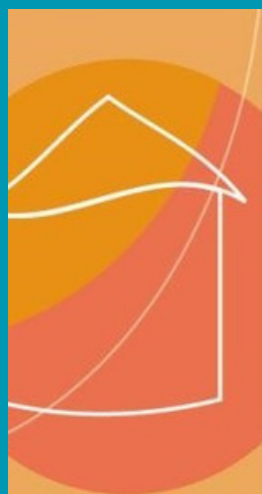


# Annual Tenant Survey report 2025



**New Foundations Housing Association**

**Thank you to all our tenants who completed and returned the survey.**

**Tenants are the heart of our service and we really appreciate all your feed back.**

**We received a massive 55% return.**

**Big well done to David in Chorley on winning the Amazon Voucher!**

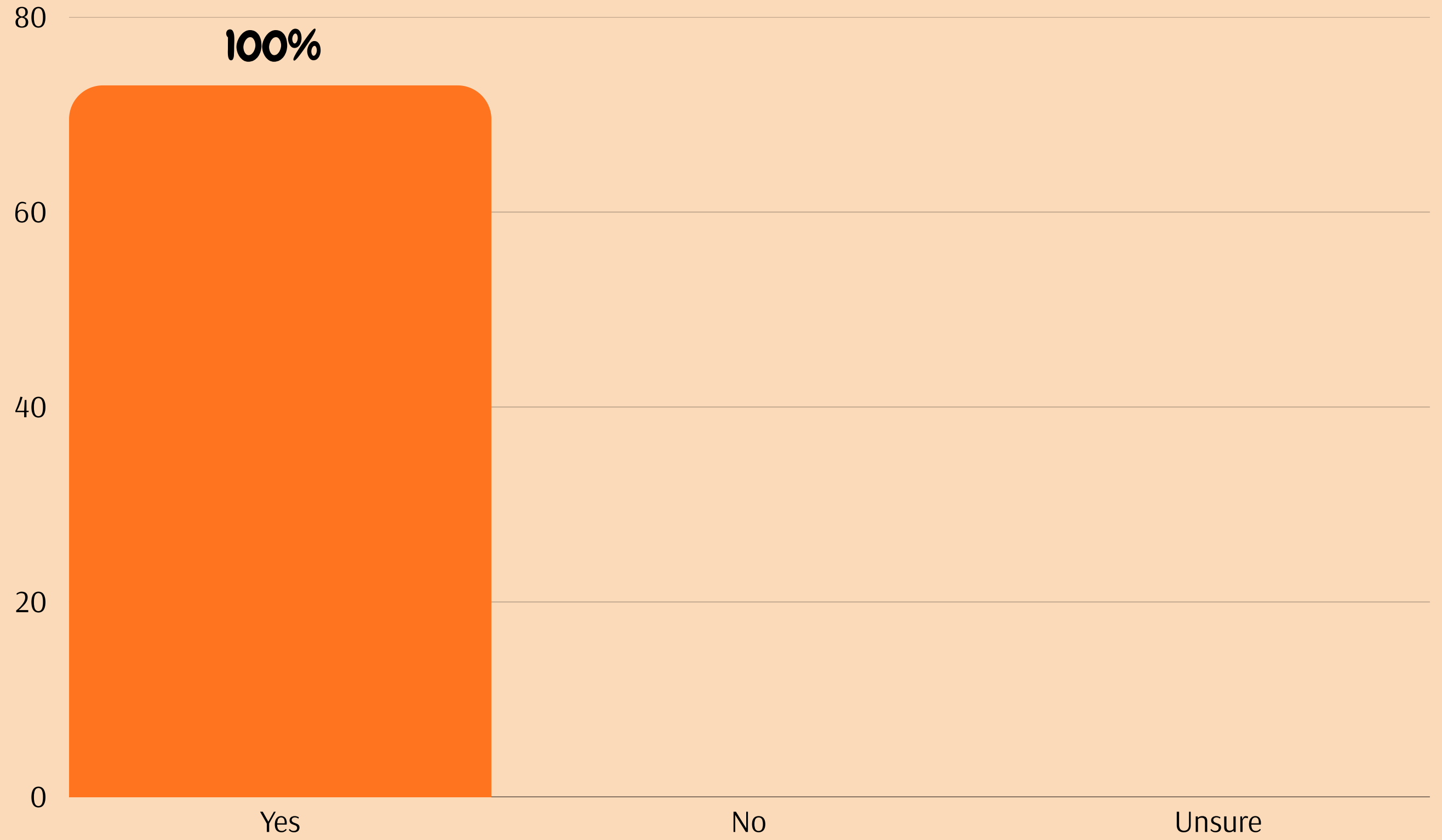


# Section 1 - Your Home



# Do you like your home?

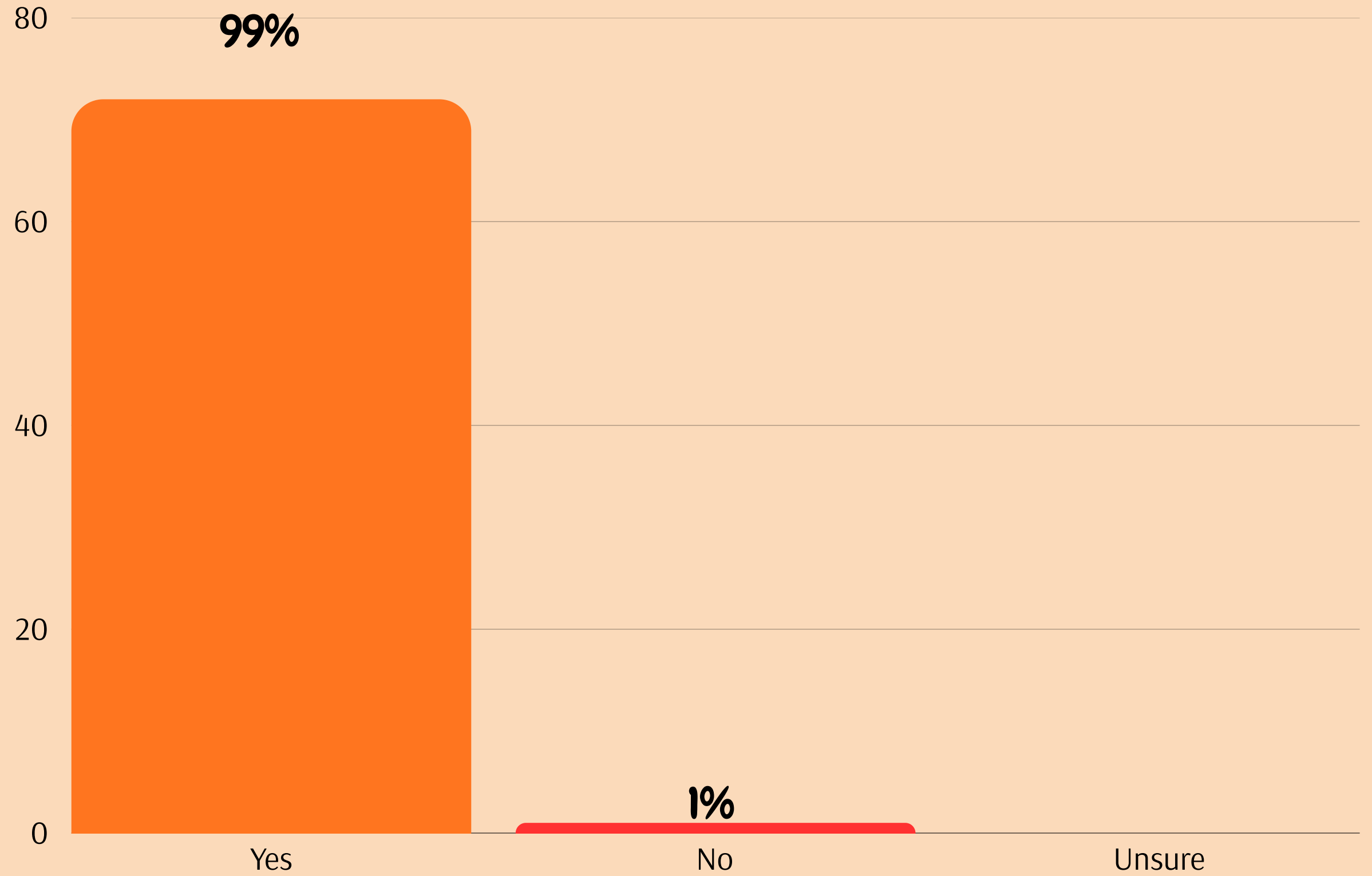
● Yes ● No ● Unsure



**"I am happy with everything" Jacob, Chorley**

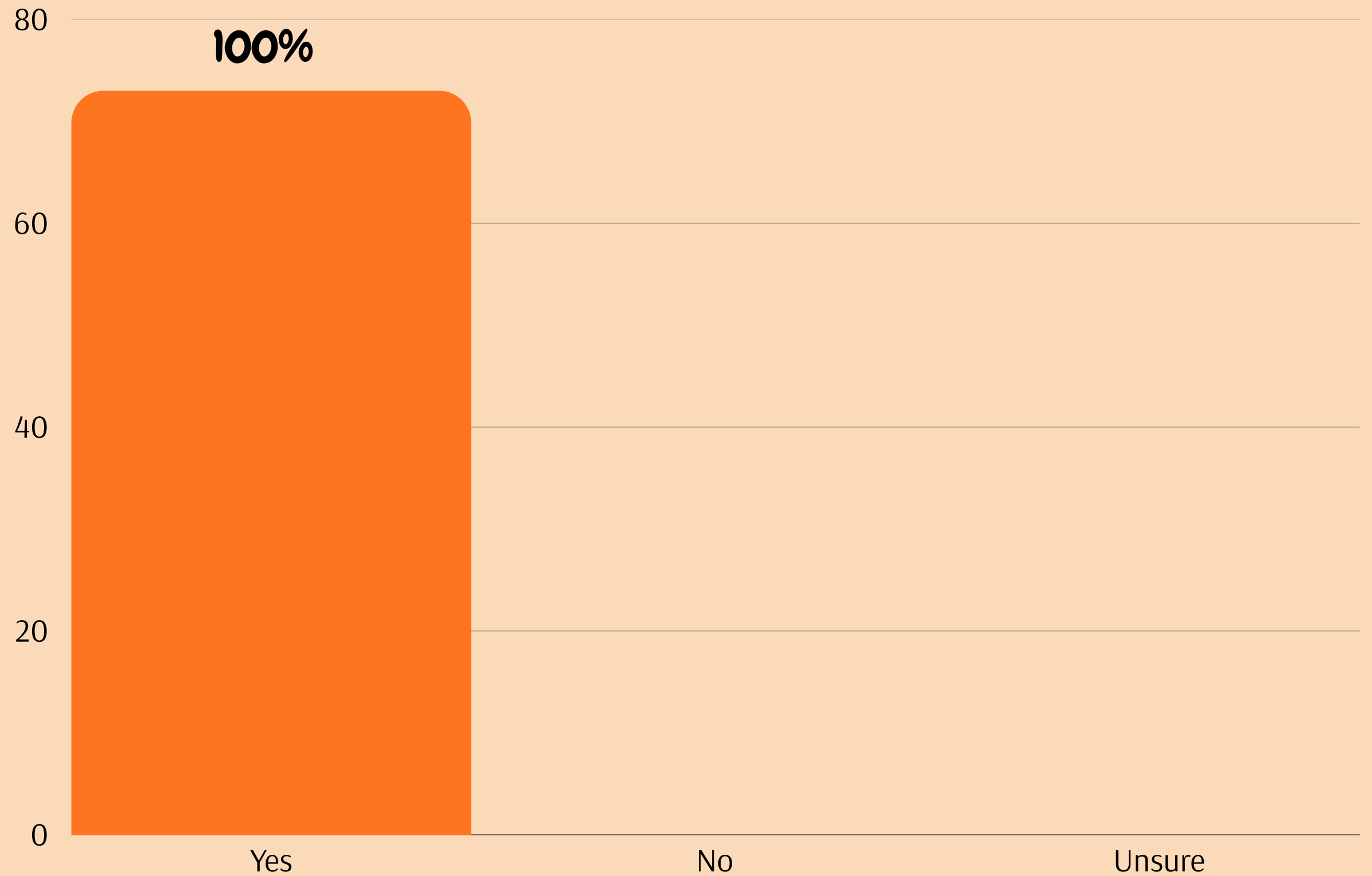
# Do you like your neighbourhood?

