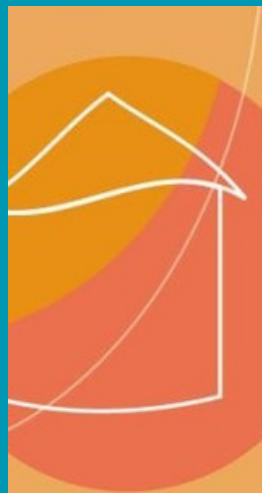


Maintenance Review Slip Results 2025



New Foundations Housing Association

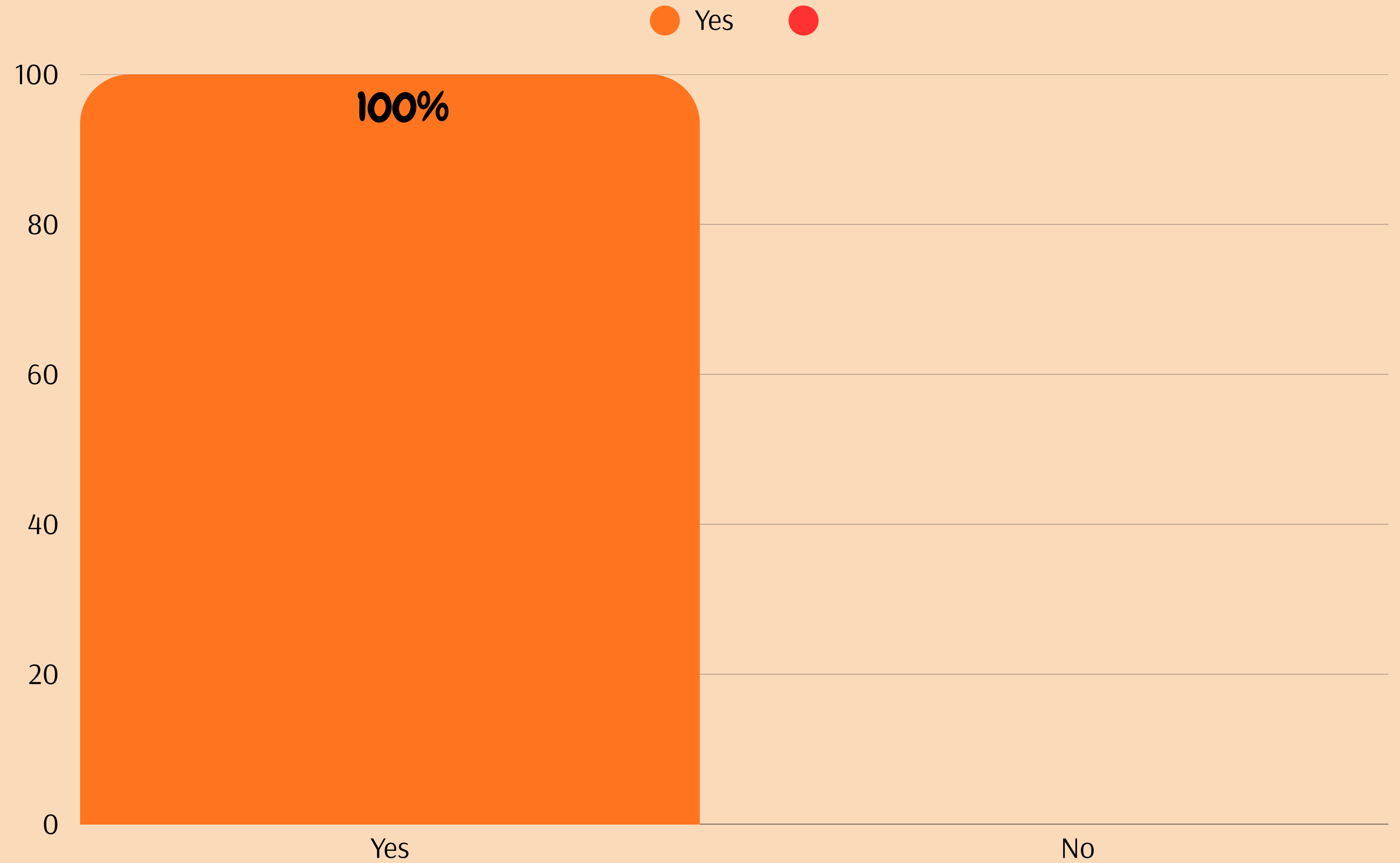
Following each repair carried out in your home, New Foundations post out a Maintenance Review Slip in a stamped addressed envelope.

