

Tenant Survey Results 2023

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housing association



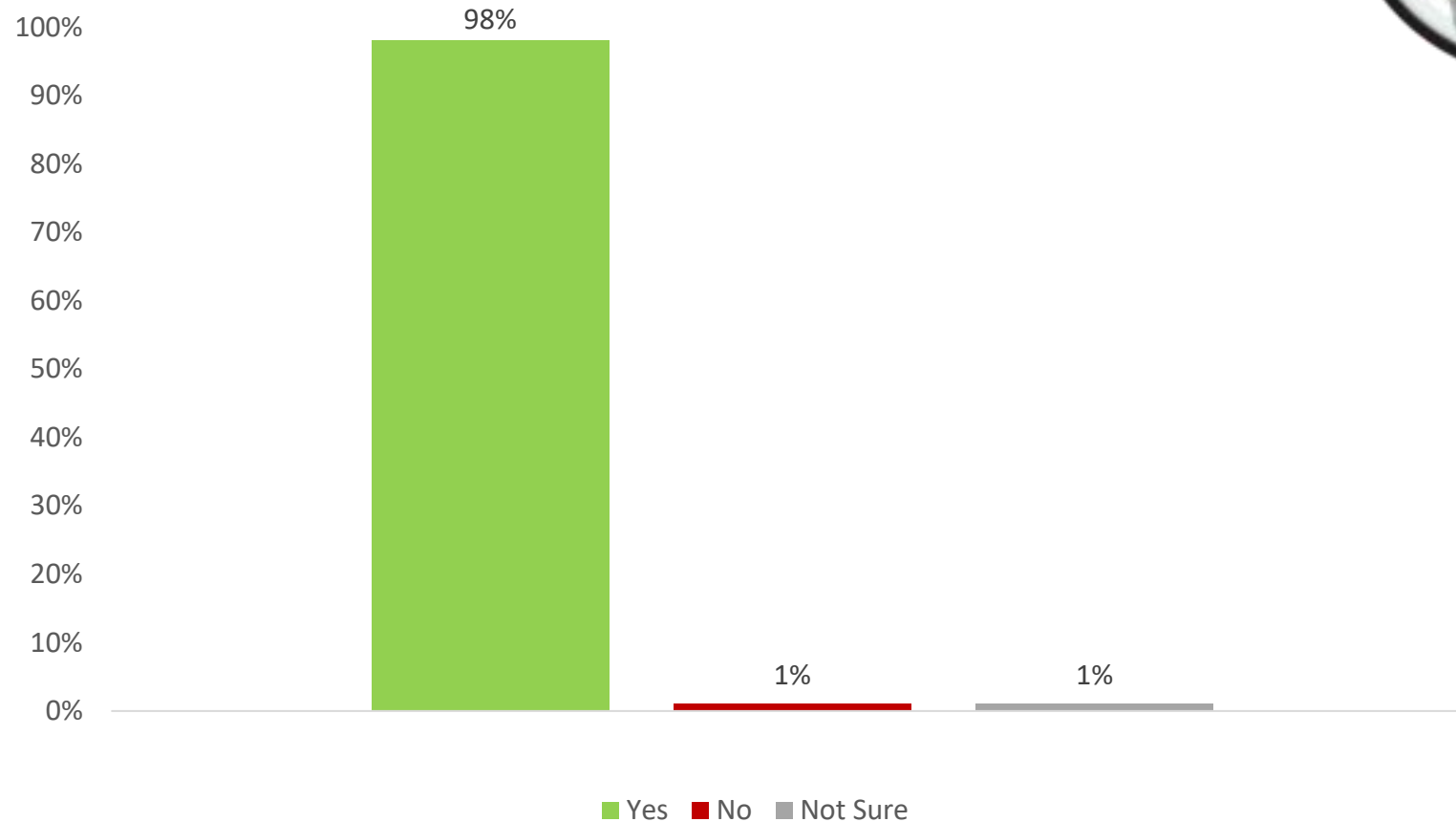
Each year New Foundations carry out a tenant survey. We do this to help us understand how our tenant's feel about the service we provide.

Thank you to all the tenants who returned the survey.



