

Maintenance Review Slip Results 2023

new foundations

housing association



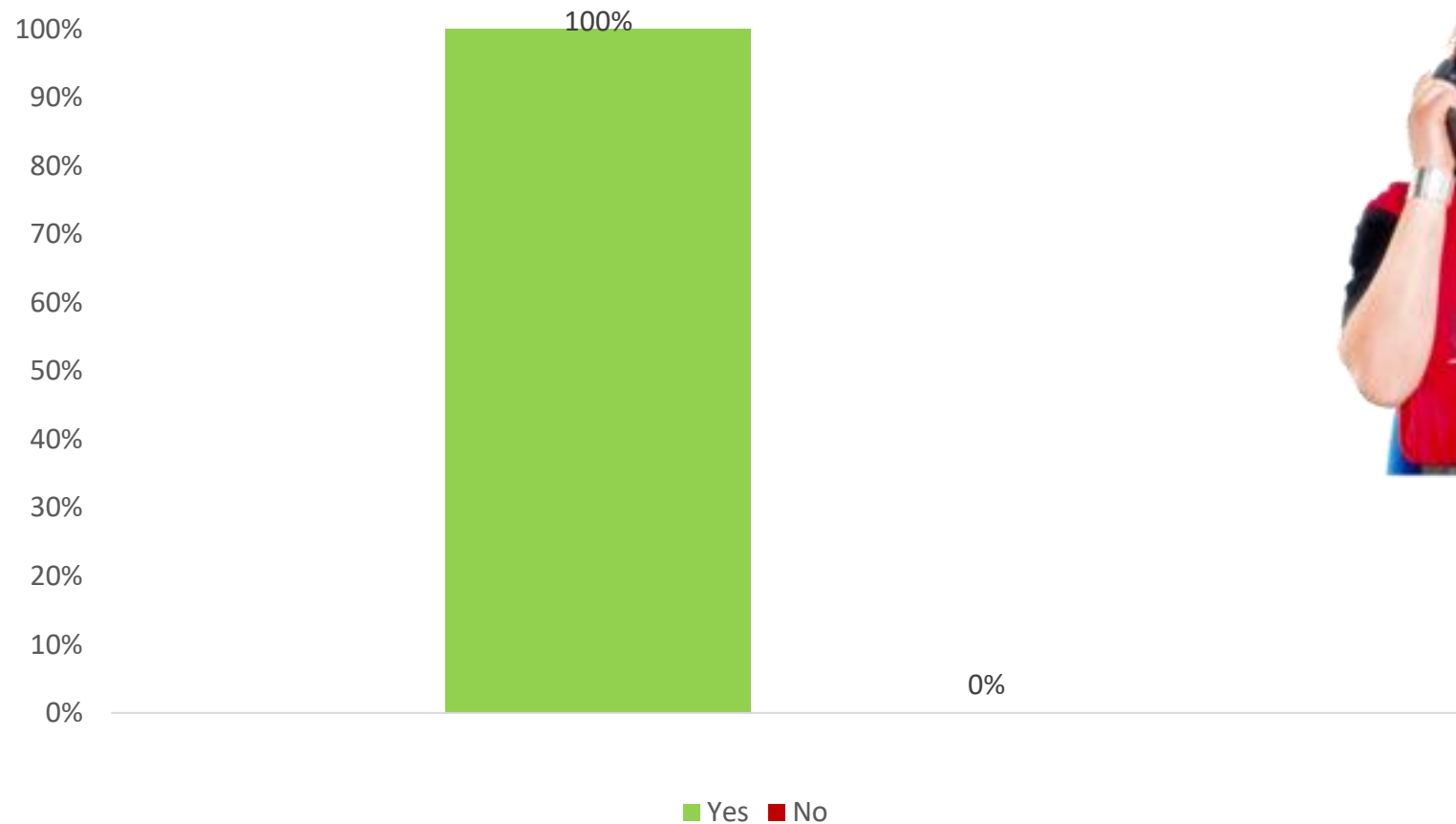
Following each repair carried out in your home, New Foundations post out a Maintenance Review Slip in a stamped addressed envelope. The feedback we receive is really important to help us understand how we are performing and what our tenants think of the repairs service New Foundations provide.