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 2025 and congratulations to the winners of the monthly draw, who win a £10 Amazon voucher.



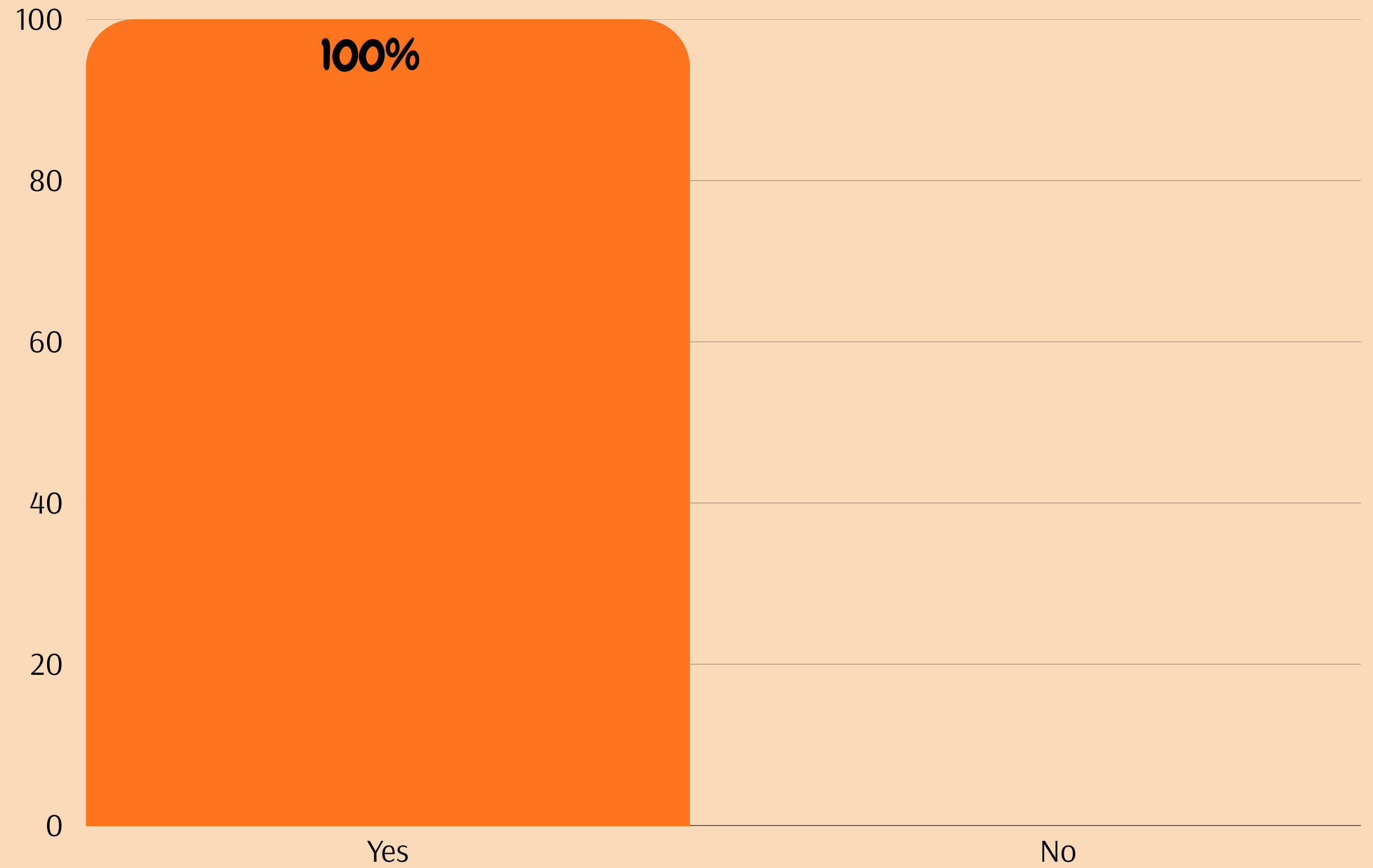
When you reported your repair, was your call answered quickly?