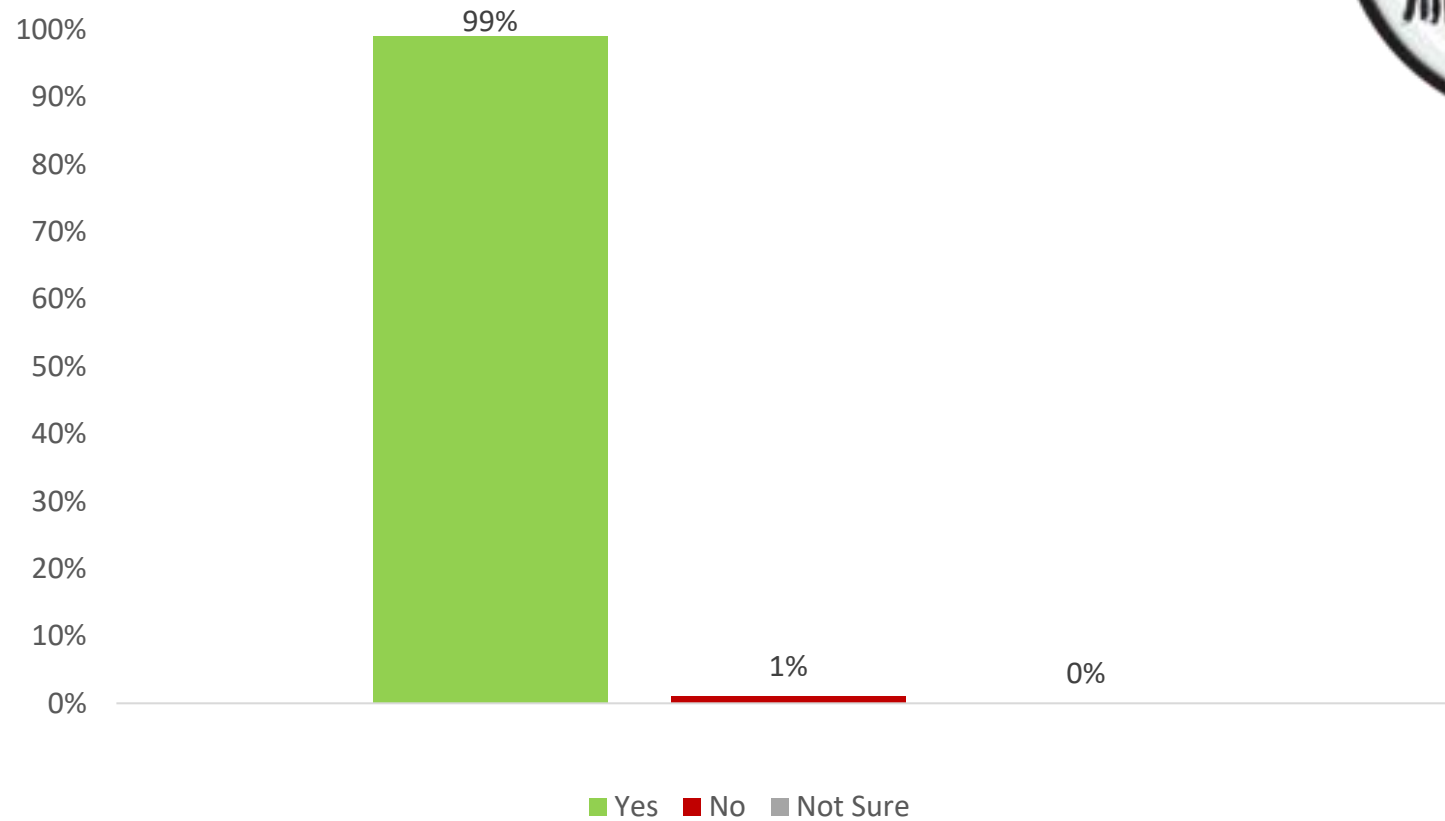
Section One – Your Home

1. Do you like your home?



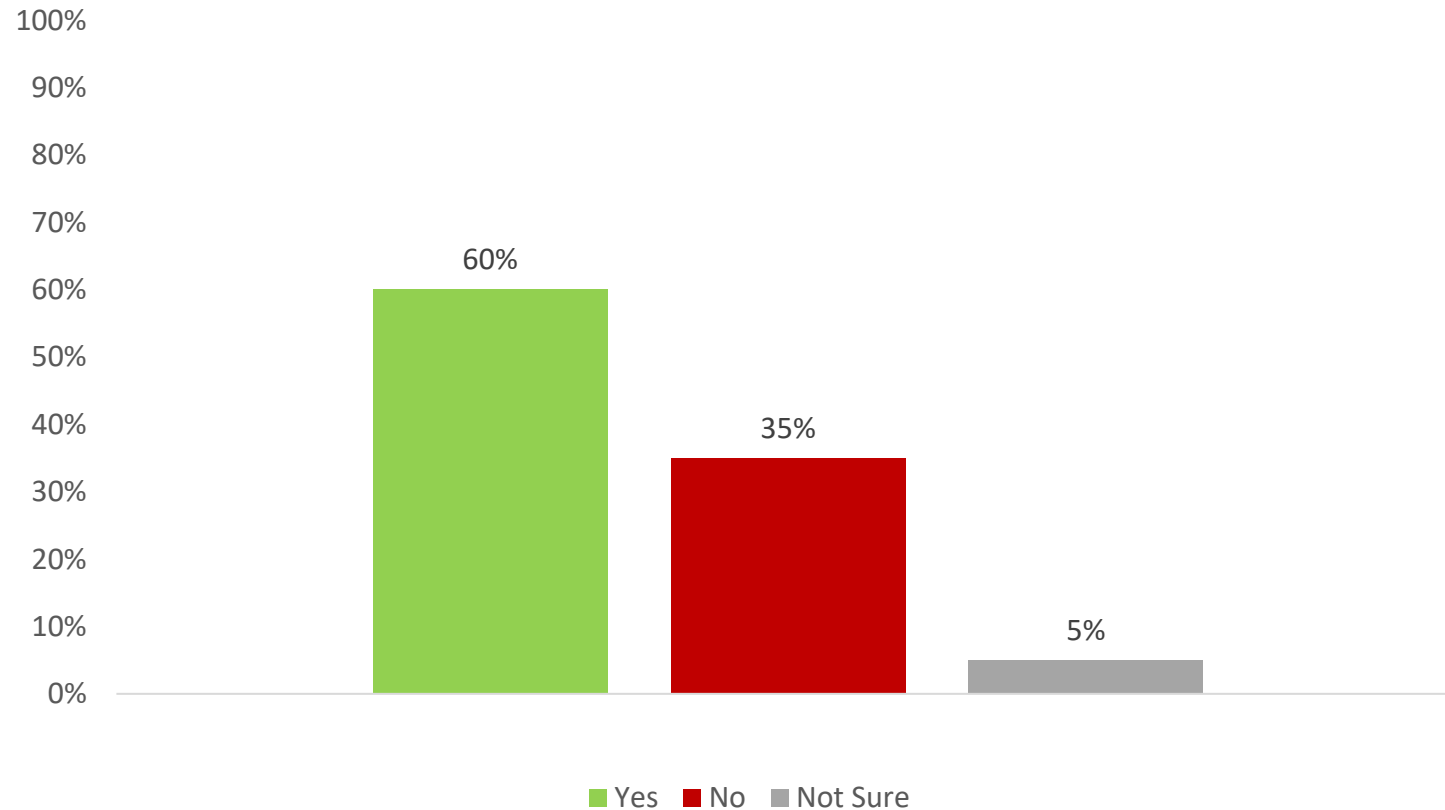
Section One – Your Home

2. Do you like your neighbourhood?



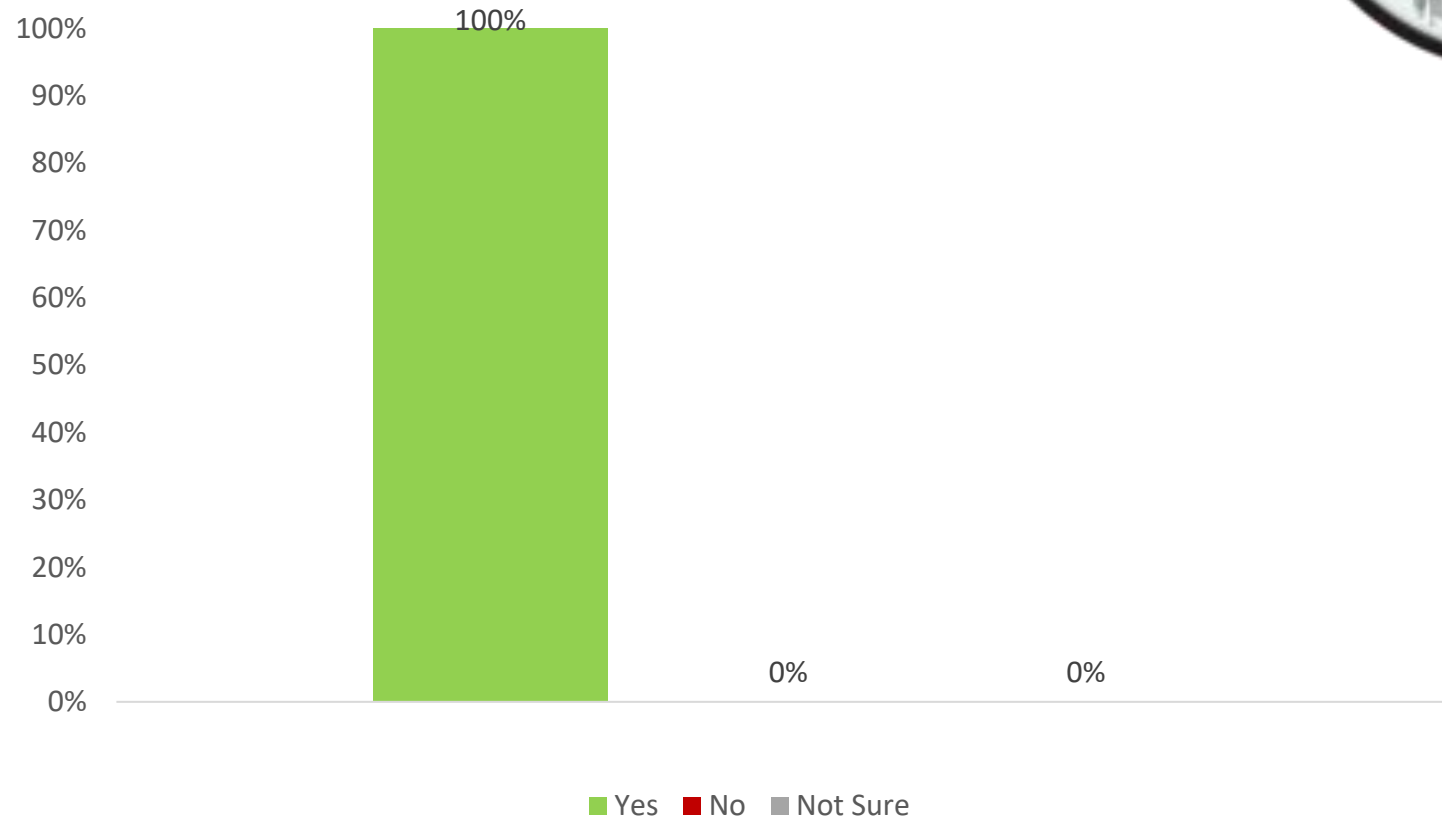
