

Tenant Survey Results 2021

new foundations

housing association



Each year New Foundations carry out a tenant survey. We do this to help us understand how our tenant's feel about the service we provide.

The deadline for the 2021 tenant survey was 30/06/2021

We also incentivised the survey to encourage a good return.

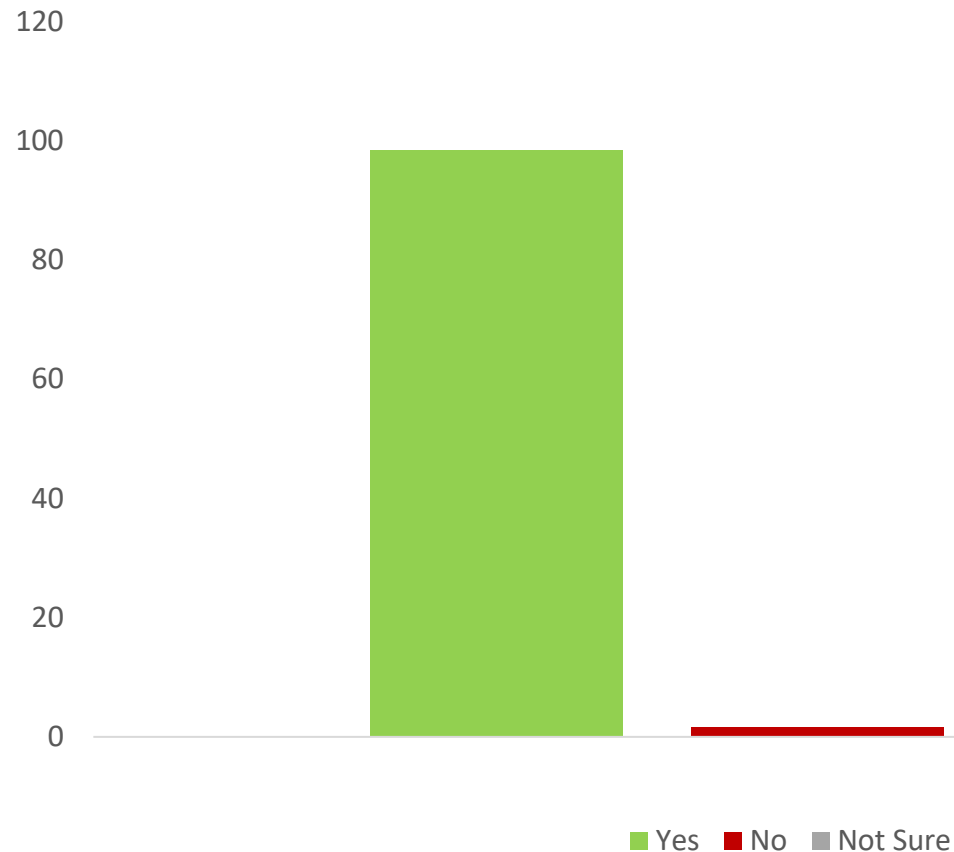
Rebecca from Chorley won the prize draw and received £20 Amazon voucher.

The following results are based on a 48% return.



Section One – Your Home

1. Do you like your home?



Home



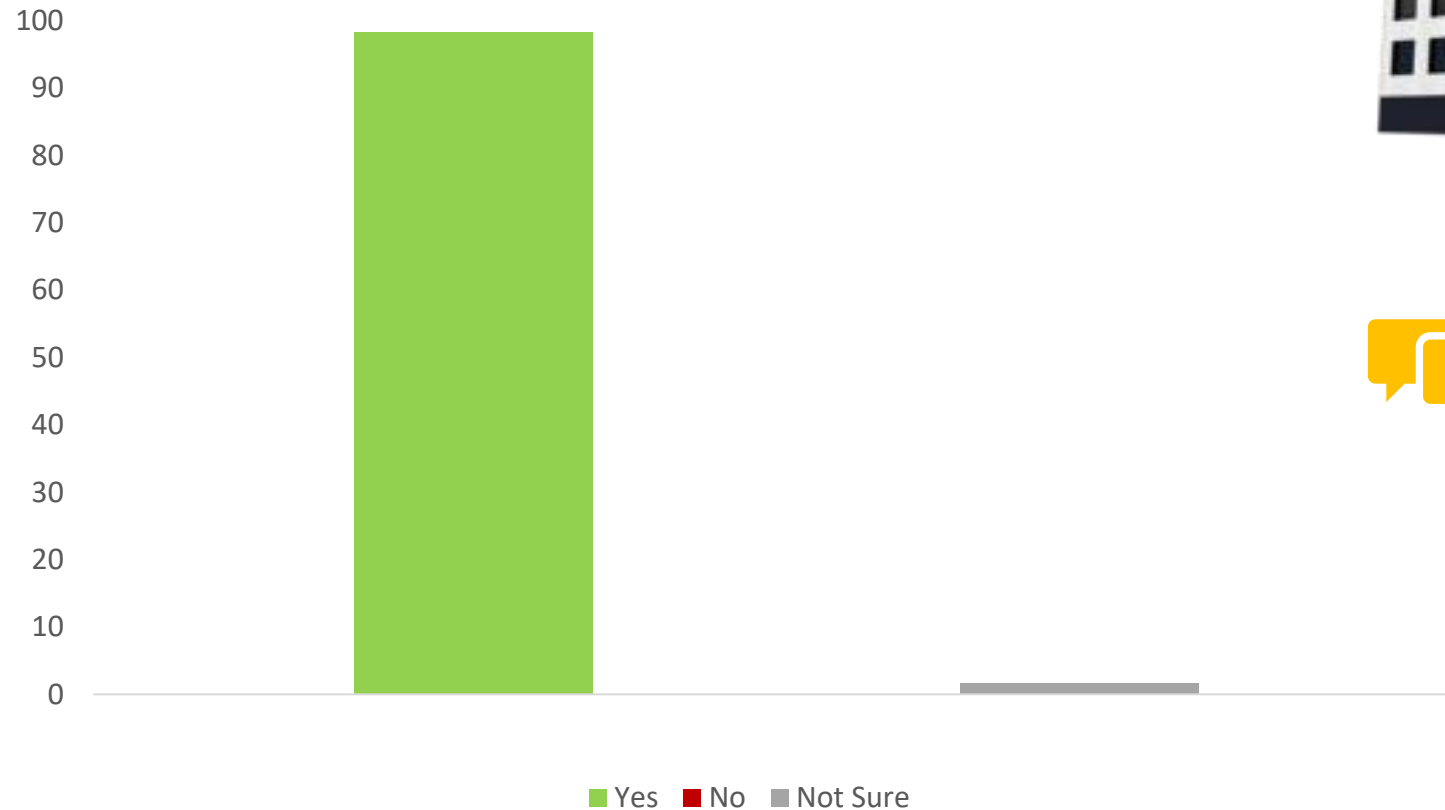
“Yes, I live with my brother, which is nice and I like my house” – Charlie, Liverpool