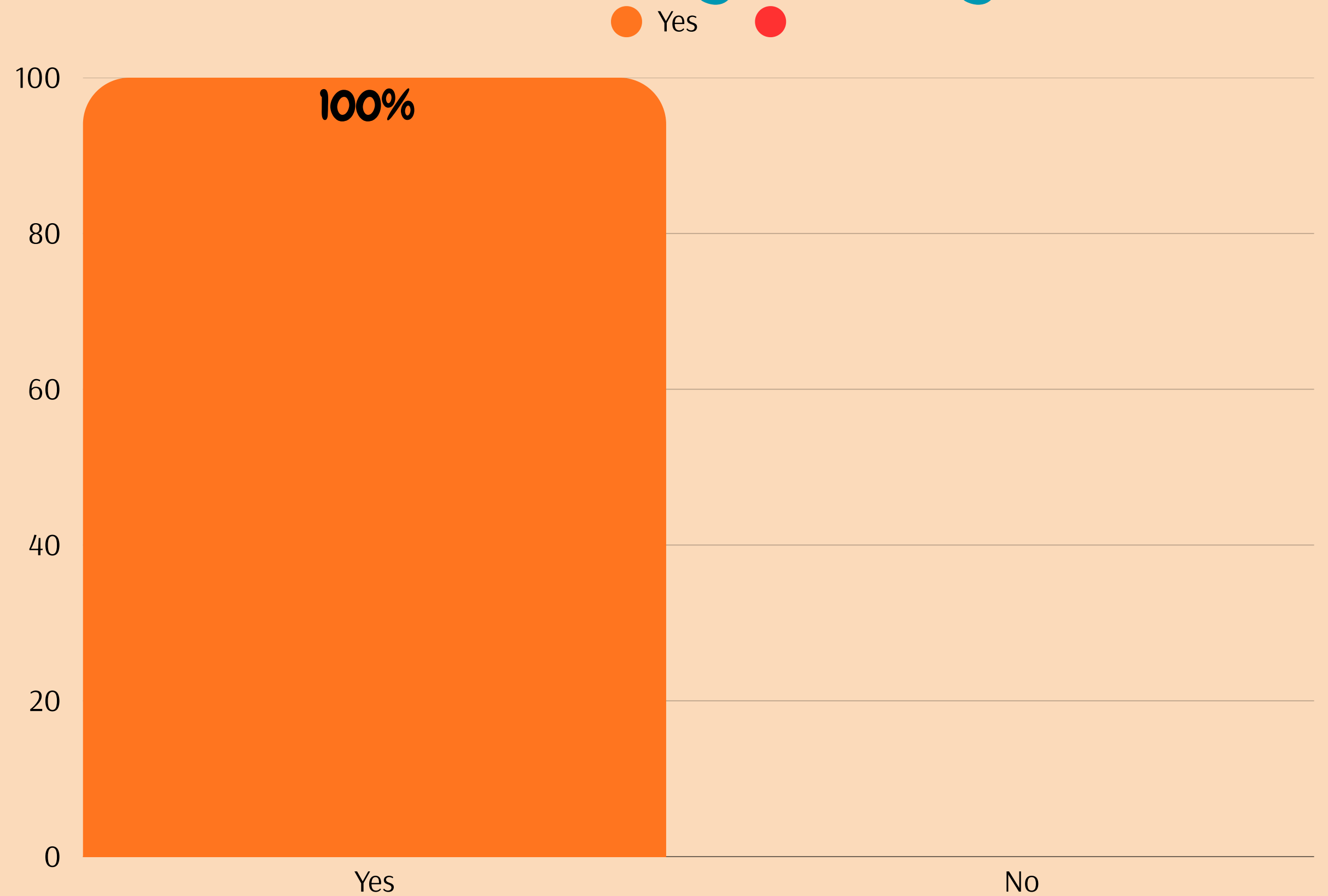
Was the person you spoke to on the telephone friendly?