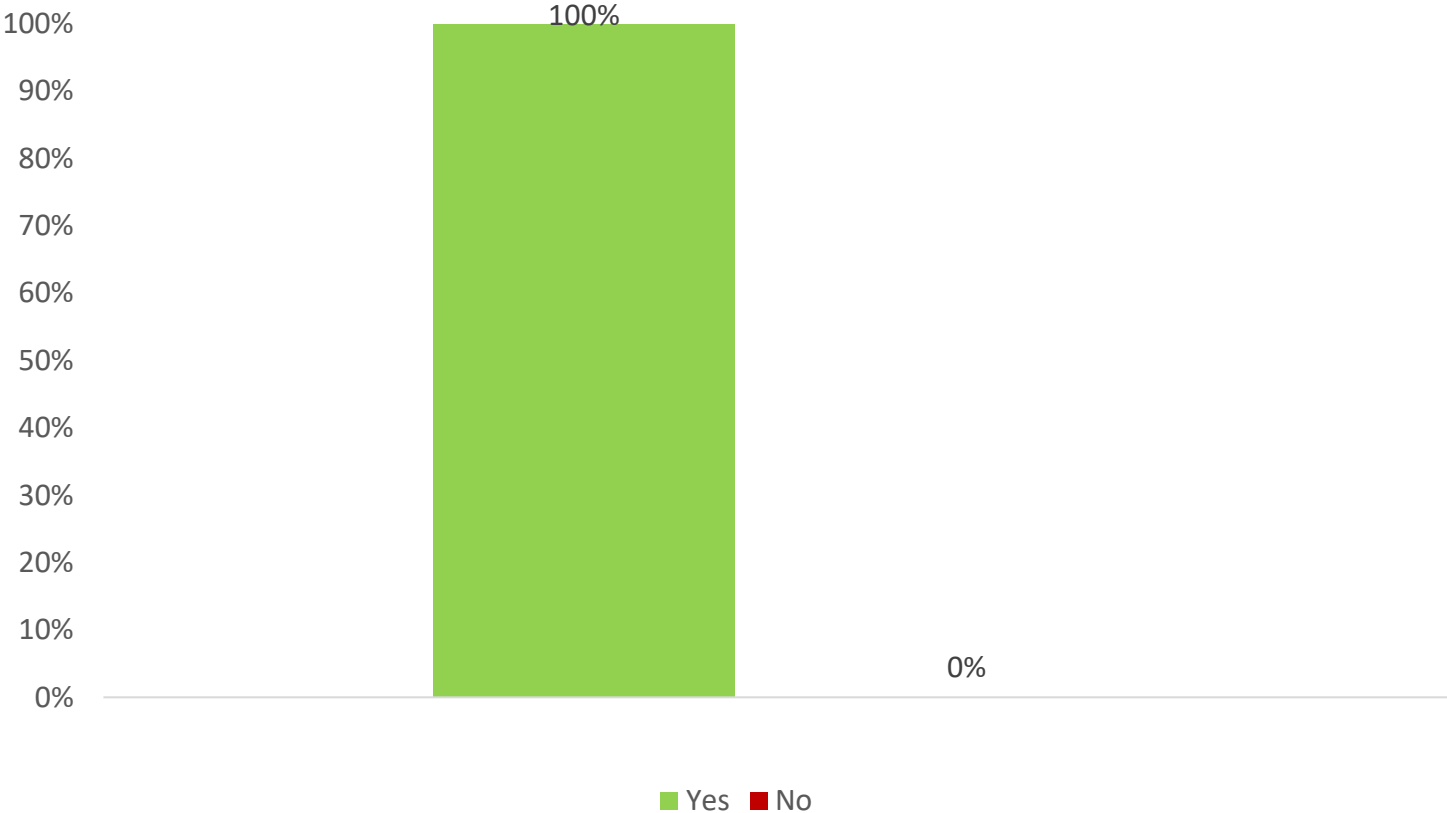
Thank you to all the tenants who returned the review slips in 2023 and congratulations to the winners of the monthly draw, who win a £10 Amazon voucher.