“Wattsfield House is a very old house” – Andrew, Kendal

Section One – Your Home

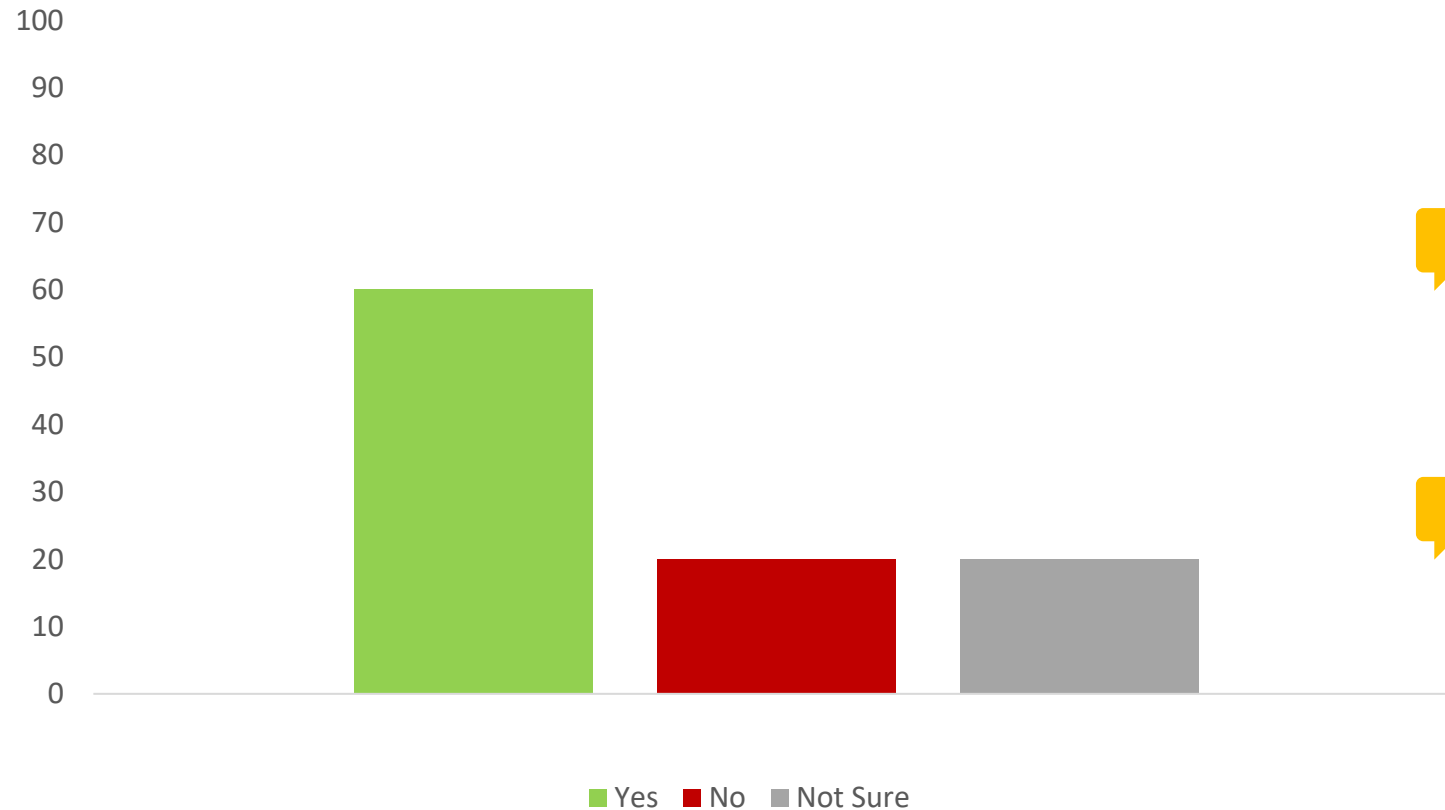
2. Do you like your neighbourhood?