Yes No Unsure



# Is your home comfy and easy to get around?

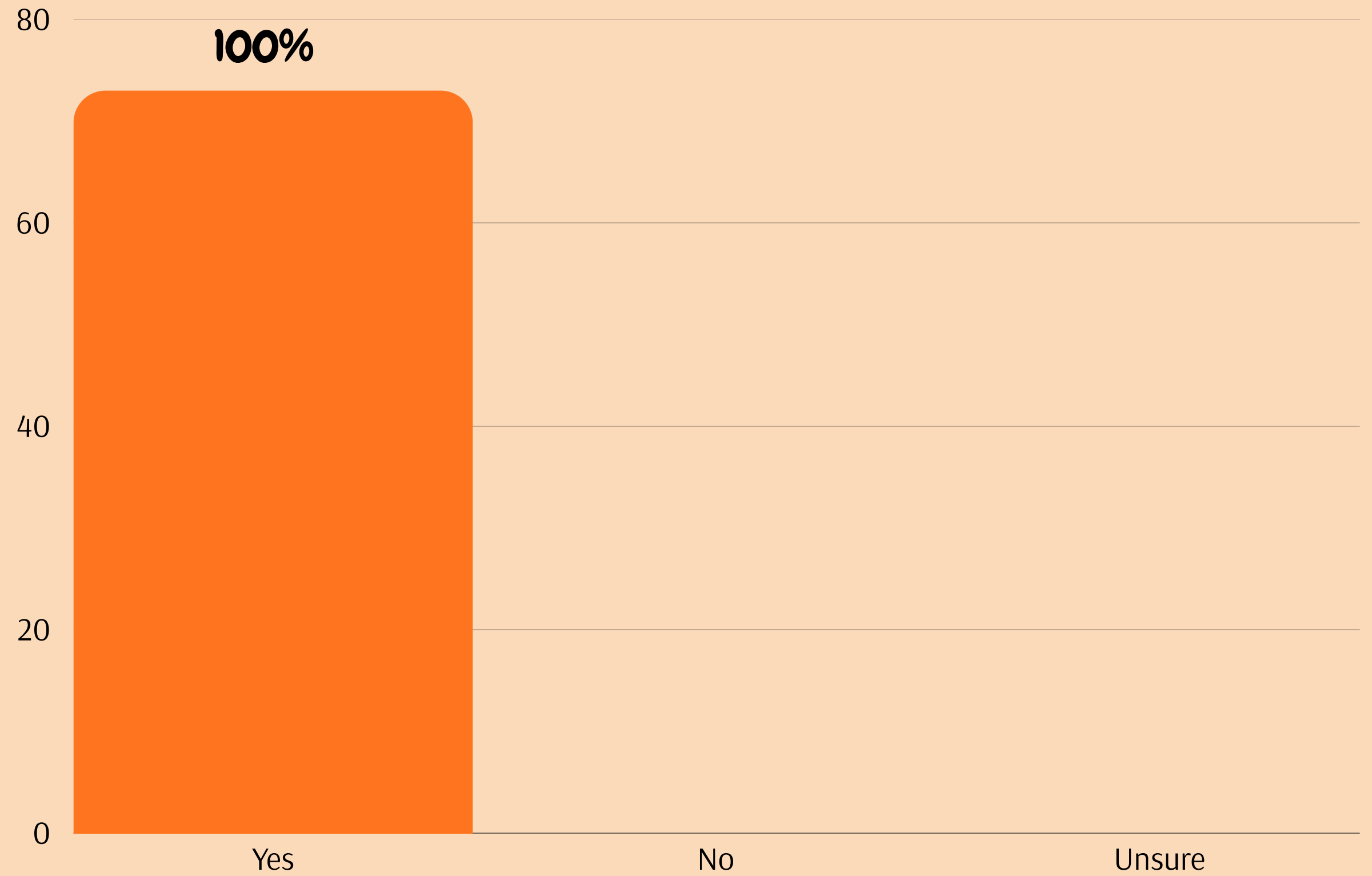
Yes No Unsure



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