Section One – Your Home

3. Did you chose who you live with?



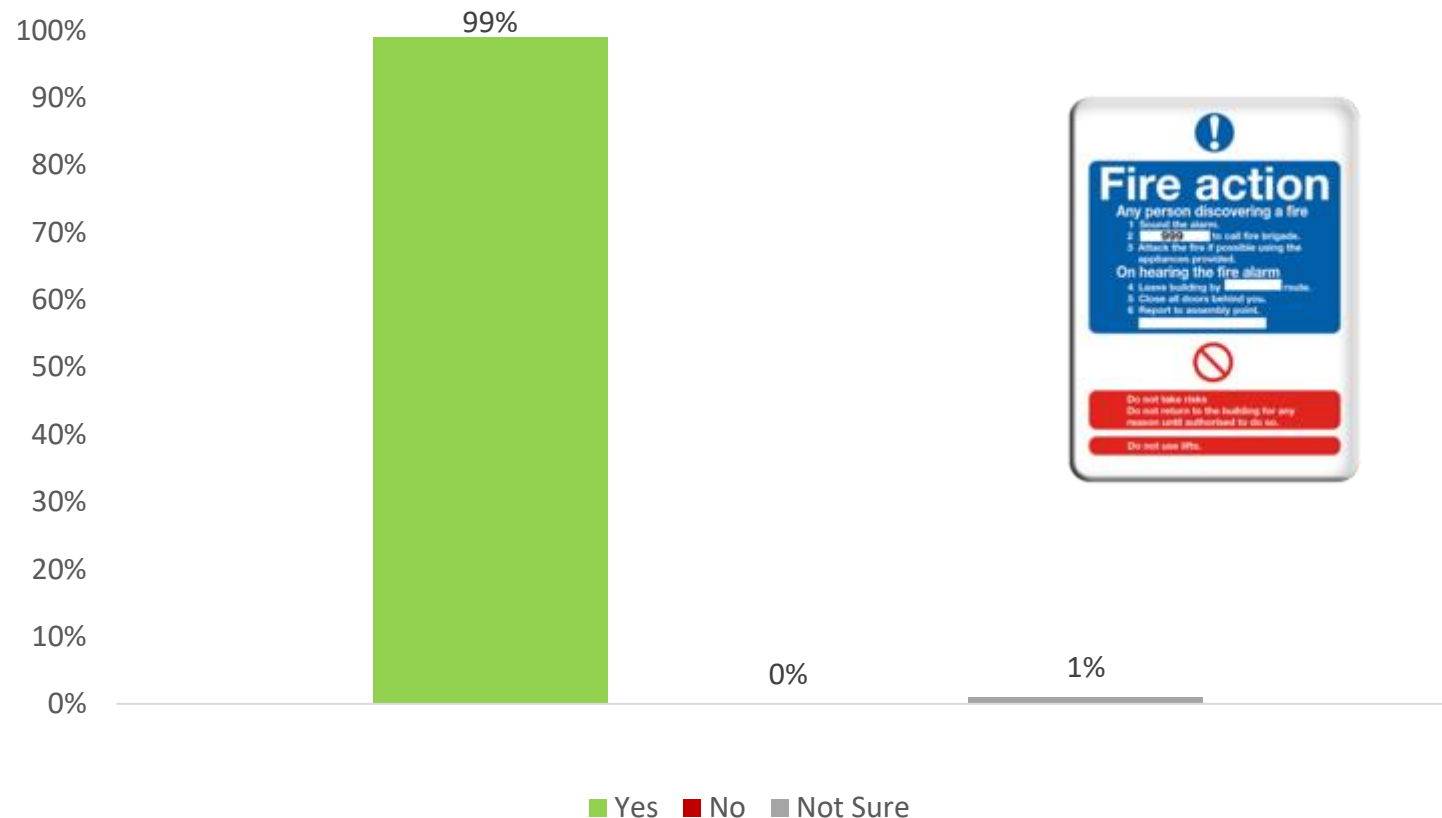
Section One – Your Home

4. Do you feel supported in your home?



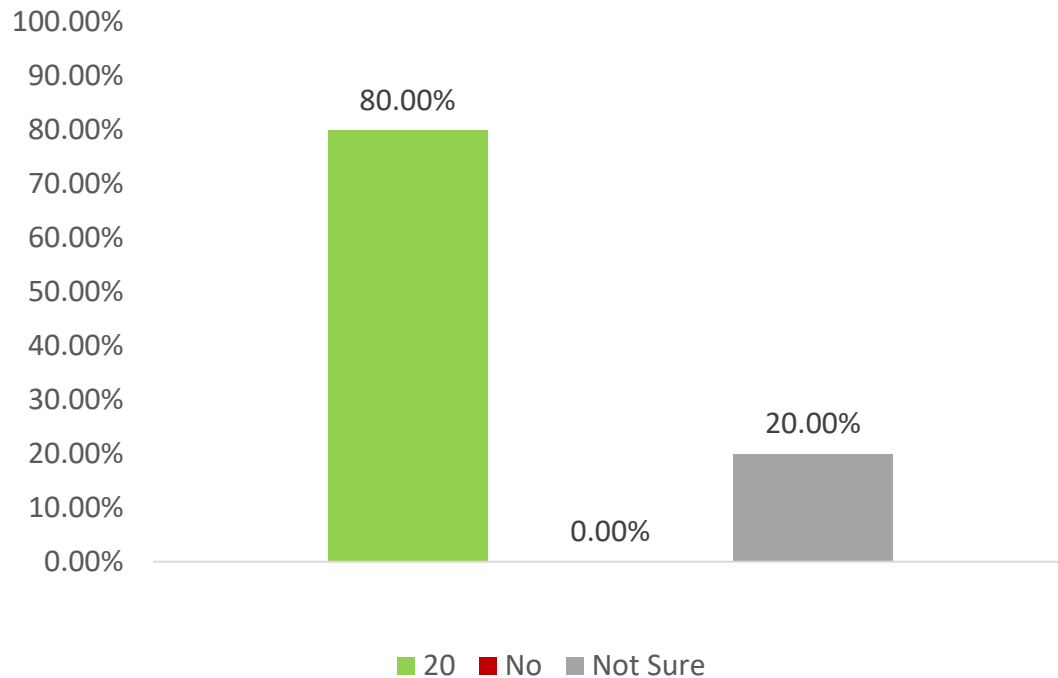