“Yes I am happy” - Matthew, Chorley

Section One – Your Home

3. Did you chose who you live with?



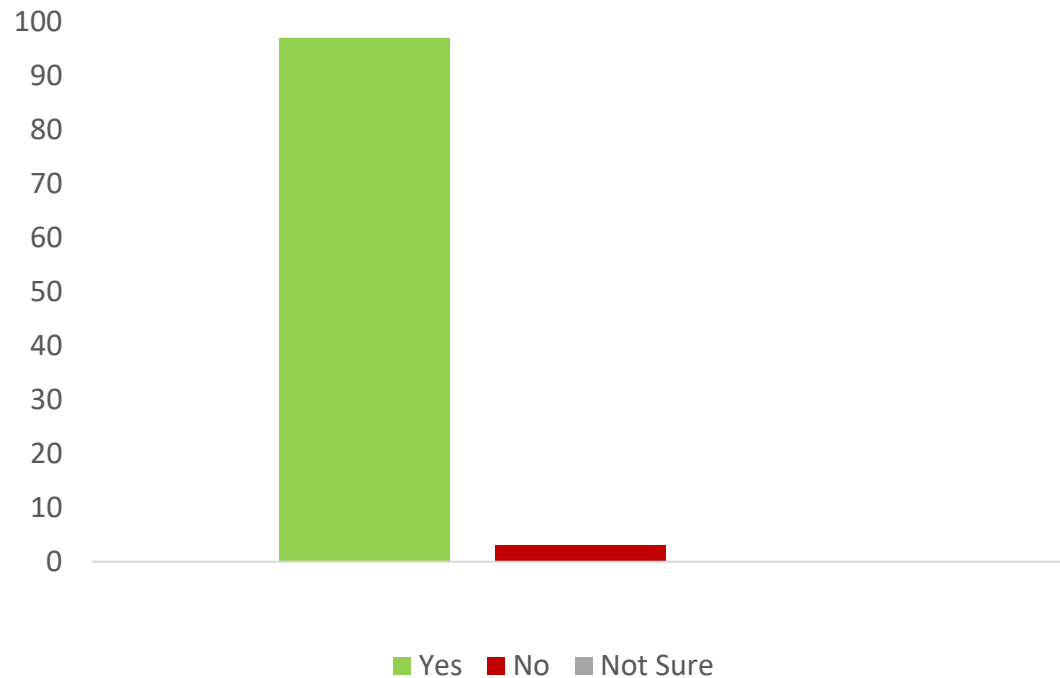
“Me and June moved in together”
- Florence, Chorley