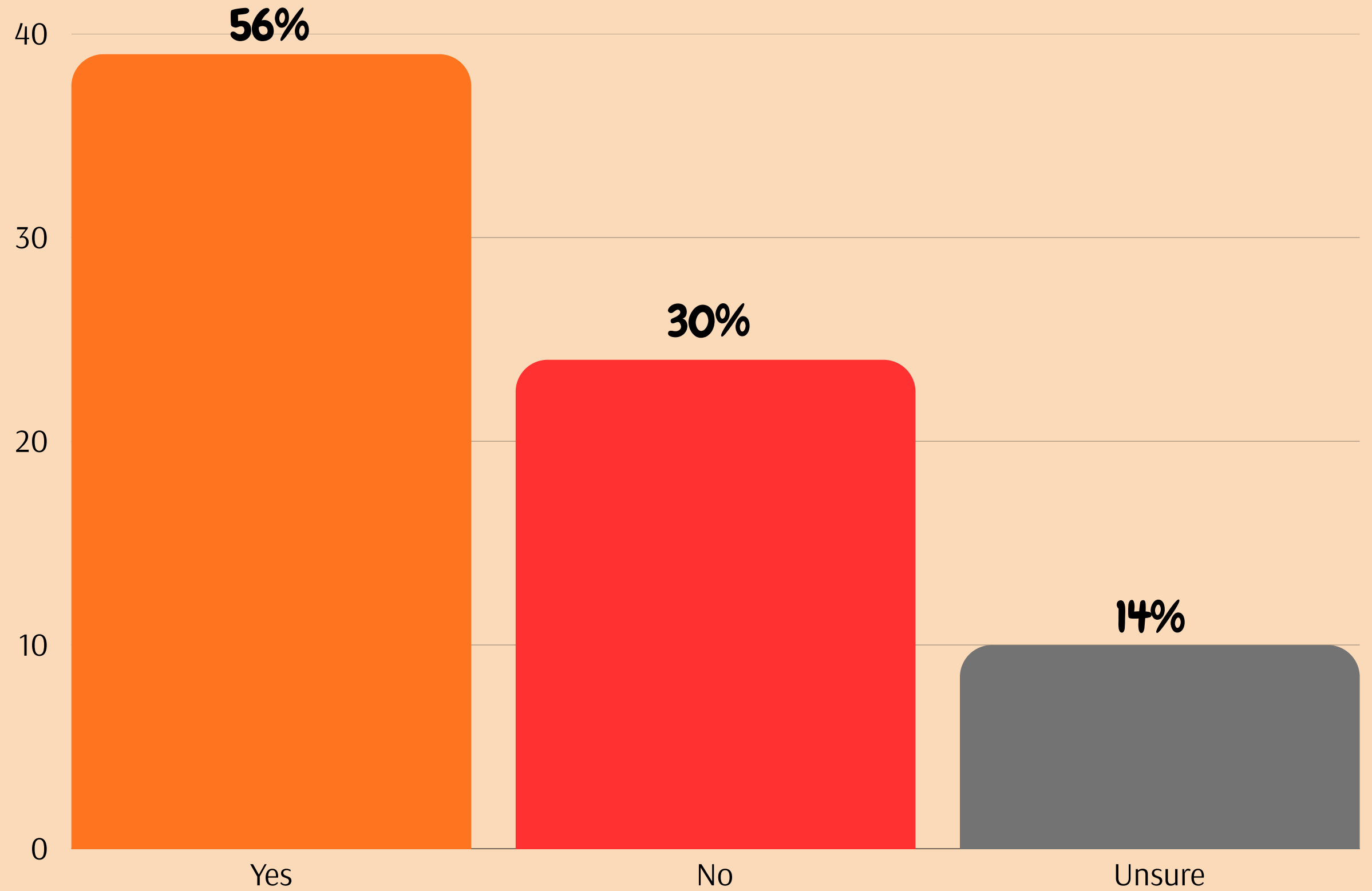
# Do you feel safe in your home?

Yes No Unsure



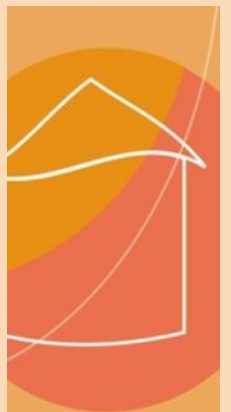
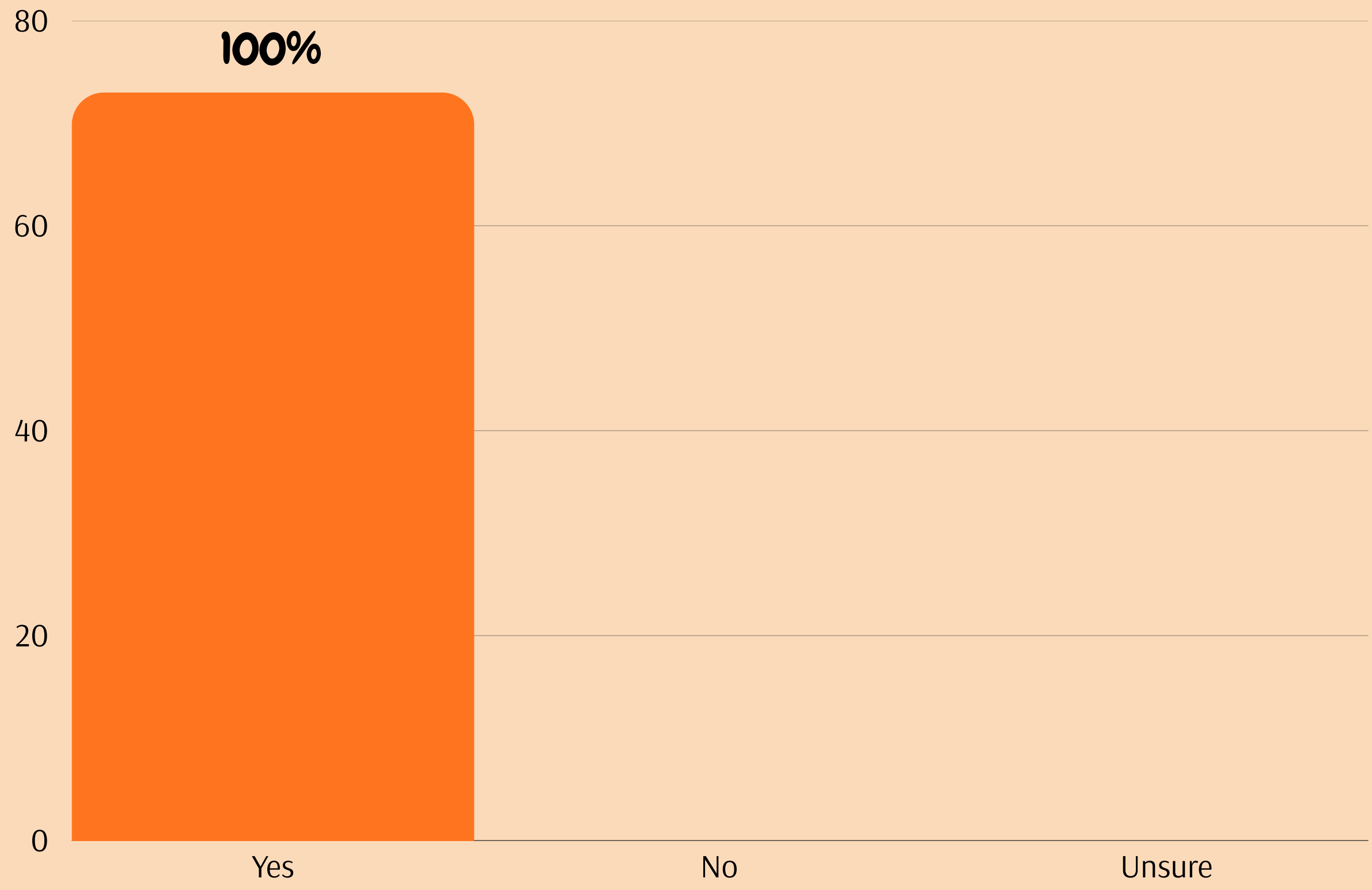
# Did you choose who you live with?