Section One – Your Home

5. Are you happy with the health & safety in your home? This means, do you feel New Foundations keep your home safe?



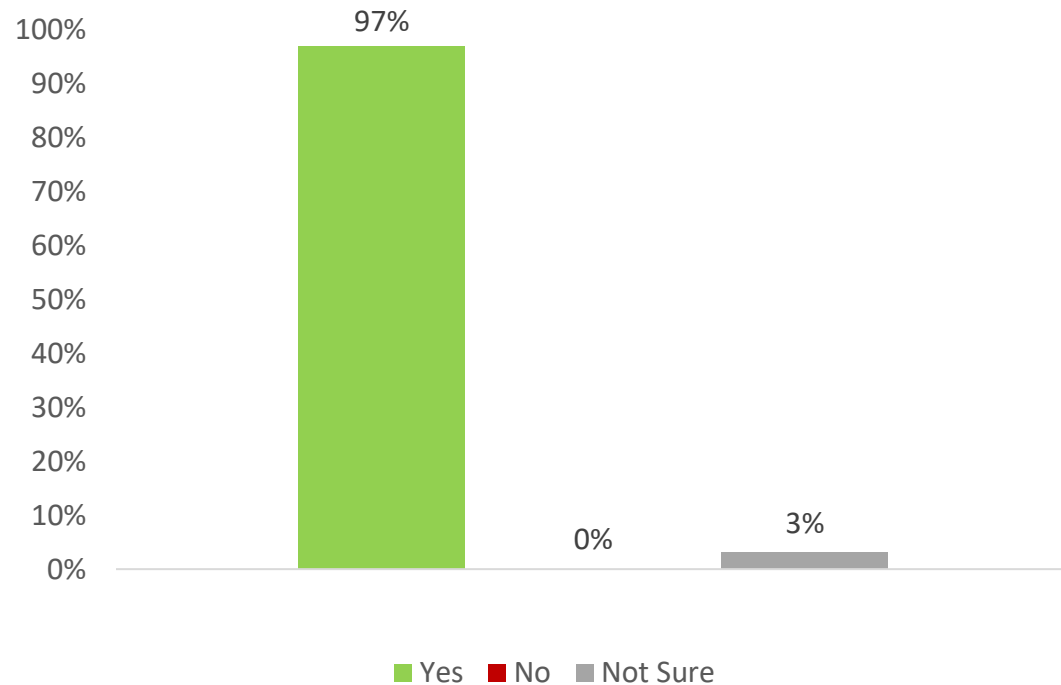
Section Two – Repairs & Maintenance