“I live on my own, with my cat Tia”
– Rachael, Leyland

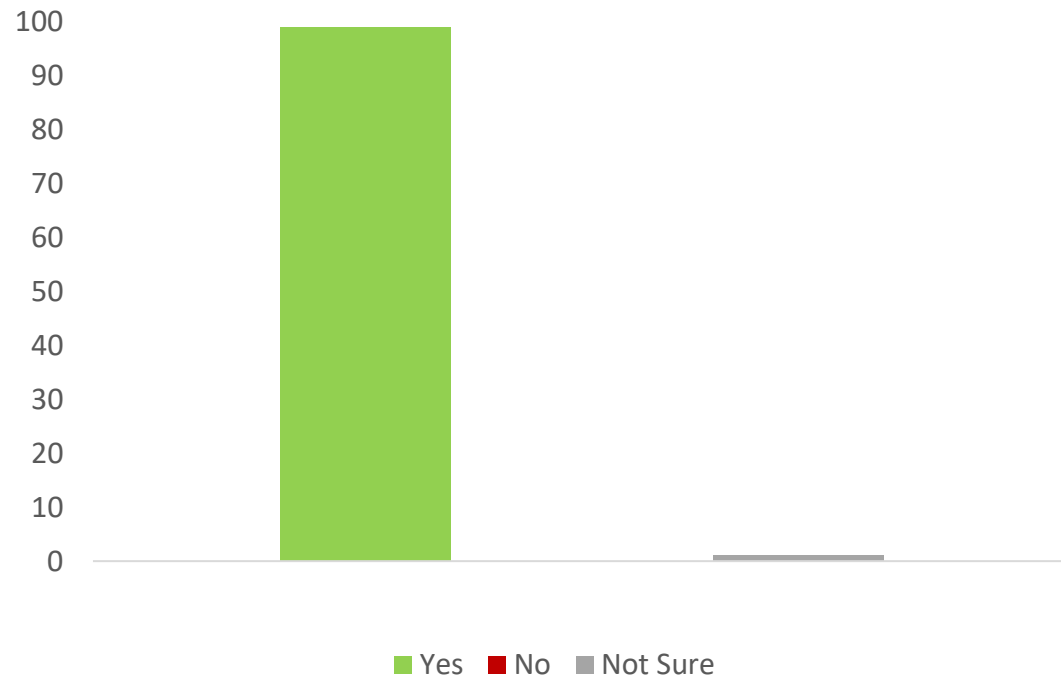
Section Two – Repairs & Maintenance

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



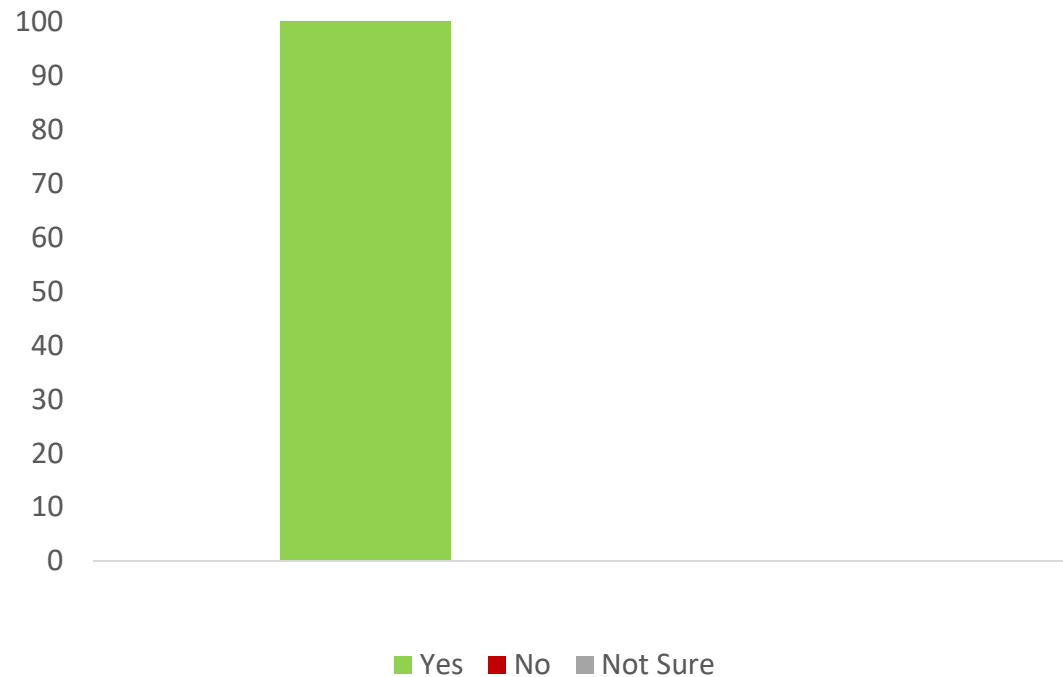
Section Two – Repairs & Maintenance

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



Section Two – Repairs & Maintenance

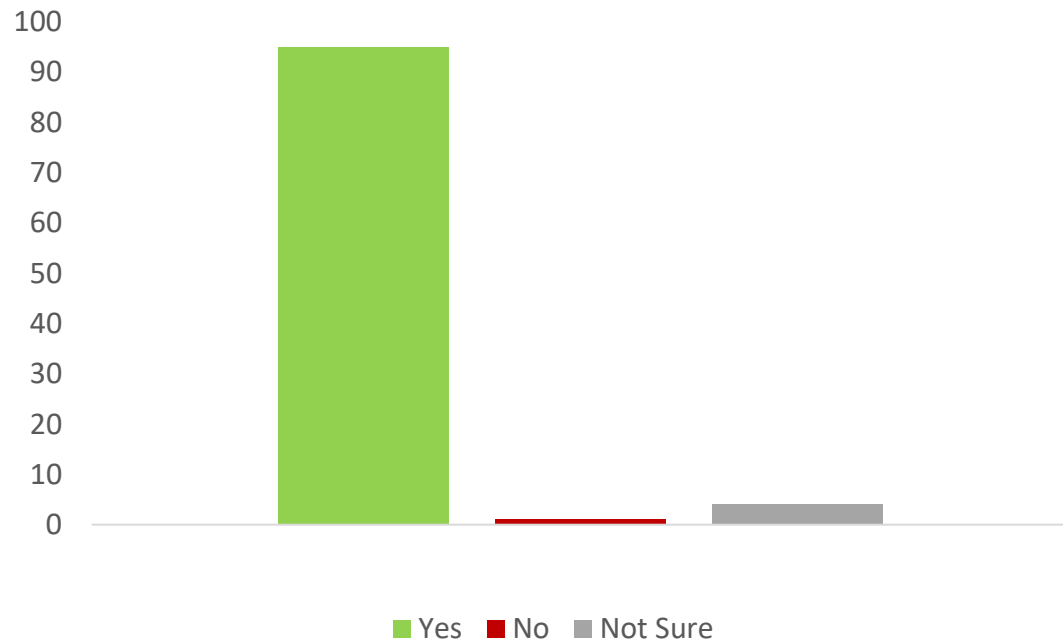
3. Are the contractors who visit your home friendly?



“When repairs need doing, the maintenance man (John) is very friendly. I have known him a long time and he is a happy person” – Michael, Liverpool

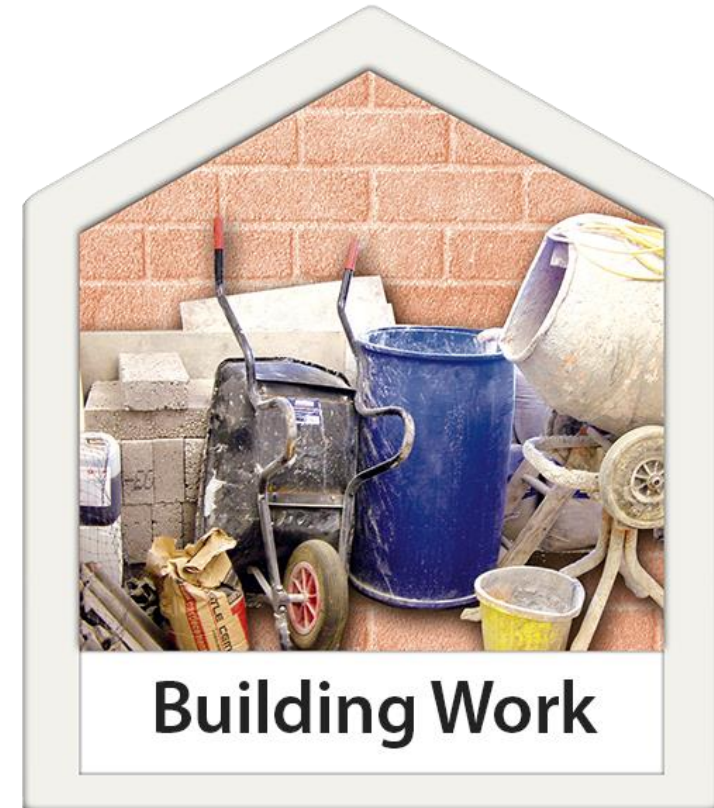
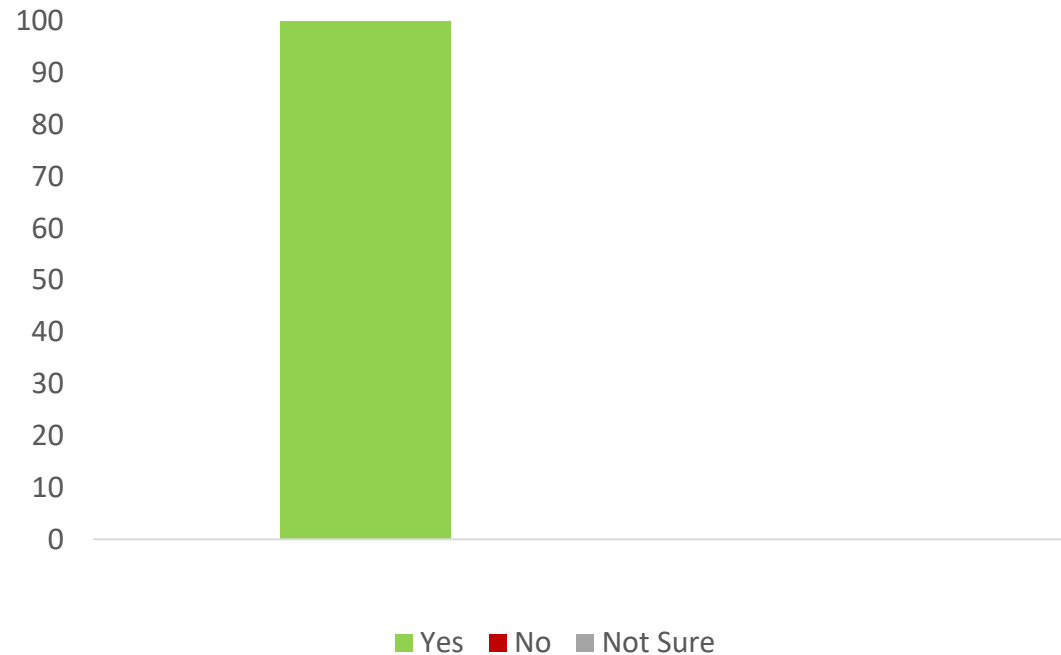
Section Two – Repairs & Maintenance