Yes No Unsure



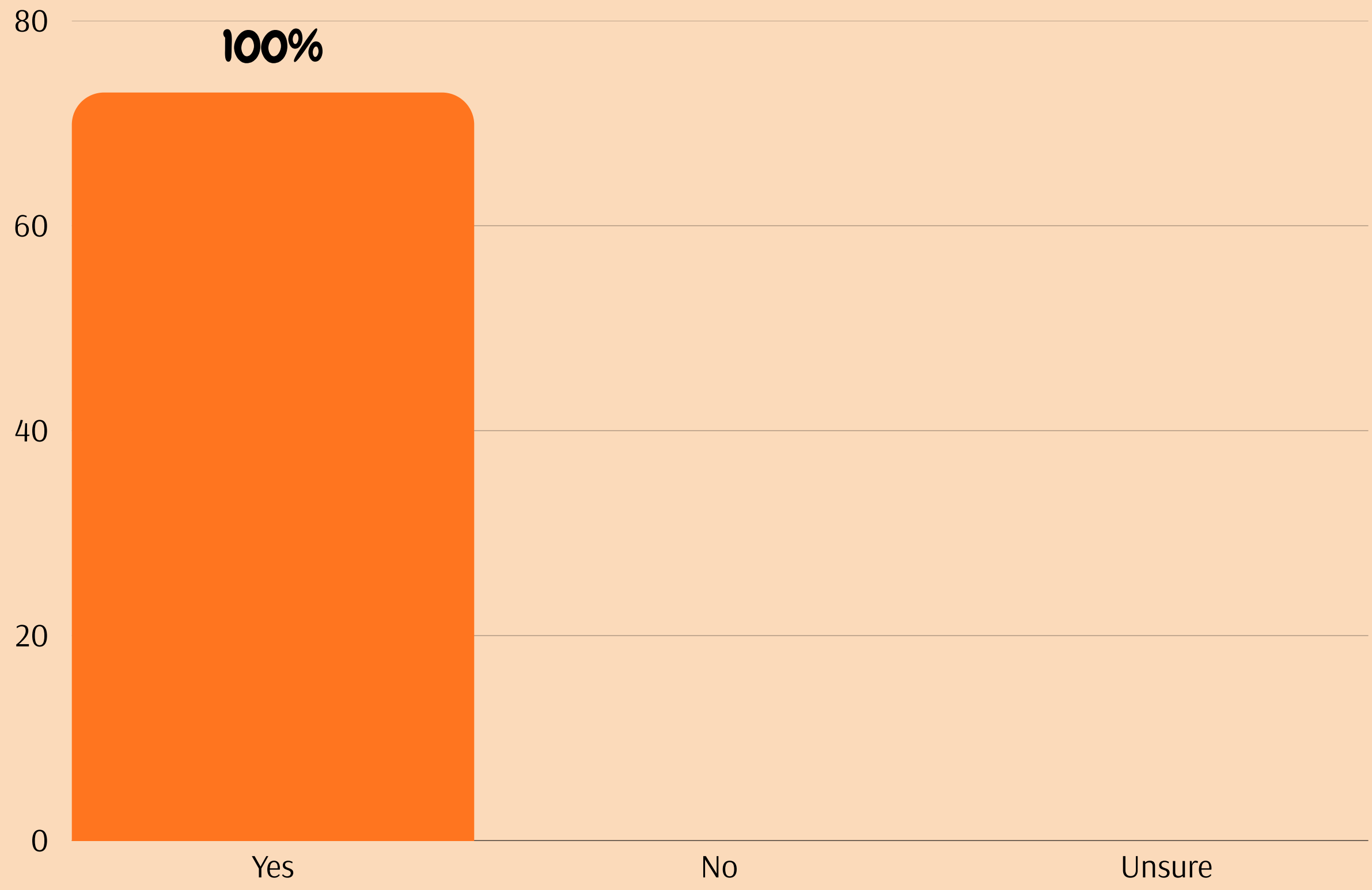
# Do you feel supported in your home?