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



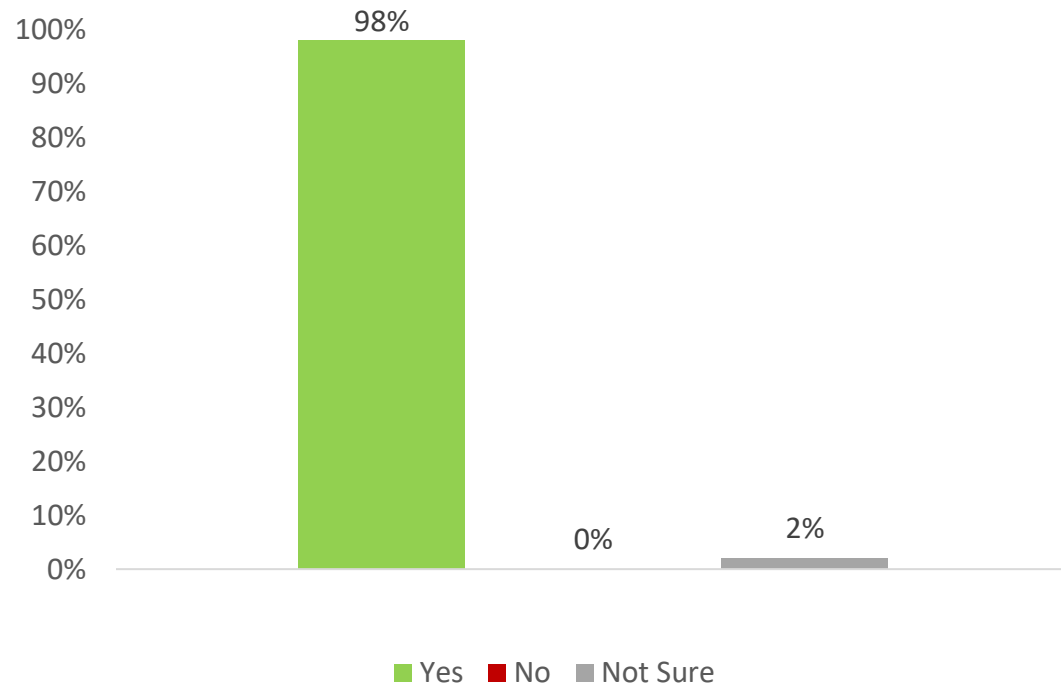
Section Two – Repairs & Maintenance

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



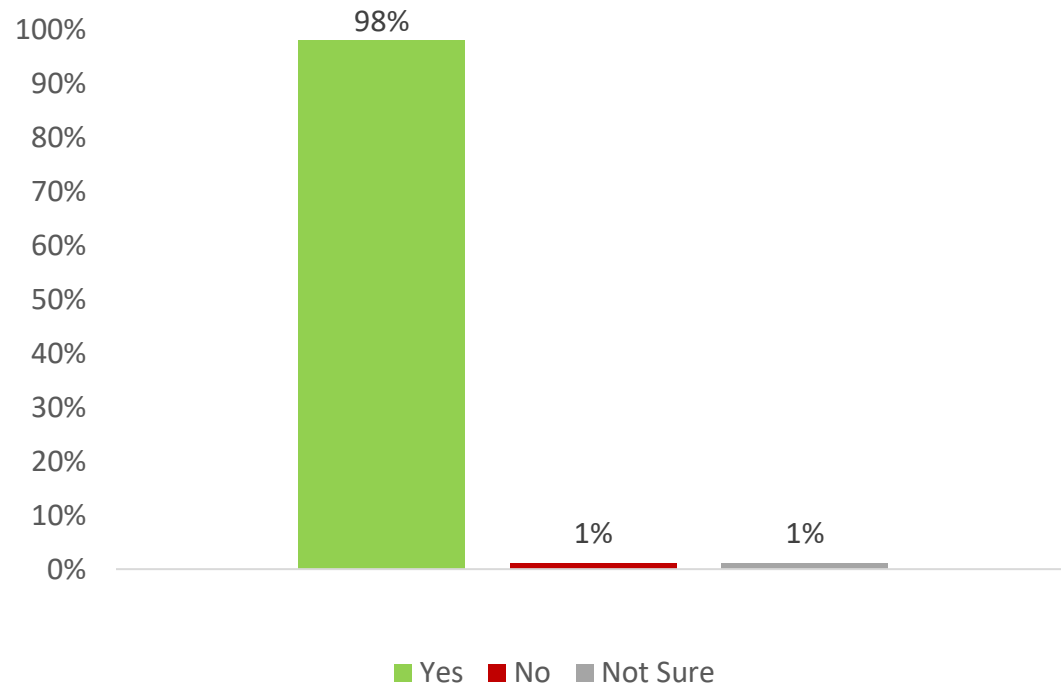