4. Do the contractors visit at the time they tell you they will?



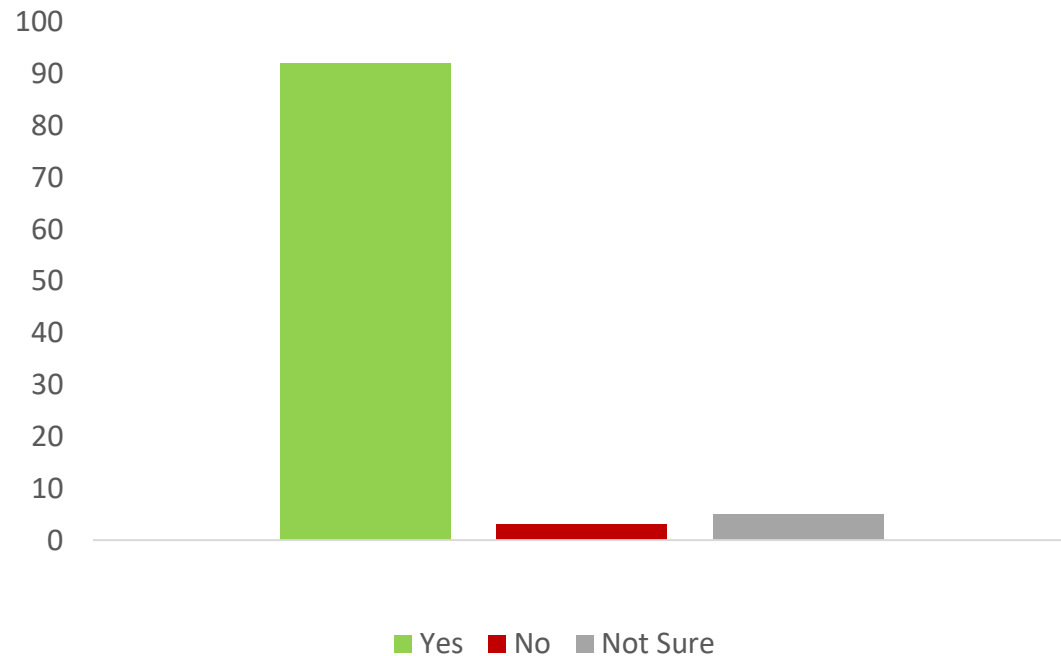
Section Two – Repairs & Maintenance

5. Do the contractors tidy up their area when they have finished fixing the problem?



Section Two – Repairs & Maintenance

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



“I really like my home” – James, Chorley

Section Three – Tenant Involvement, Consultation and Empowerment

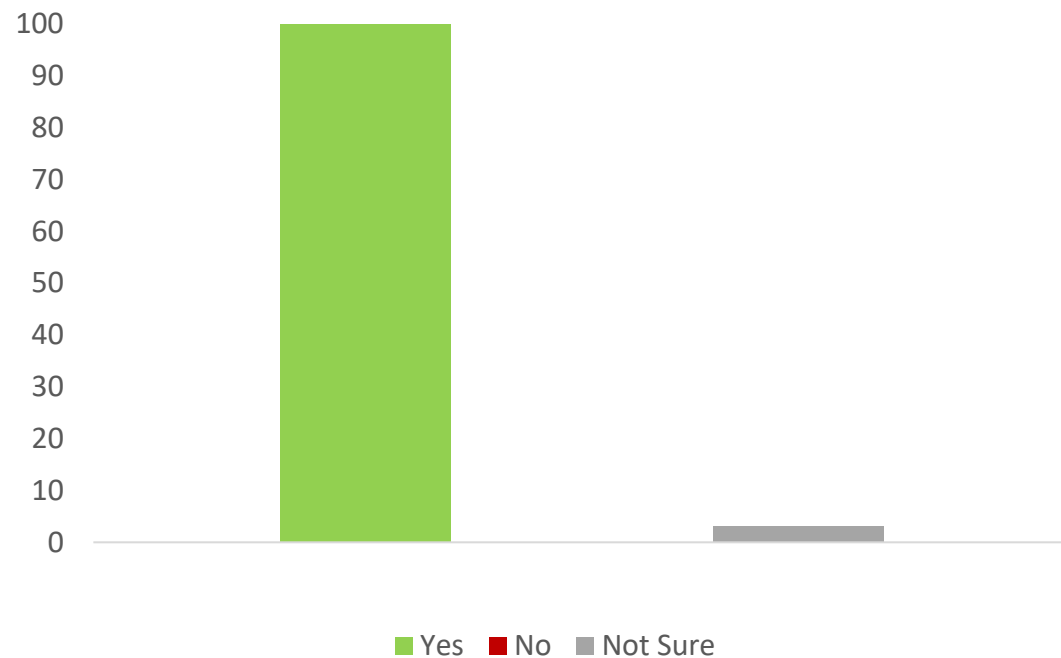
This section is about how the New Foundations team involve tenants in decisions made about their home, the information we share with tenants and how we listen to their opinions.