Yes No Unsure



# Do you feel safe in your home?

Yes No Unsure



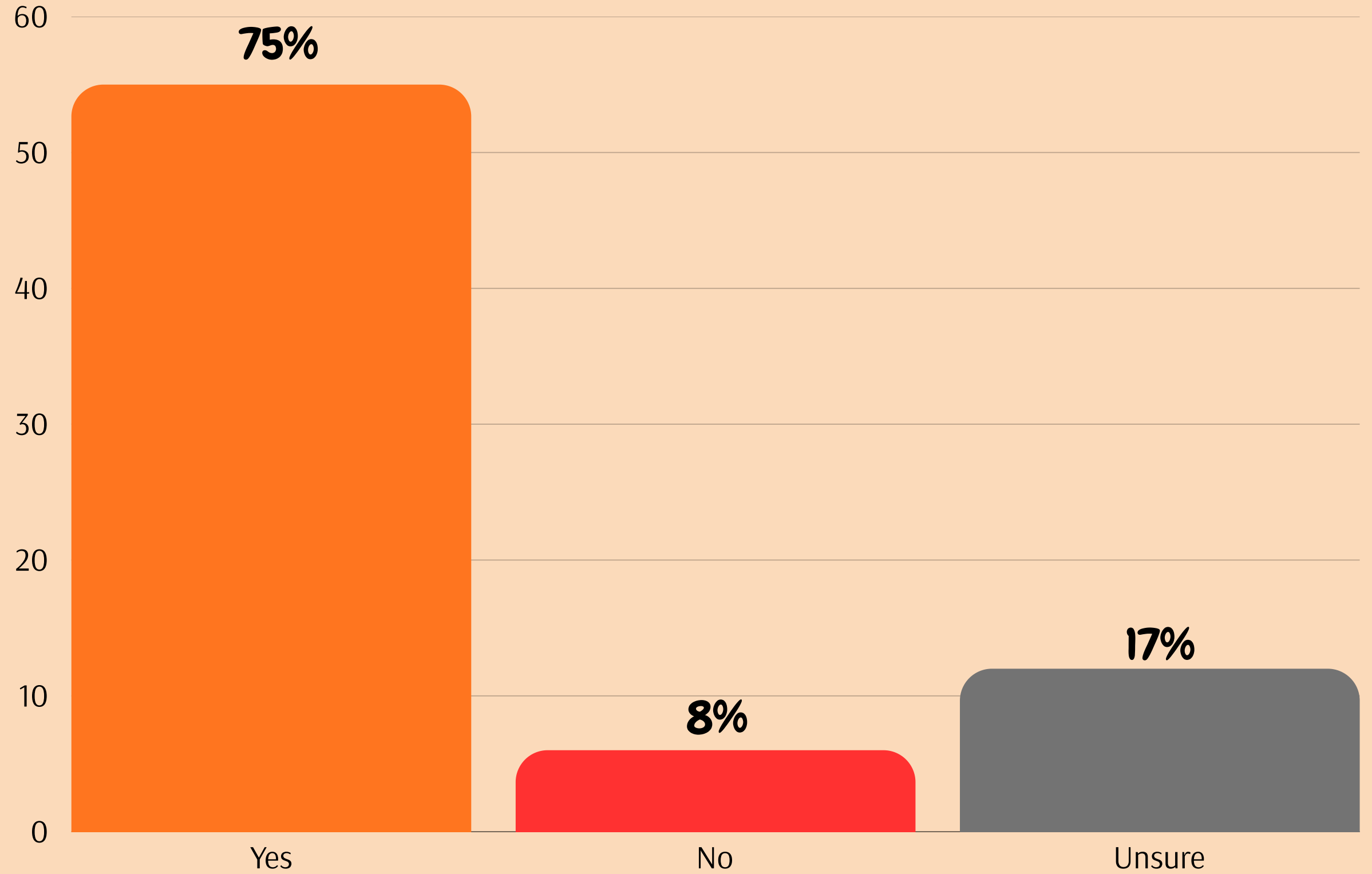
**“Yes, good, do feel safe” Yurena, Liverpool**

