

# Tenant Survey Results 2022

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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.

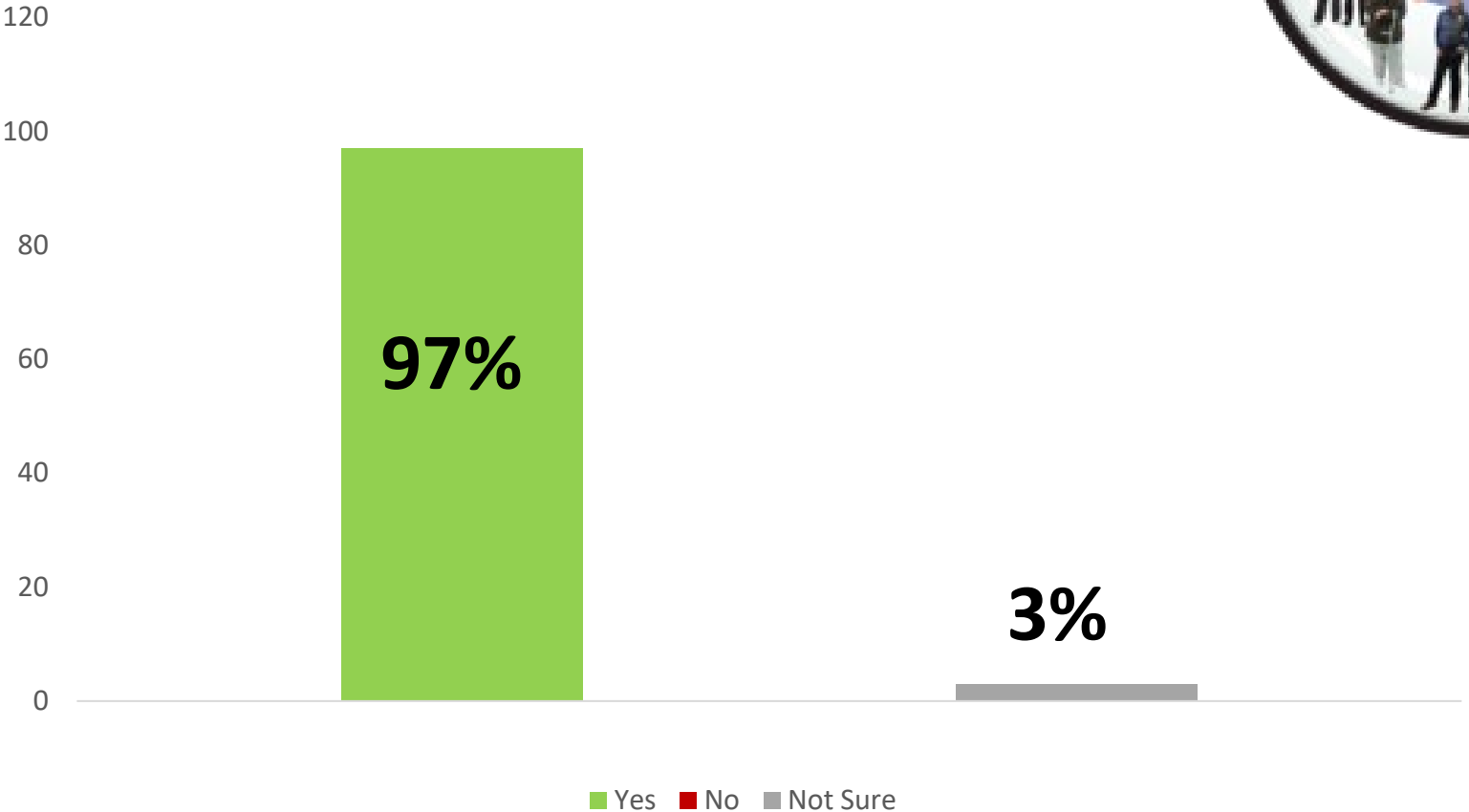
Thank you to all the tenants who returned the survey.