Section Three – Tenant Involvement, Consultation and Empowerment

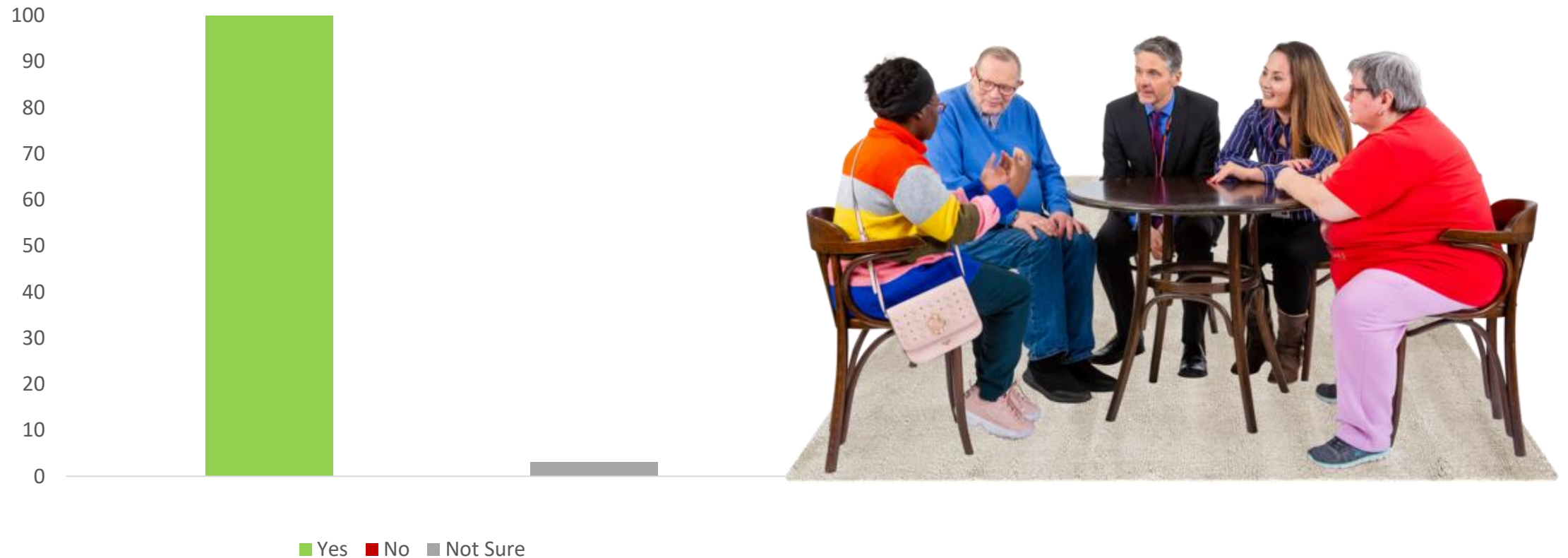
John Spencer from New Foundations visits your home to carry out maintenance reviews and health & safety reviews. He does this to check if everything is ok and to make sure the house is safe. He also looks at other things such as decorating or flooring.

1. When John visits your home is he friendly?



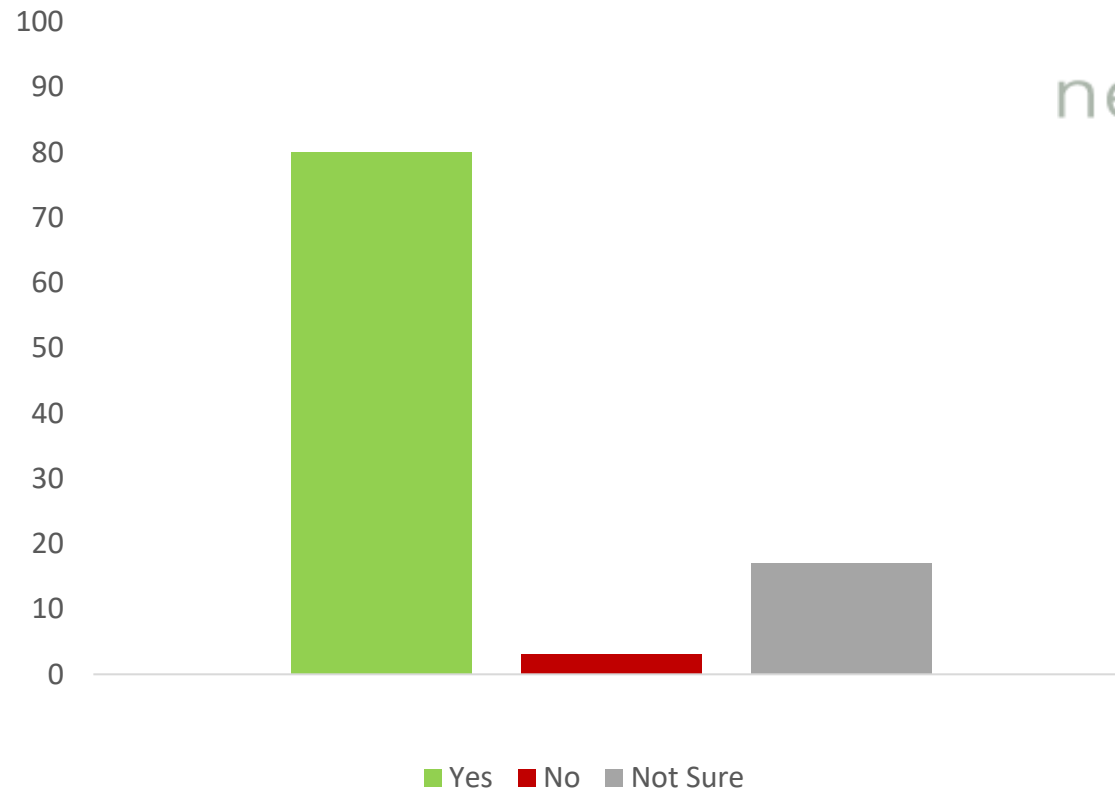
Section Three – Tenant Involvement, Consultation and Empowerment

2. Does John include you and your support team in the review?



Section Three – Tenant Involvement, Consultation and Empowerment

3. New Foundations update the website as often as possible. Over the last year, this has included the latest government guidelines on Coronavirus, have you found this information useful?