# Section 2 - Repairs and Maintenance



# When reporting a problem, do we answer the phone quickly?

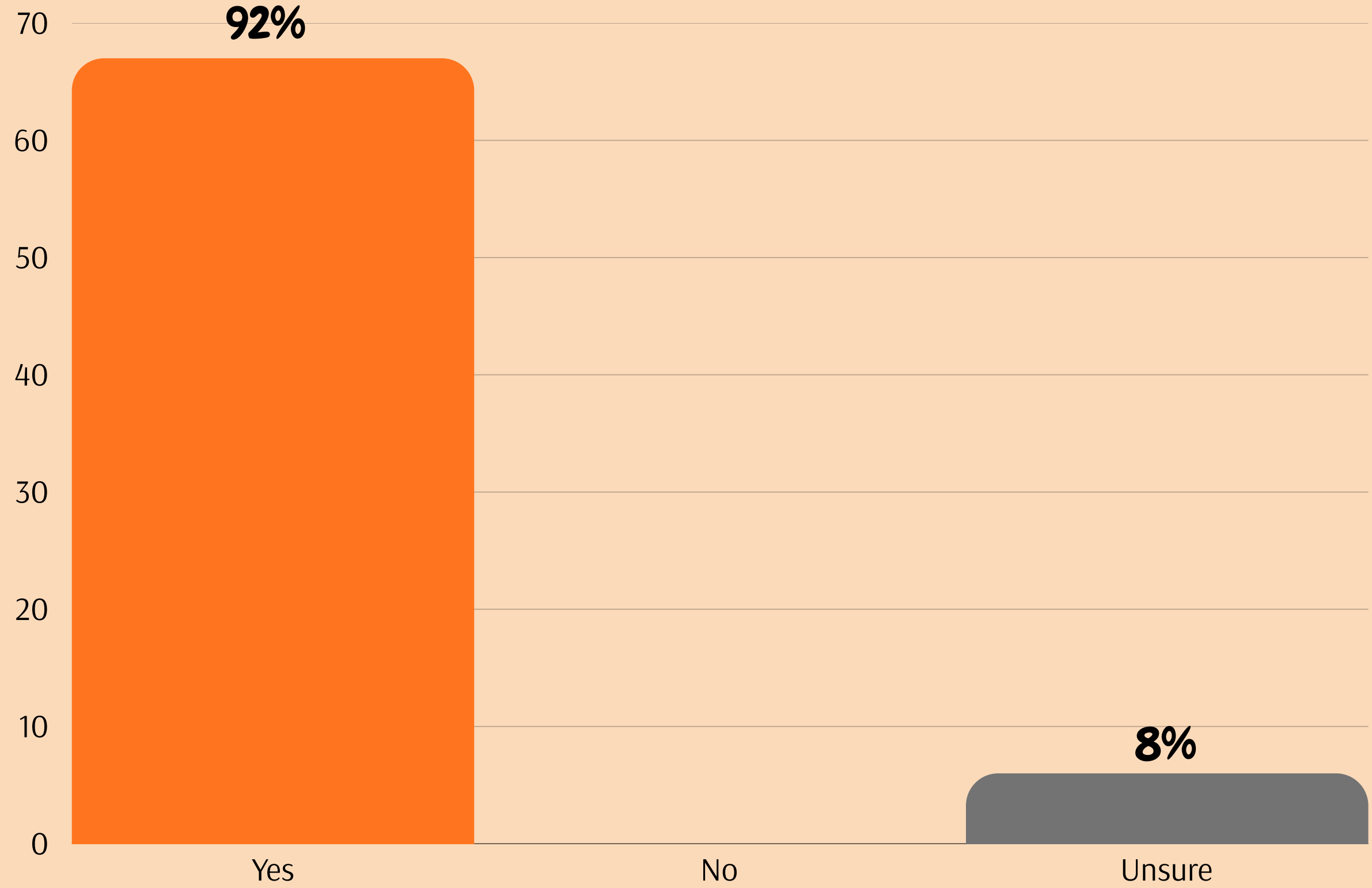
Yes No Unsure



**“I am happy with New Foundations” Flat 1**

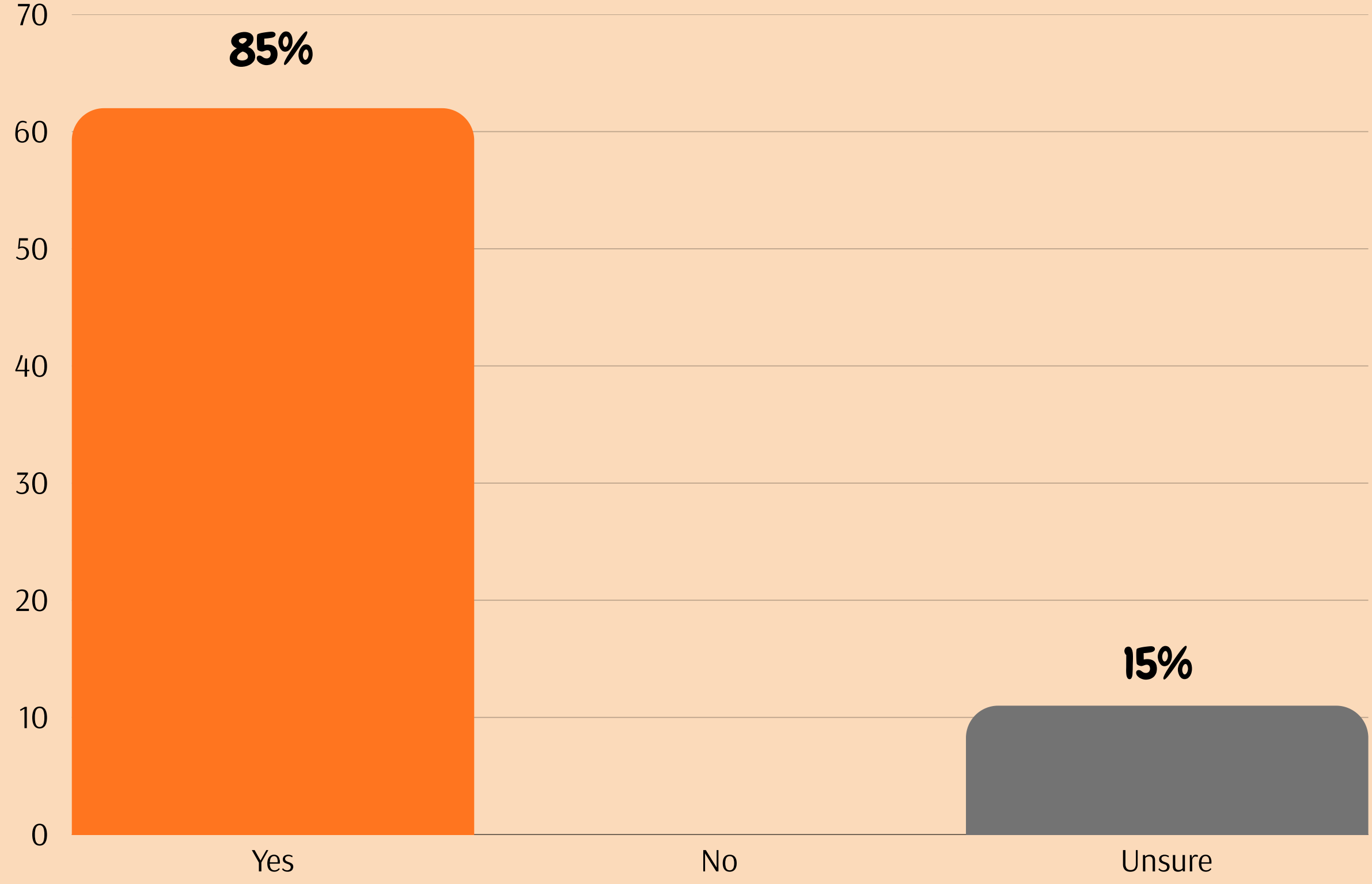
# Are we friendly when you speak to us?