# Section One – Your Home

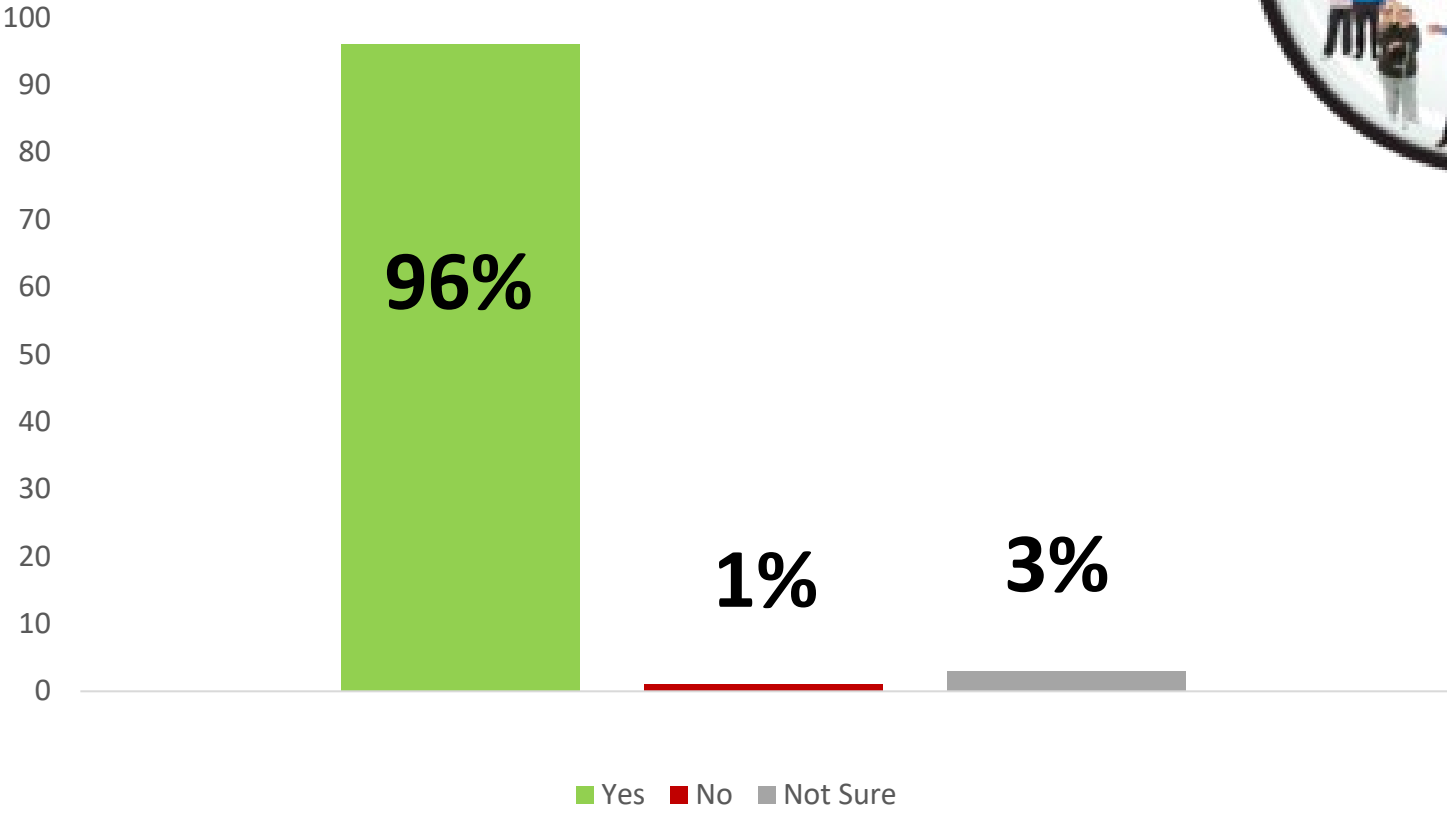
1. Do you like your home?