Section Two – Repairs & Maintenance

3. Are the contractors who visit your home friendly?



Section Two – Repairs & Maintenance

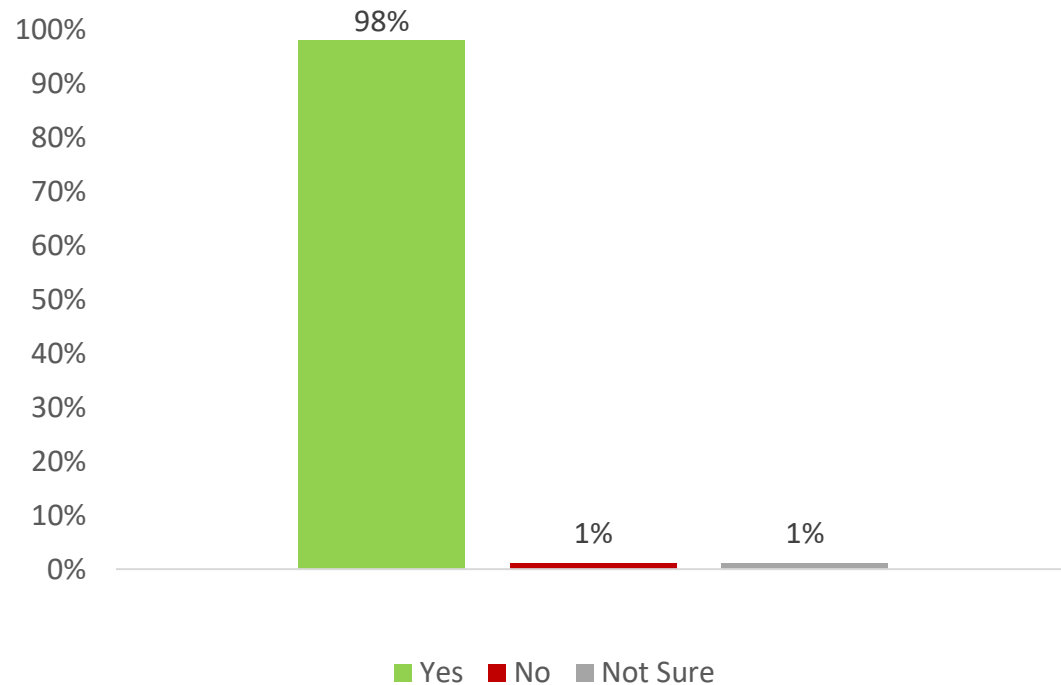
4. Do the contractors visit your home when they tell you they will?