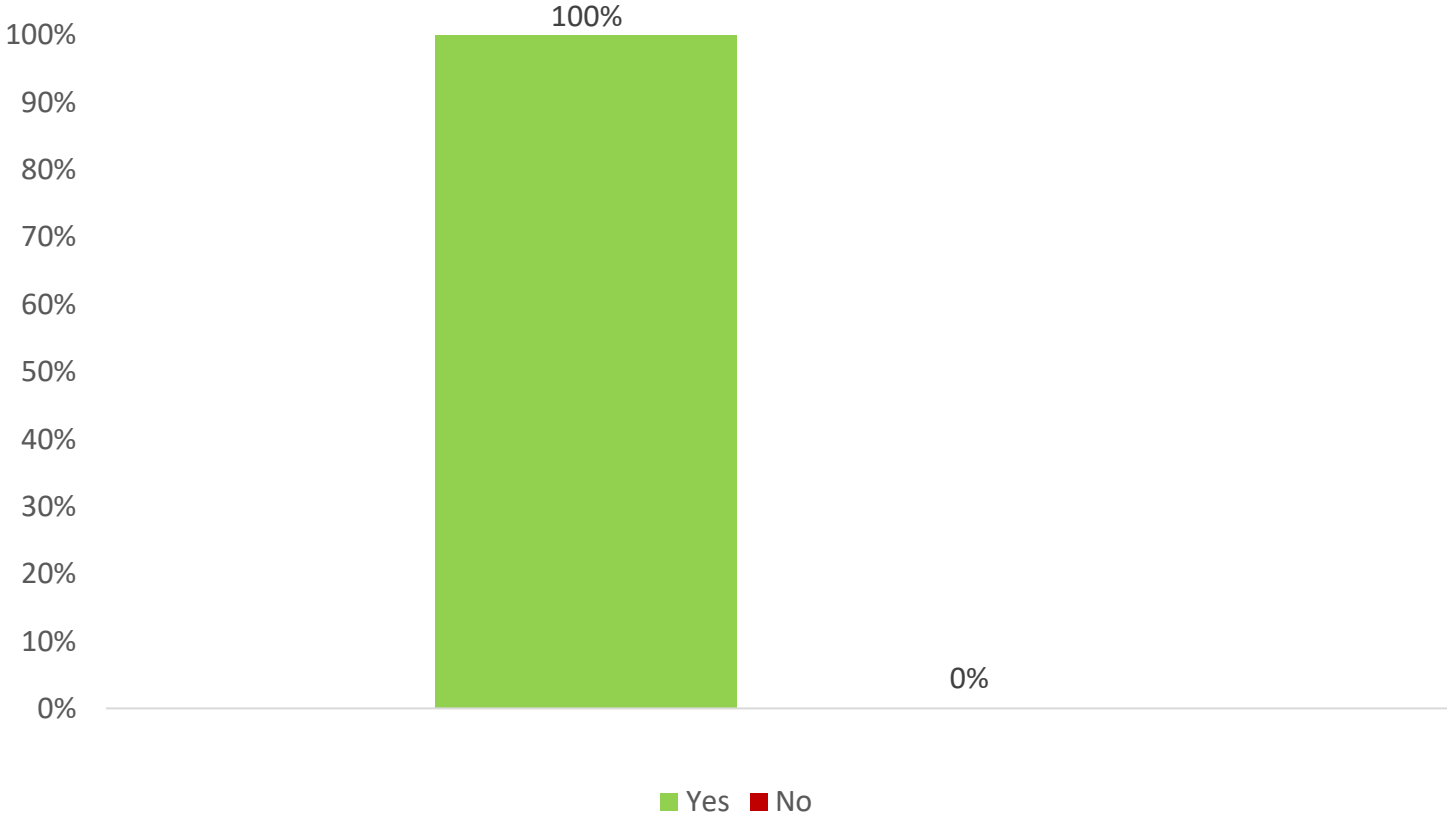
1. When you reported your repair, was your call answered quickly?