# Section One – Your Home

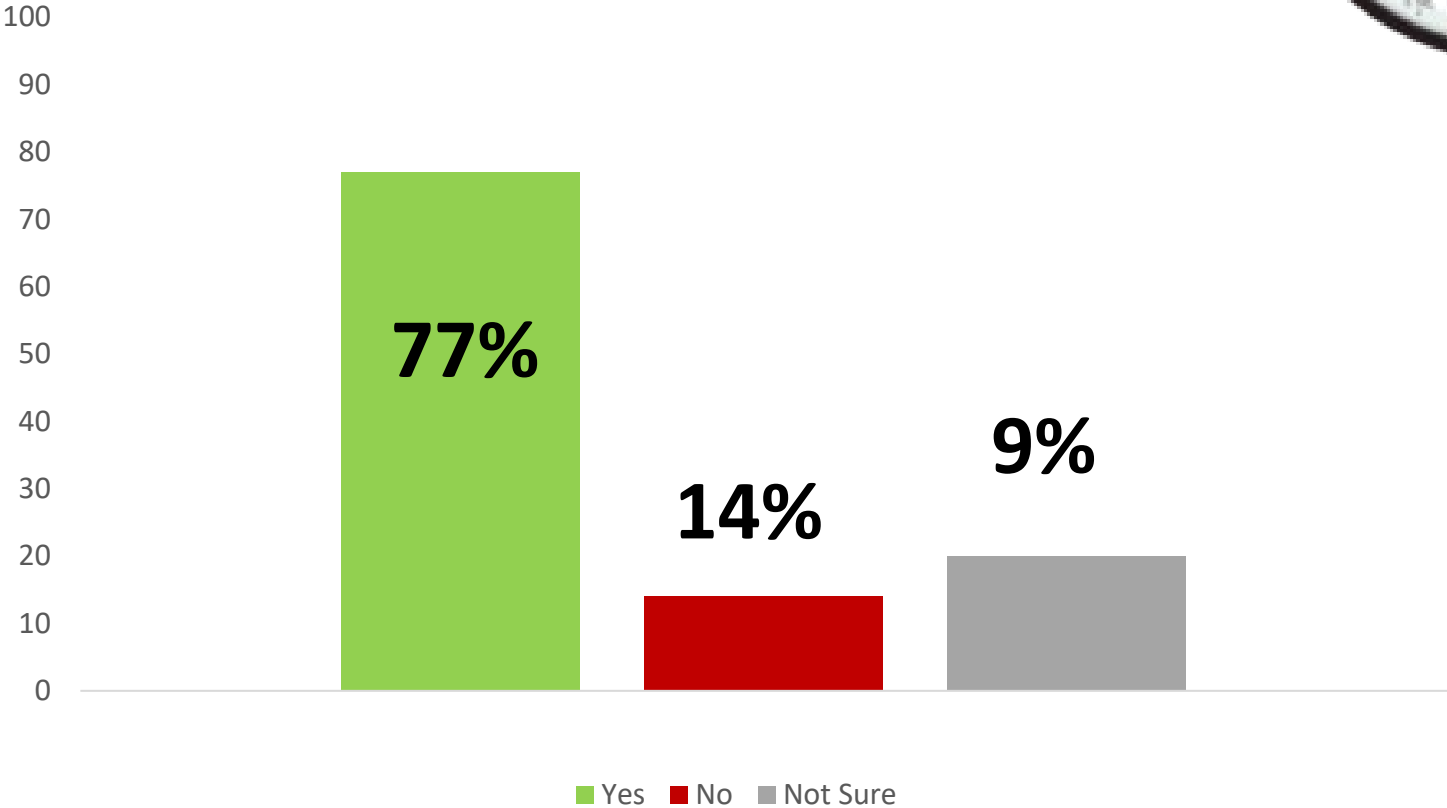
## 2. Do you like your neighbourhood?