Section Two – Repairs & Maintenance

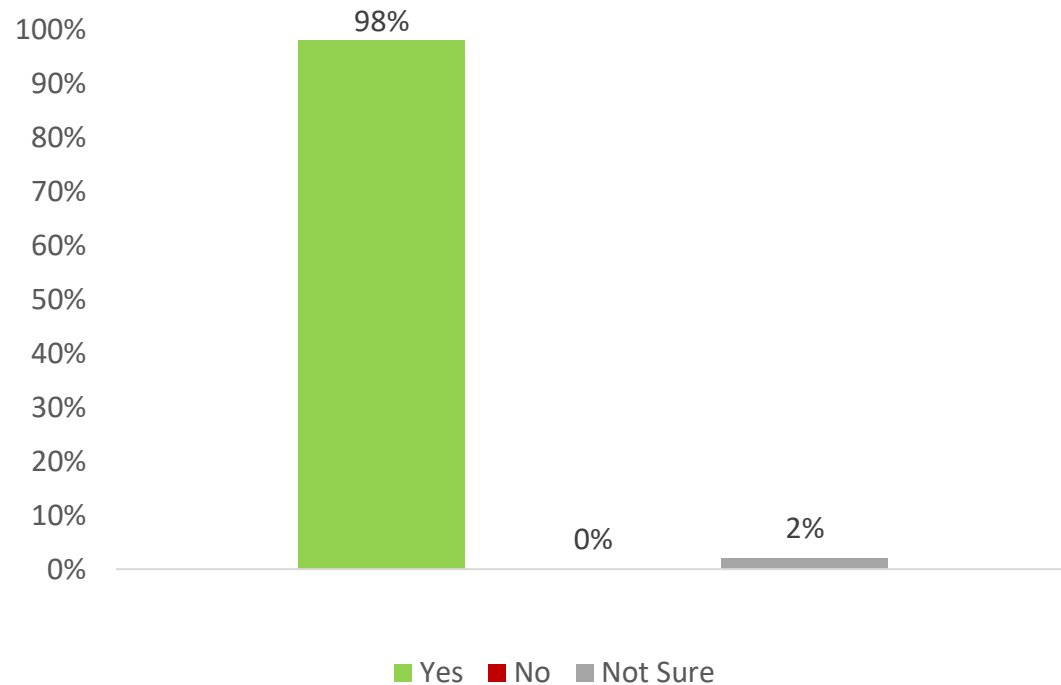


5. Do the contractors tidy their area when they have finished working



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

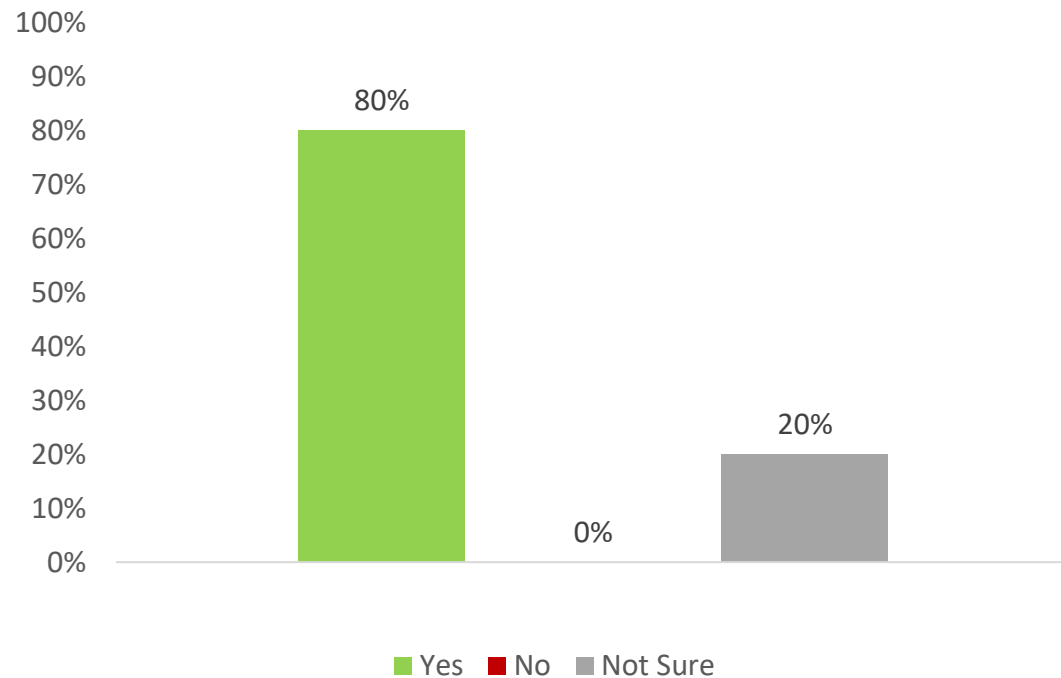
This section is about how the New Foundations team involve tenants in decisions made about their home, the information we share with tenants and how we listen to their opinions.



Section Three – Tenant Involvement, Consultation and Empowerment



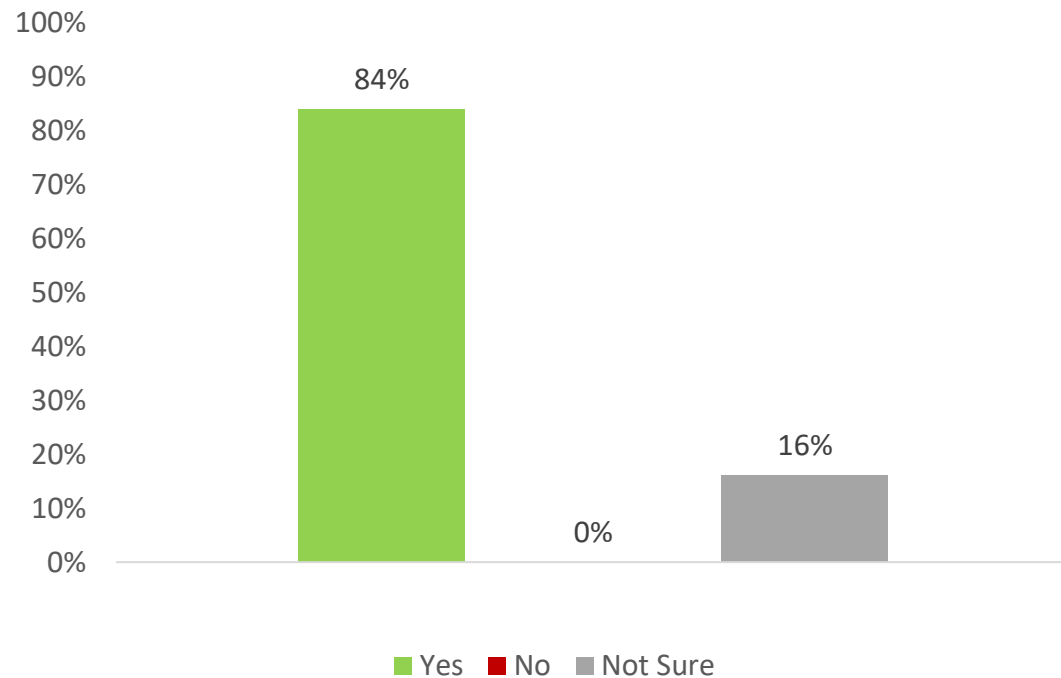
1. When Lizzie visits your home, is she friendly?