● Yes ● No



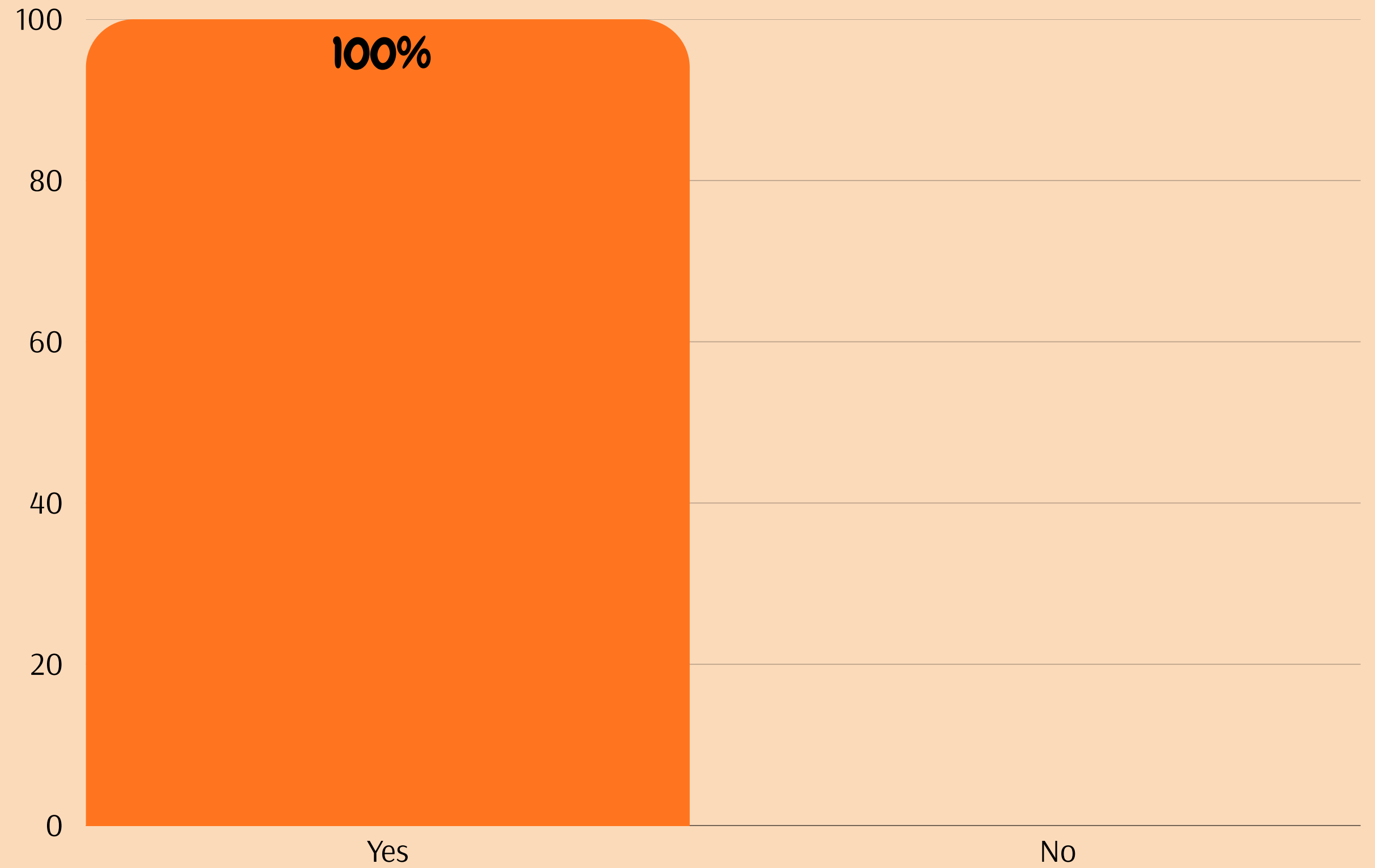
Did the contractors visit when they told you they would?