# Section One – Your Home

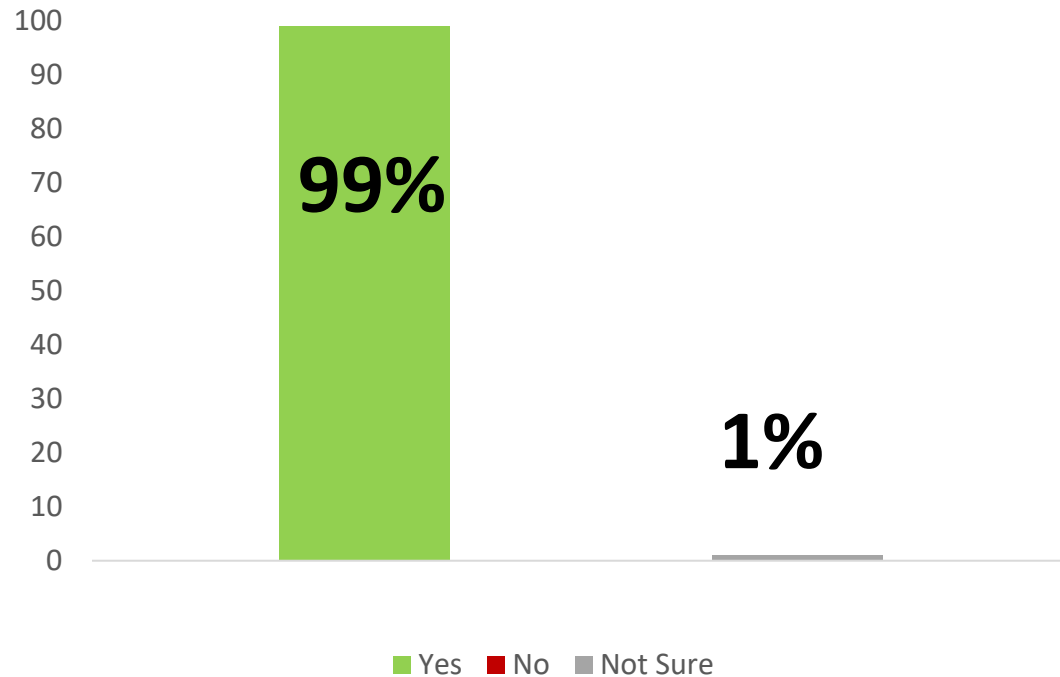
## 3. Did you chose who you live with?