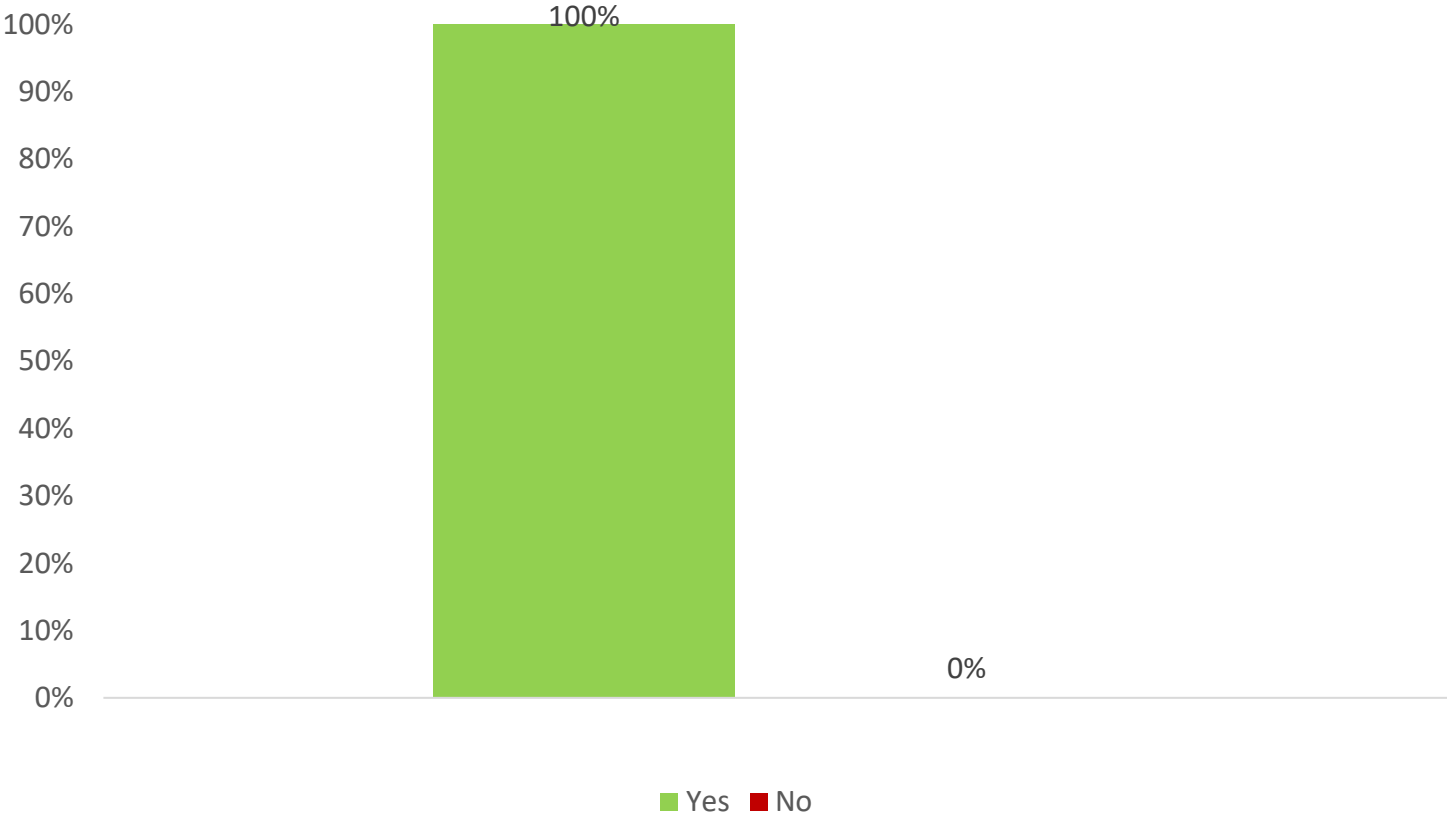
2. Was the person you spoke to on the telephone friendly?