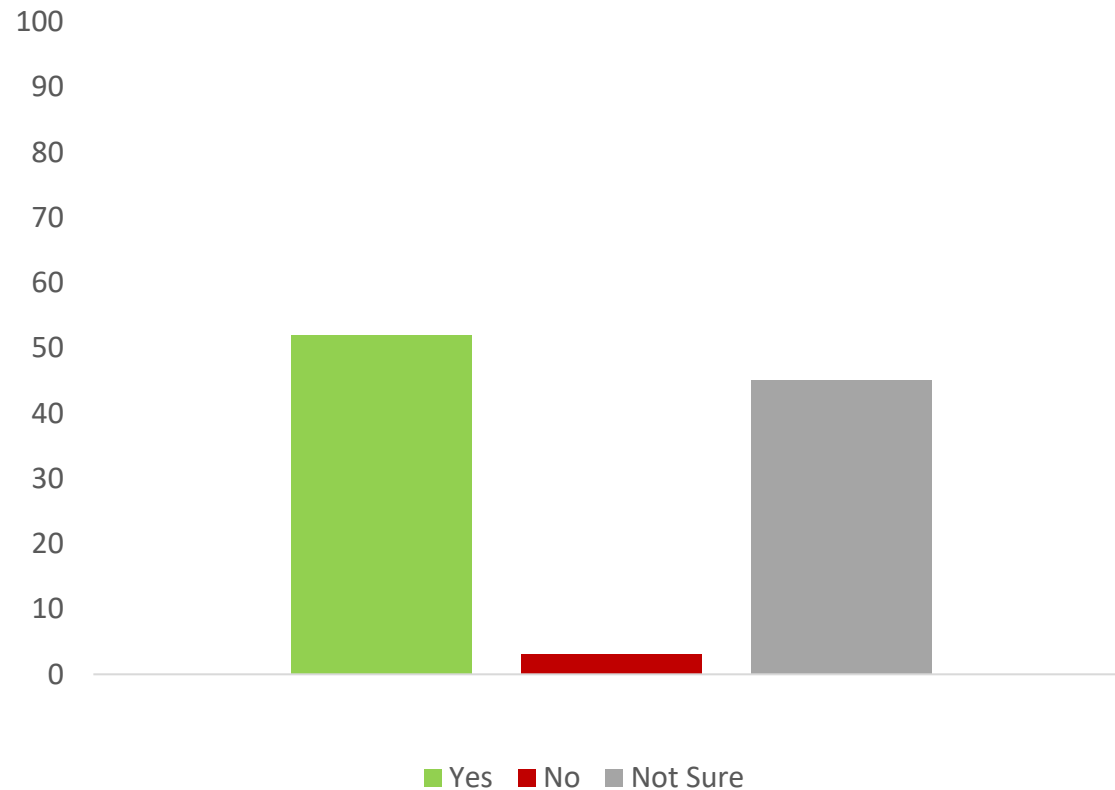
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Covid-19 Latest Information

Section Three – Tenant Involvement, Consultation and Empowerment

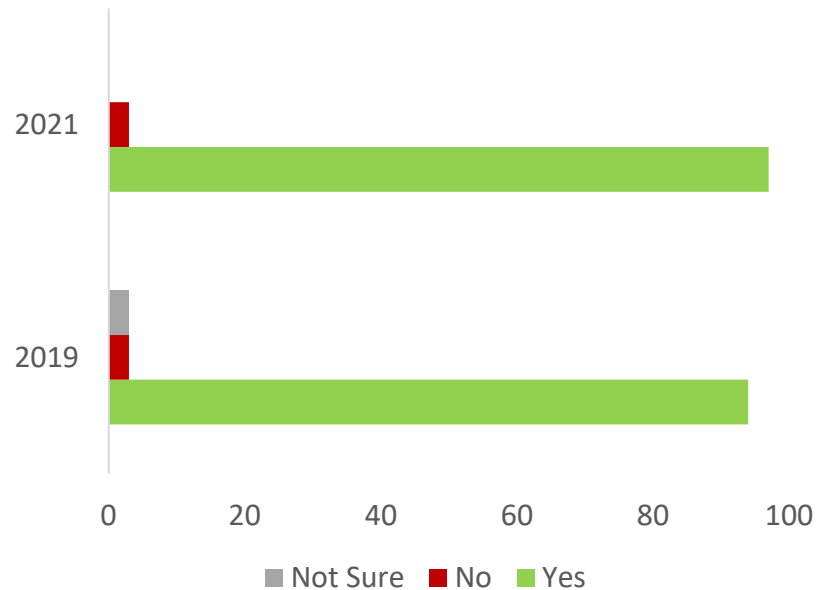
4. Many of you have house meetings with your support team, would you like New Foundations to attend some of these meetings?