# Section Two – Repairs & Maintenance

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

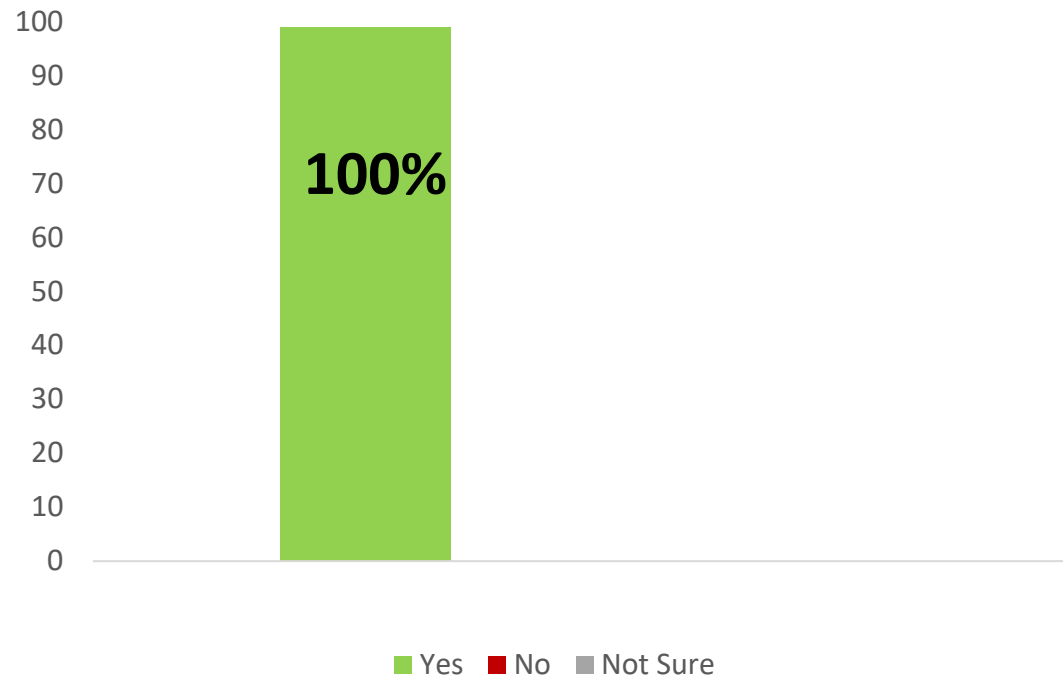


# Section Two – Repairs & Maintenance

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

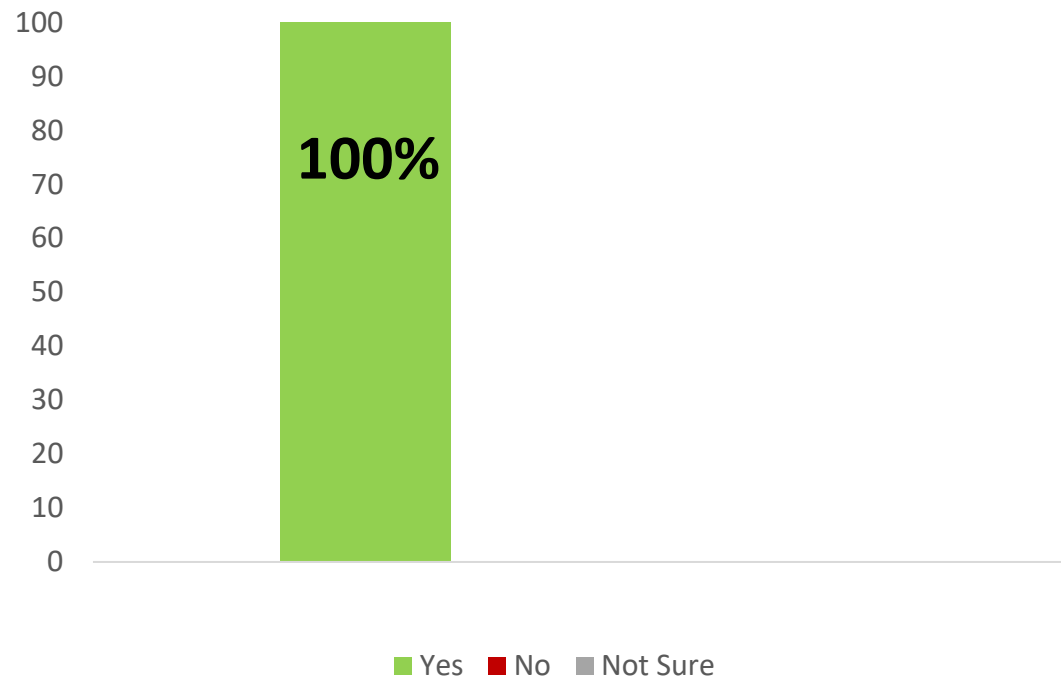


# Section Two – Repairs & Maintenance

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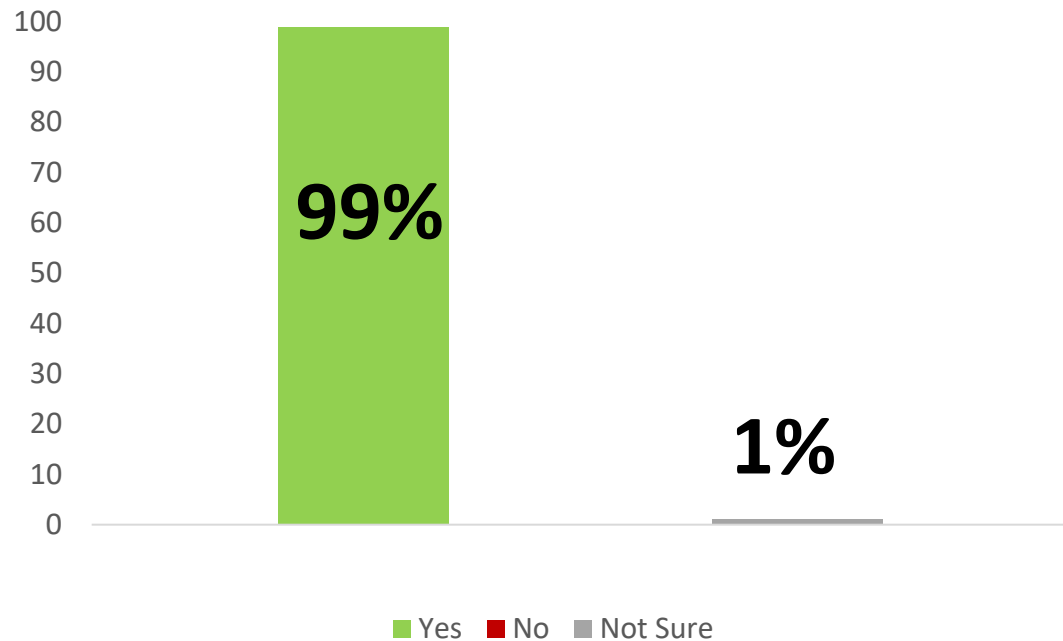
3. Are the contractors who visit your home friendly?