Section Three – Tenant Involvement, Consultation and Empowerment



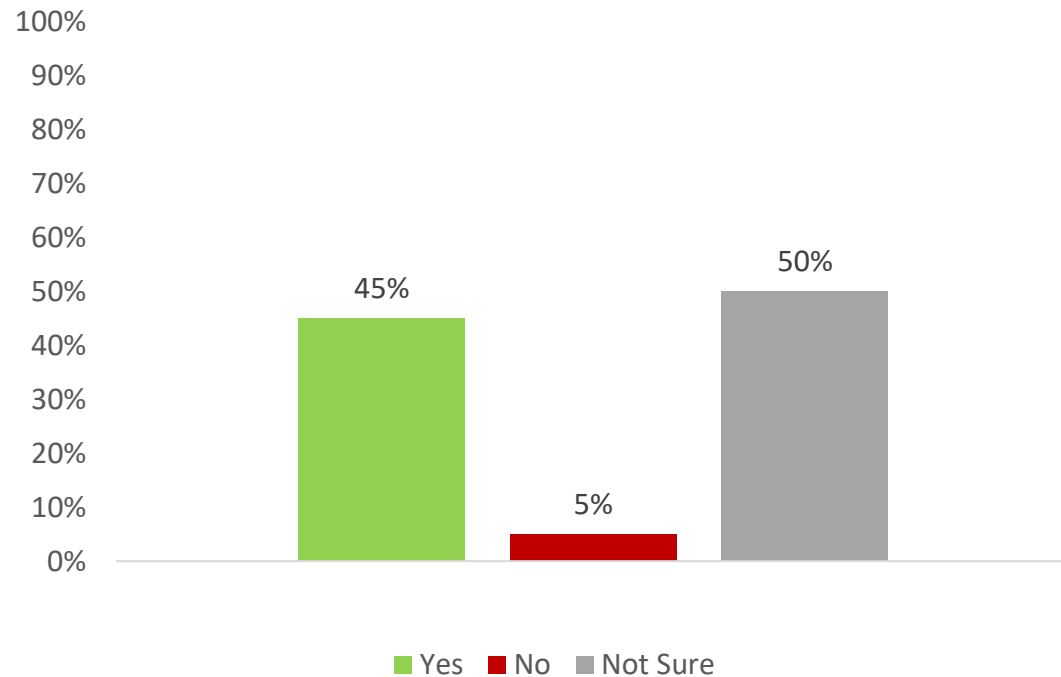
2. Does Lizzie include you and your support team in the review?



Section Three – Tenant Involvement, Consultation and Empowerment



3. New Foundations update the website as often as possible. Do you find the information on the site helpful?



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[Tenant Access to Information](#)

[Home](#)

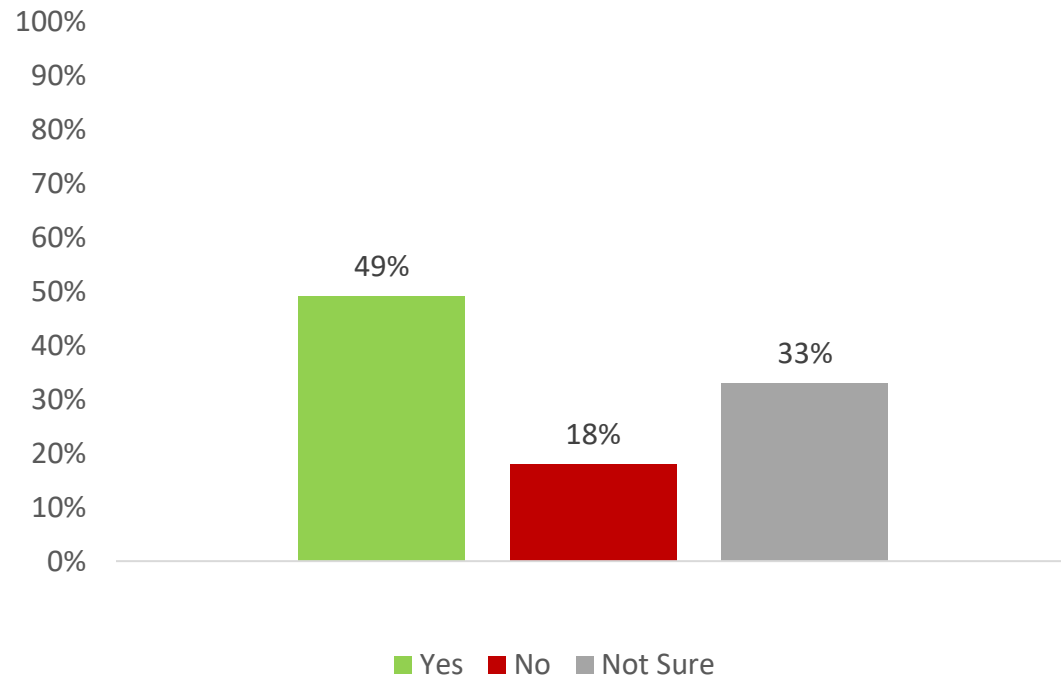
[Report a fault in your home](#)



Section Three – Tenant Involvement, Consultation and Empowerment



4. Would you like New Foundations to attend some of your house meetings?



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Section Three – Tenant Involvement, Consultation and Empowerment



5. Do you feel New Foundations listen to your views and take notice of what you have told us?