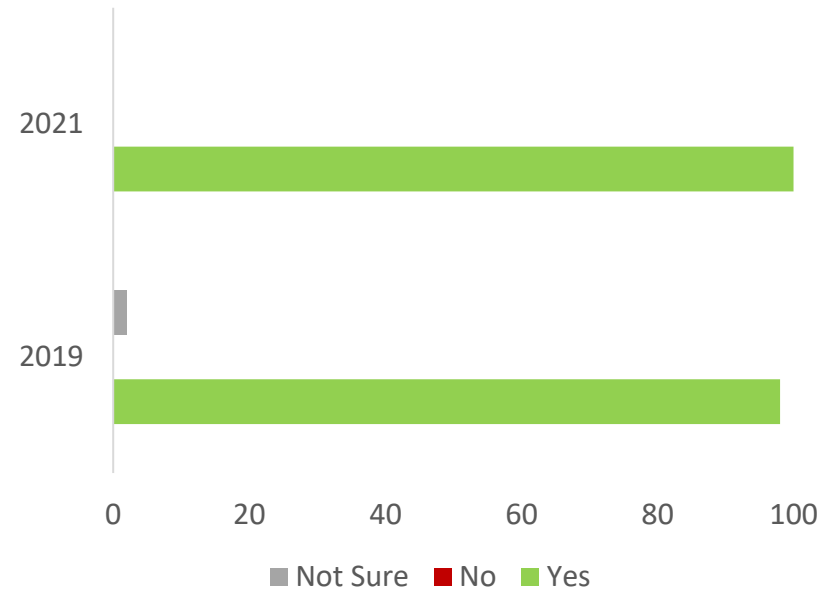
Survey Comparison 2020 Vs 2021

Repairs and Maintenance

1. When you call New Foundations to report a problem, do we answer you call quickly?



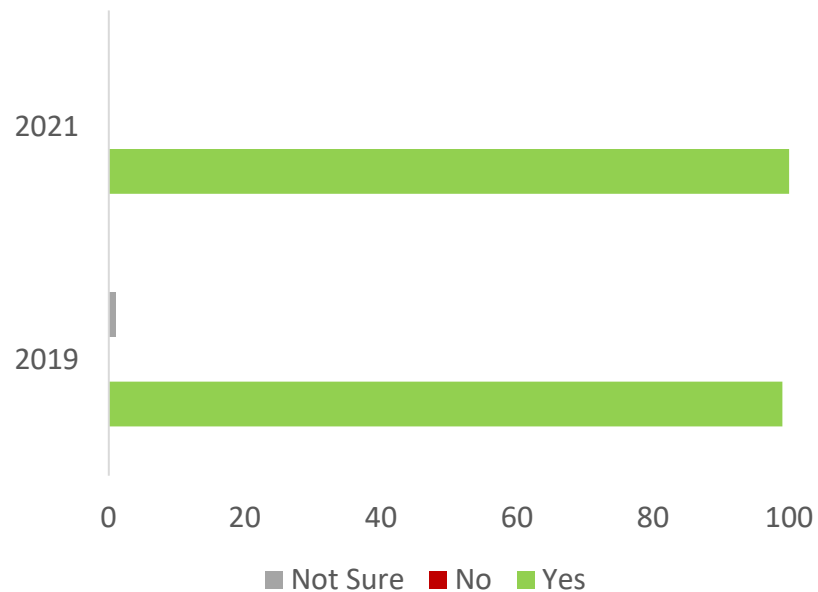
2. Are we friendly when you speak to us?



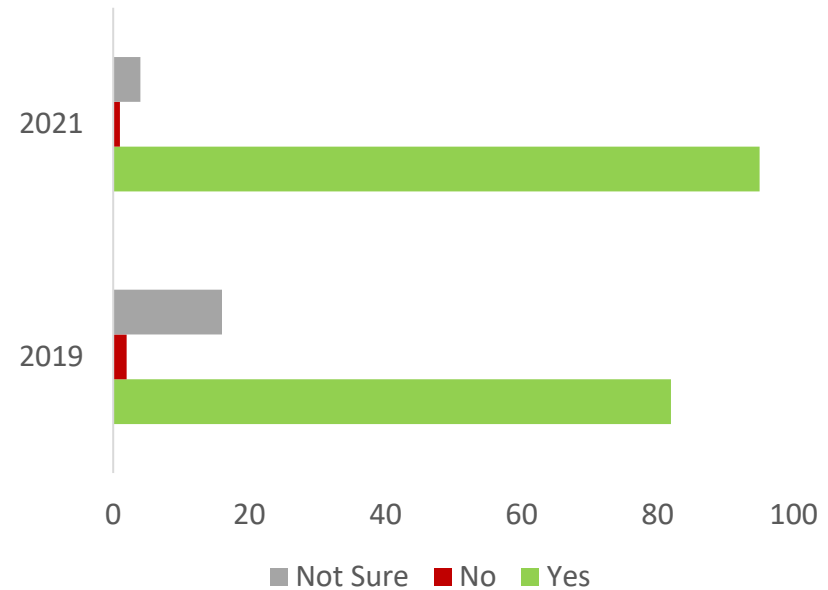
Survey Comparison 2020 Vs 2021

Repairs and Maintenance

3. Are the contractors who visit your home to fix things friendly? ?



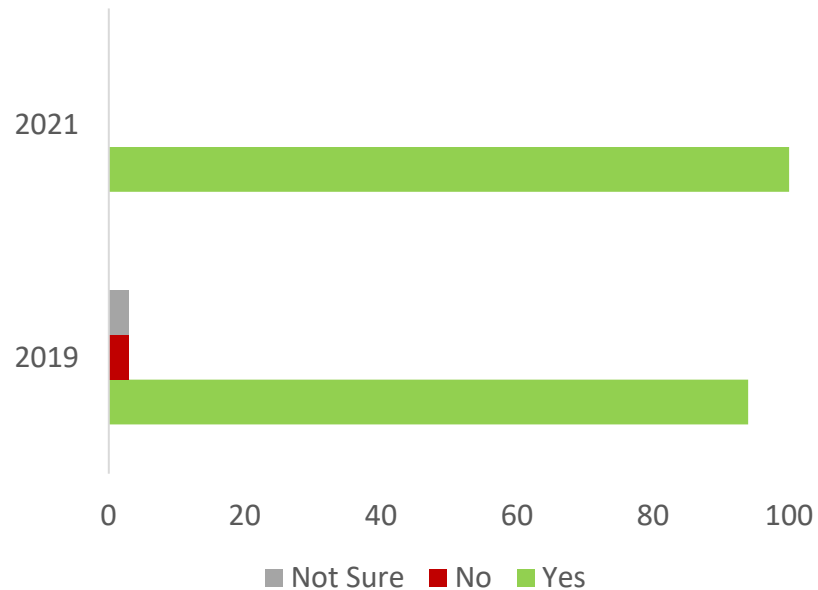
4. Do the contractors visit your home when they tell you they will?



Survey Comparison 2020 Vs 2021

Repairs and Maintenance

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



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