# Section Two – Repairs & Maintenance

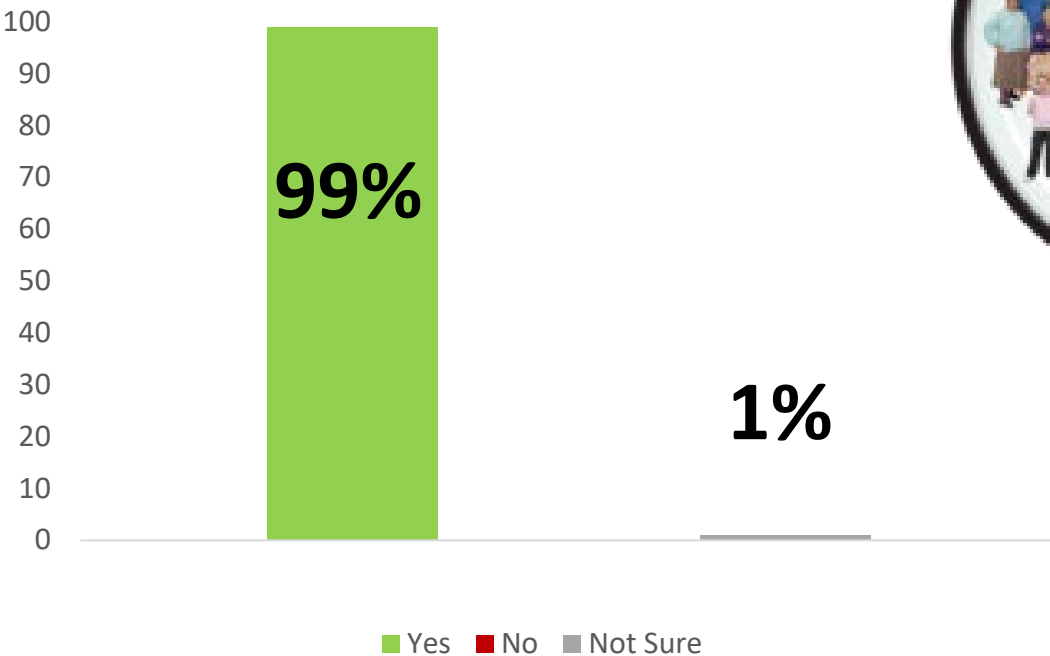
4. Do the contractors visit at the time they tell you they will?