"I like the changes I have made with the help of my support team and New Foundations!" David, Chorley

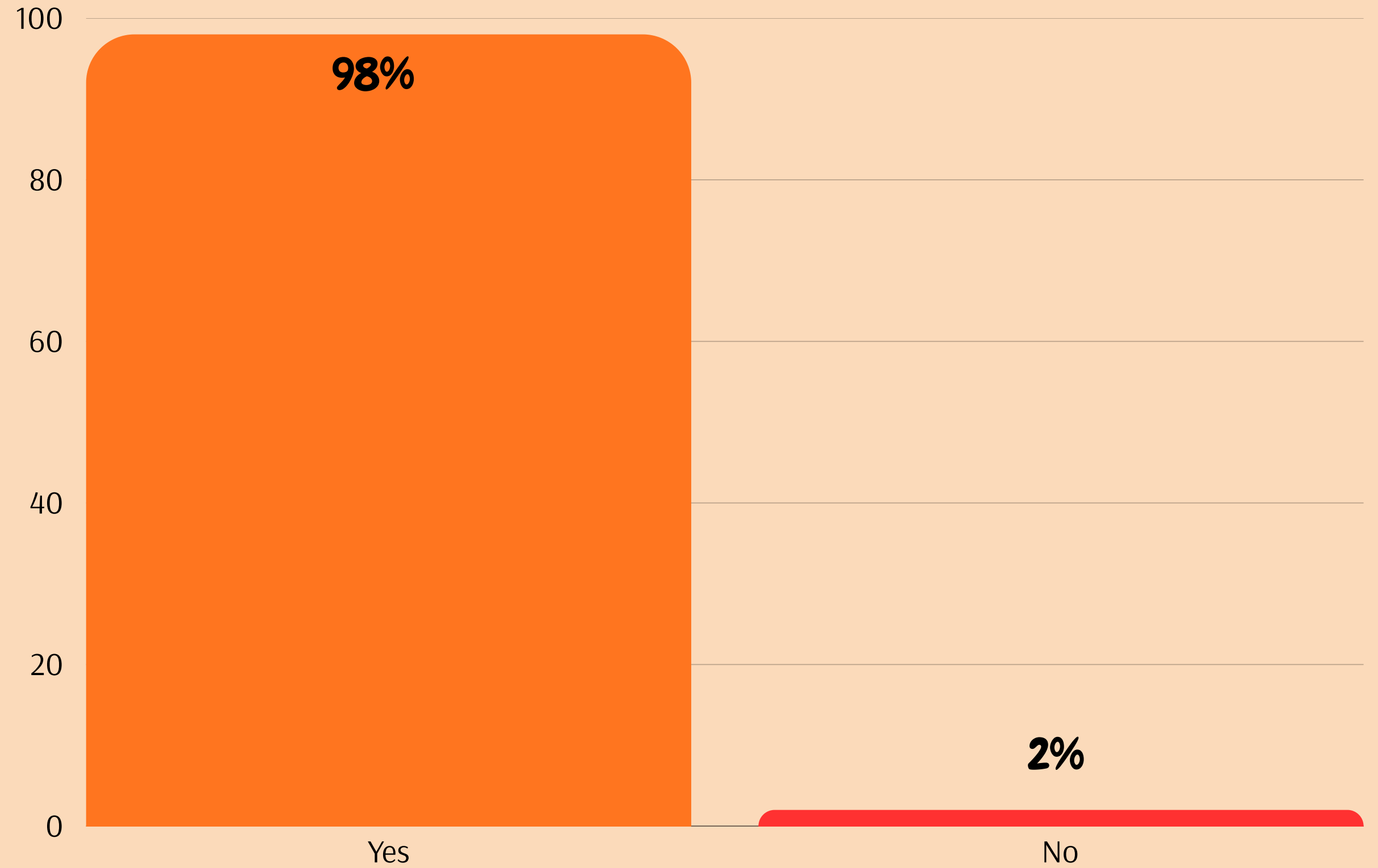
Were the contractors who visited friendly?

