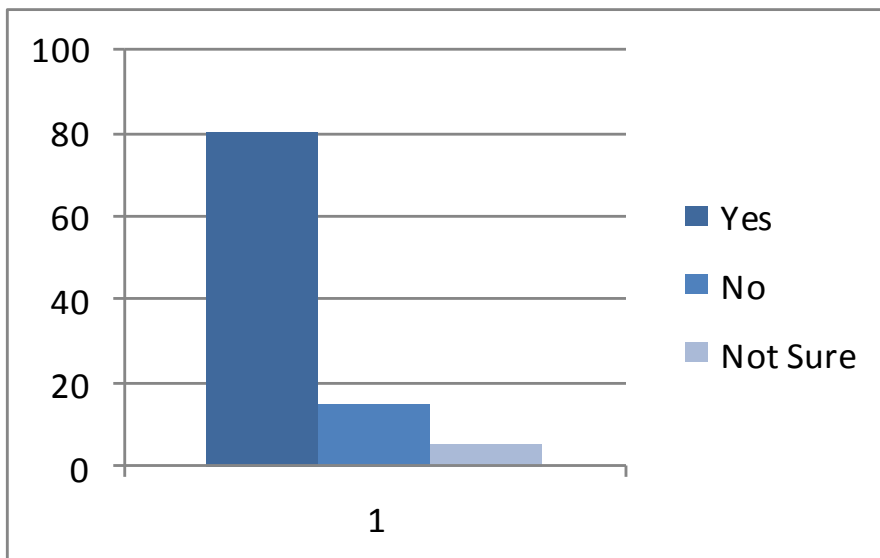
2. Do you find the contents useful?



Tenant Survey Results 2015

Section 3—Tenant Involvement Consultation and Empowerment

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?