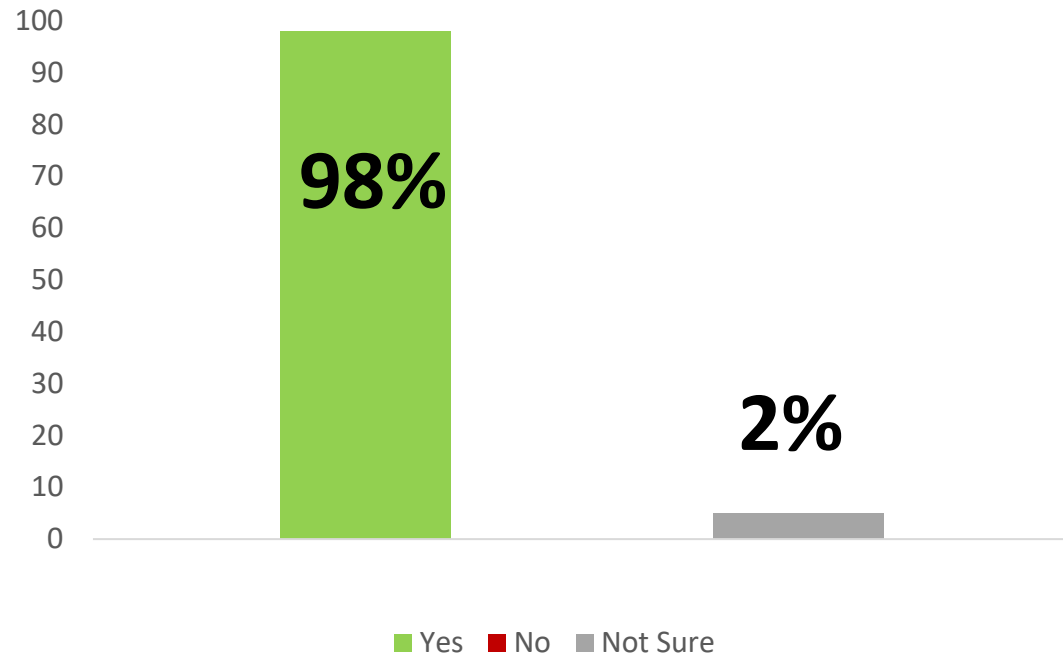
# Section Two – Repairs & Maintenance

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?



# Section Three – Tenant Involvement, Consultation and Empowerment

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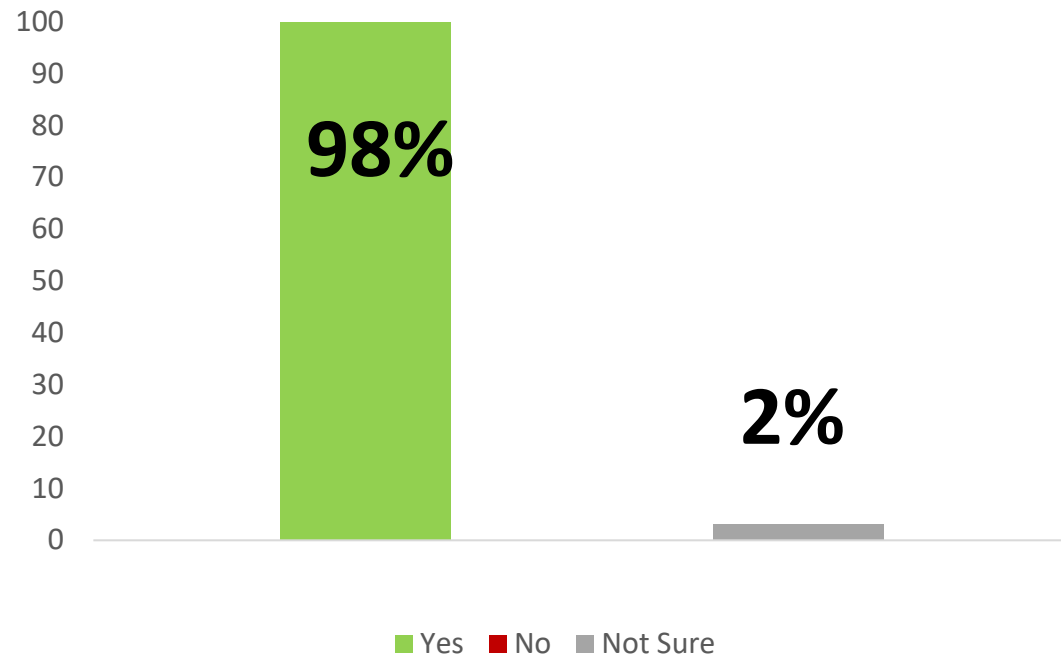
This section is about how the New Foundations team involve tenants in decisions made about their home, the information we share with tenants and how we listen to their opinions.



# 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?