● Yes ● No



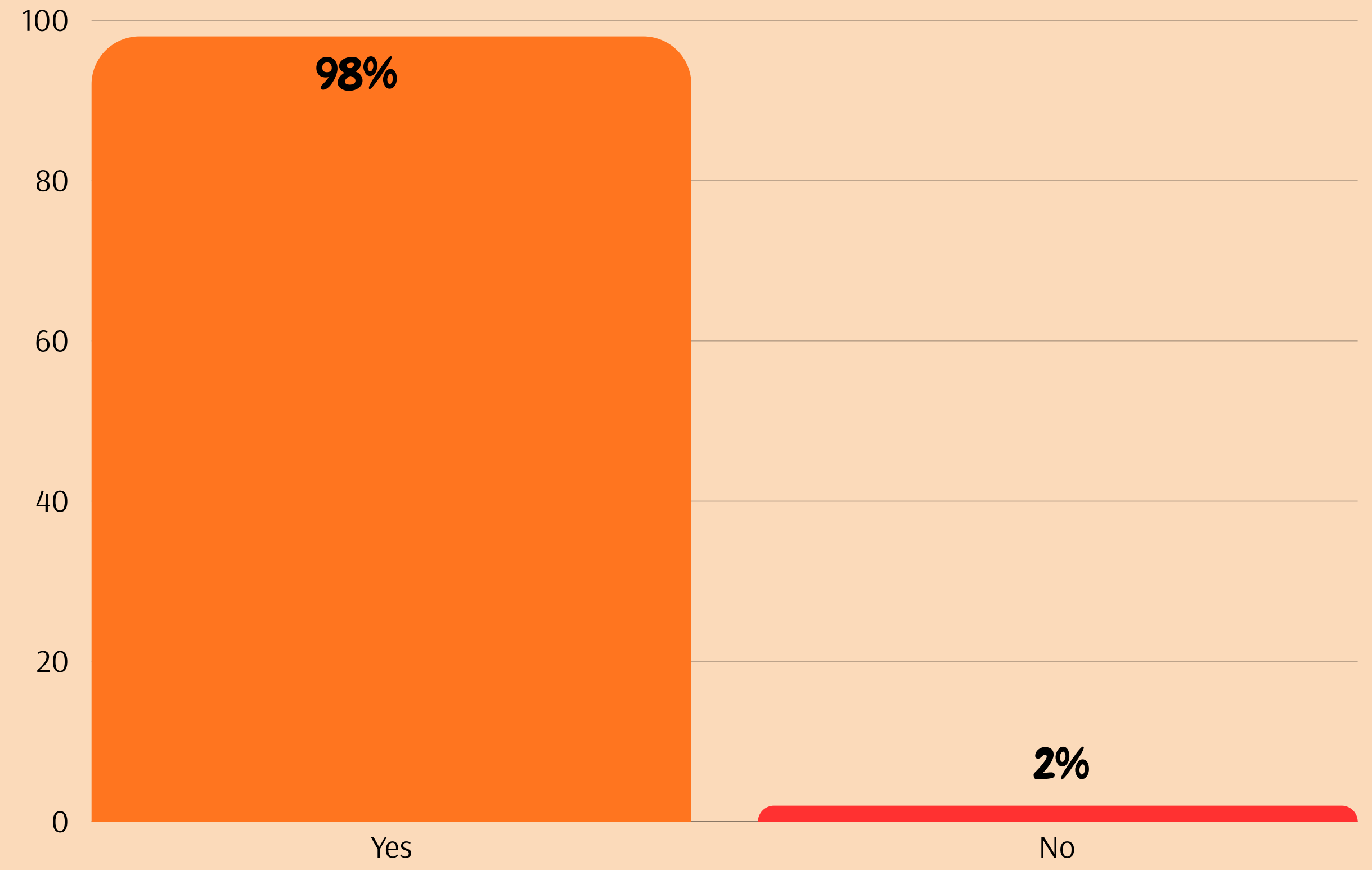
Did the fix the problem?

● Yes ● No



Are you happy with the work?

● Yes ● No



Tenant Comments

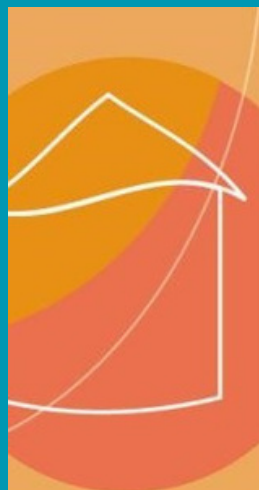
'Mr Prescott always very friendly and helpful, goes above and beyond'

'Did a good job and bringing smiles'

'Thank you for everything'

'Ian very friendly and knowledgeable, Great job, Well done!'

'Super helpful - Thank you!'



'Did and amazing job, spent a good few hours and the garden is the cleanest it's ever been! Thank you, Ian'