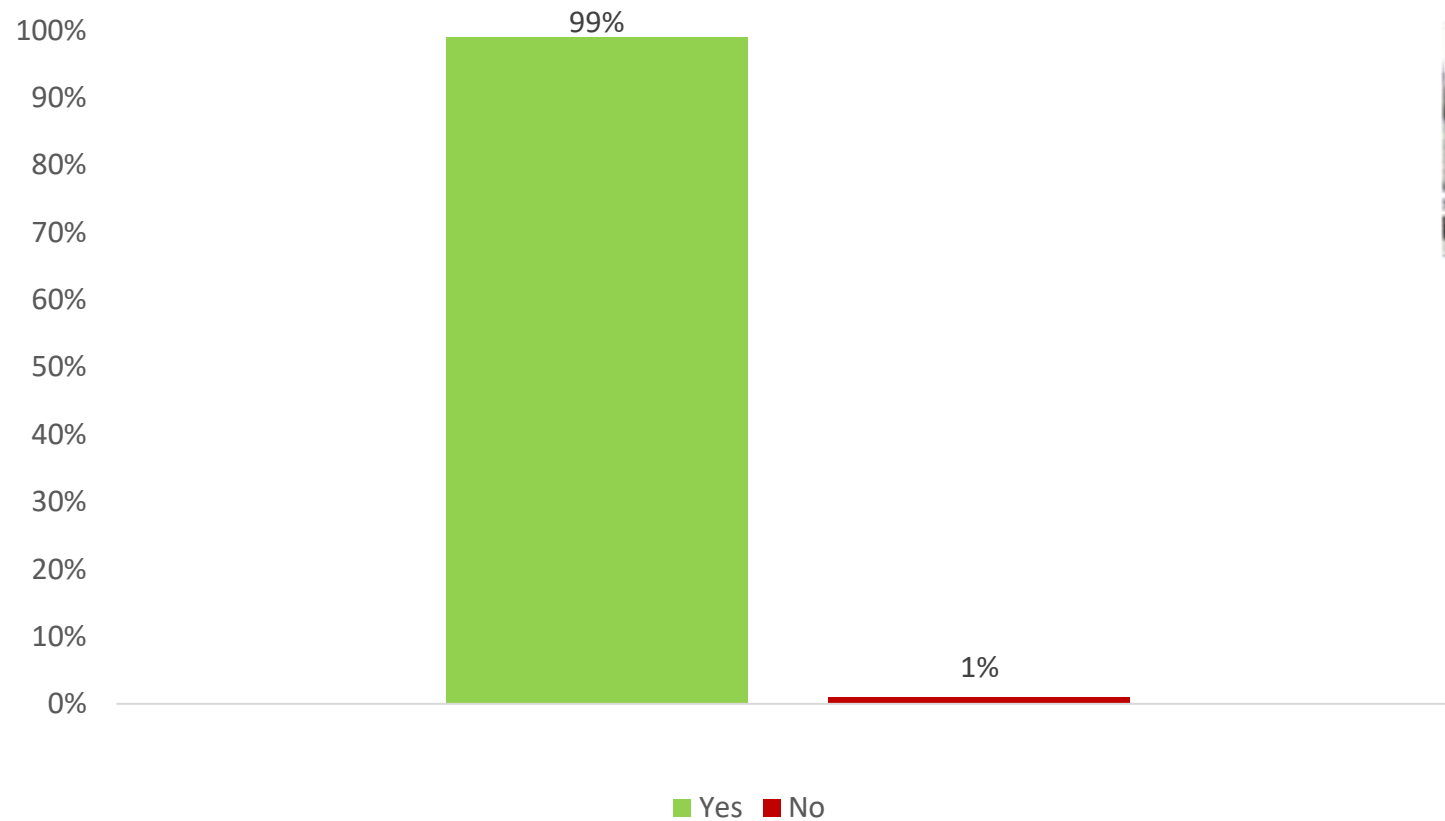
3. Did the contractors visit when they told you they would?



4. Were the contractors who visited friendly?



5. Did they fix the problem?



6. Are you happy with the work?