Yes No Unsure



# Are the repair workers friendly, who fix things in your home?

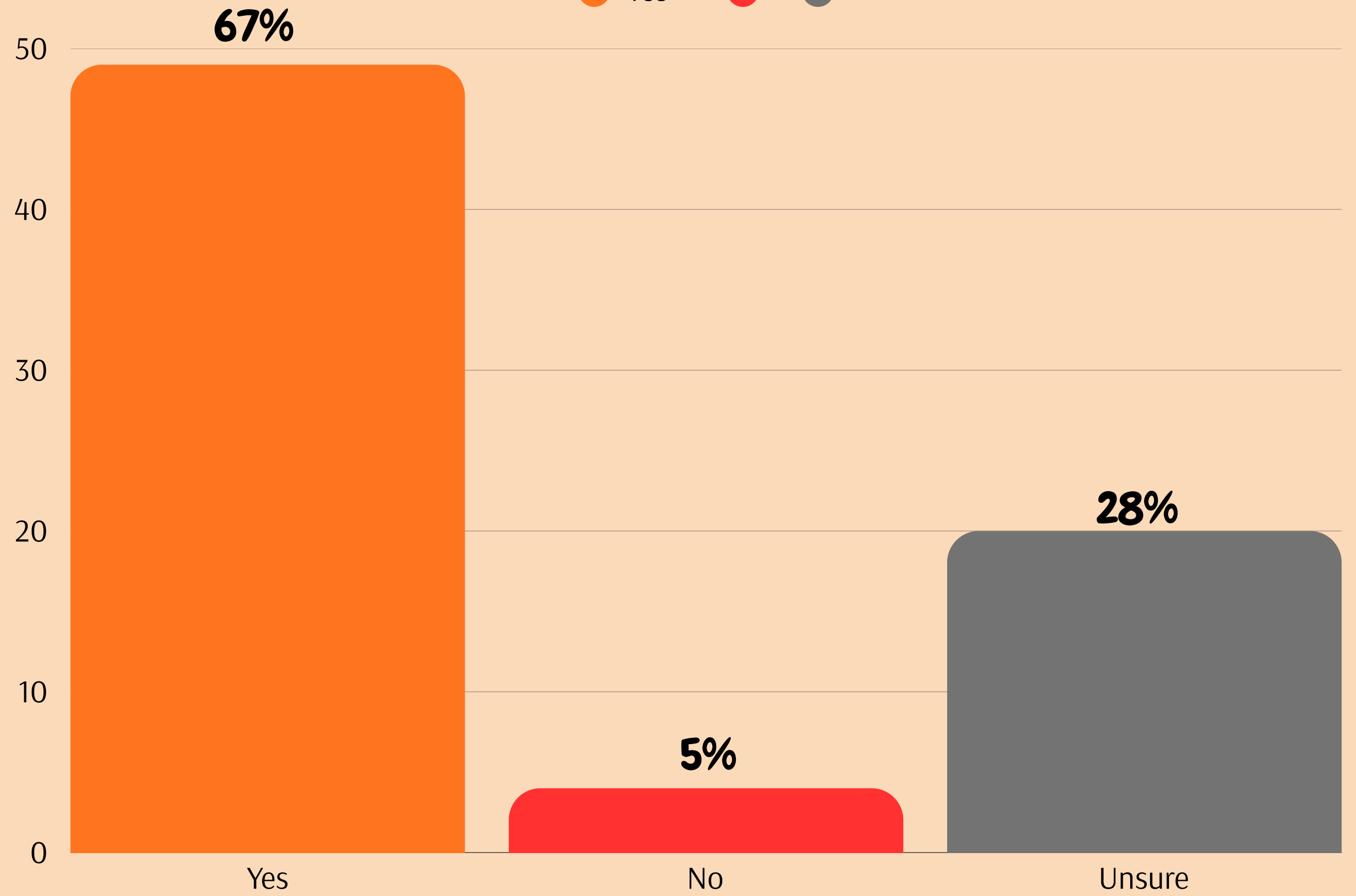
Yes No Unsure



Charlotte says "The maintenance team are amazing!"

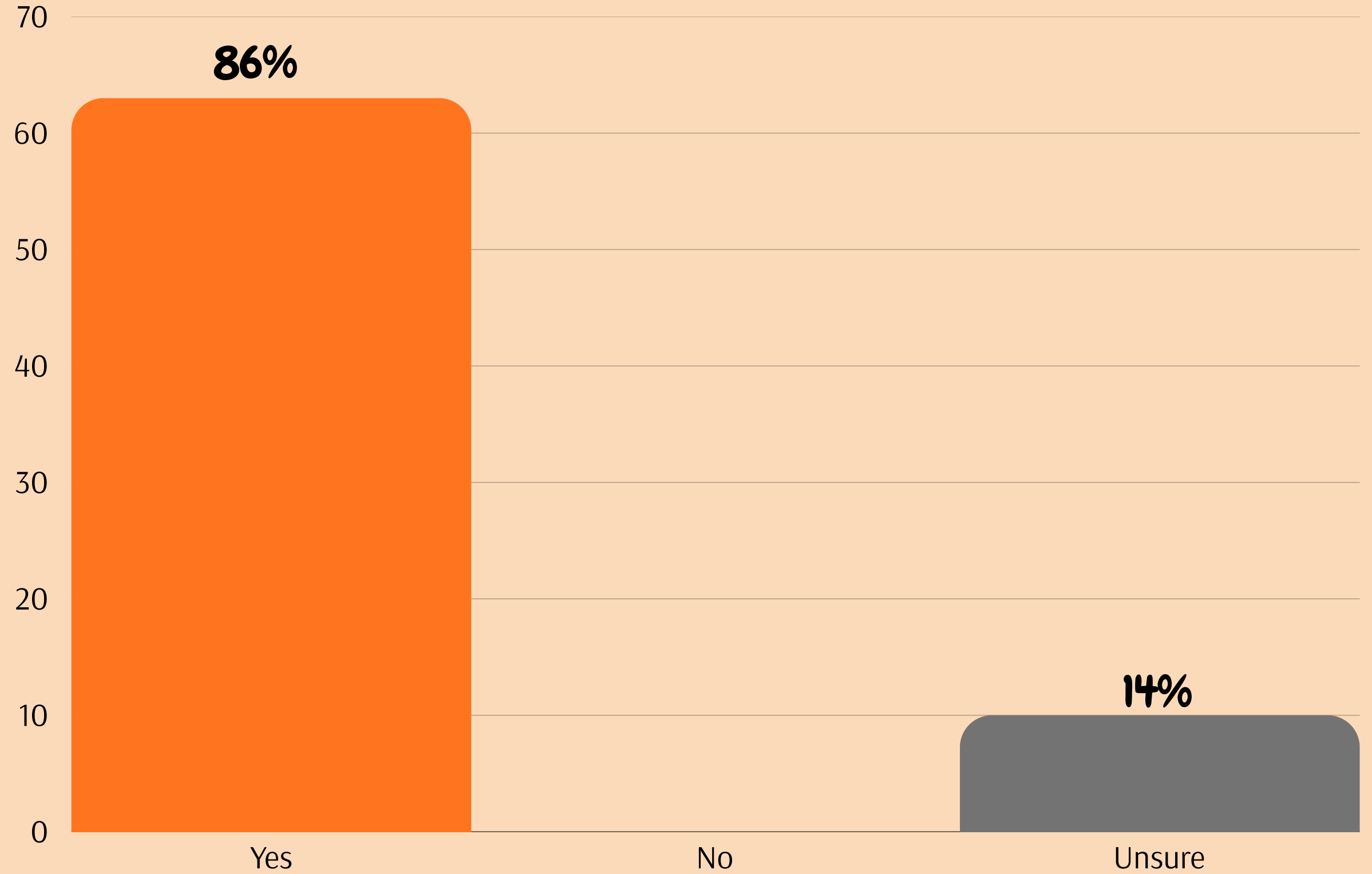
# Do repair workers visit your home when they say they will?

Yes No Unsure



# Do the repair workers tidy up when they have finished?

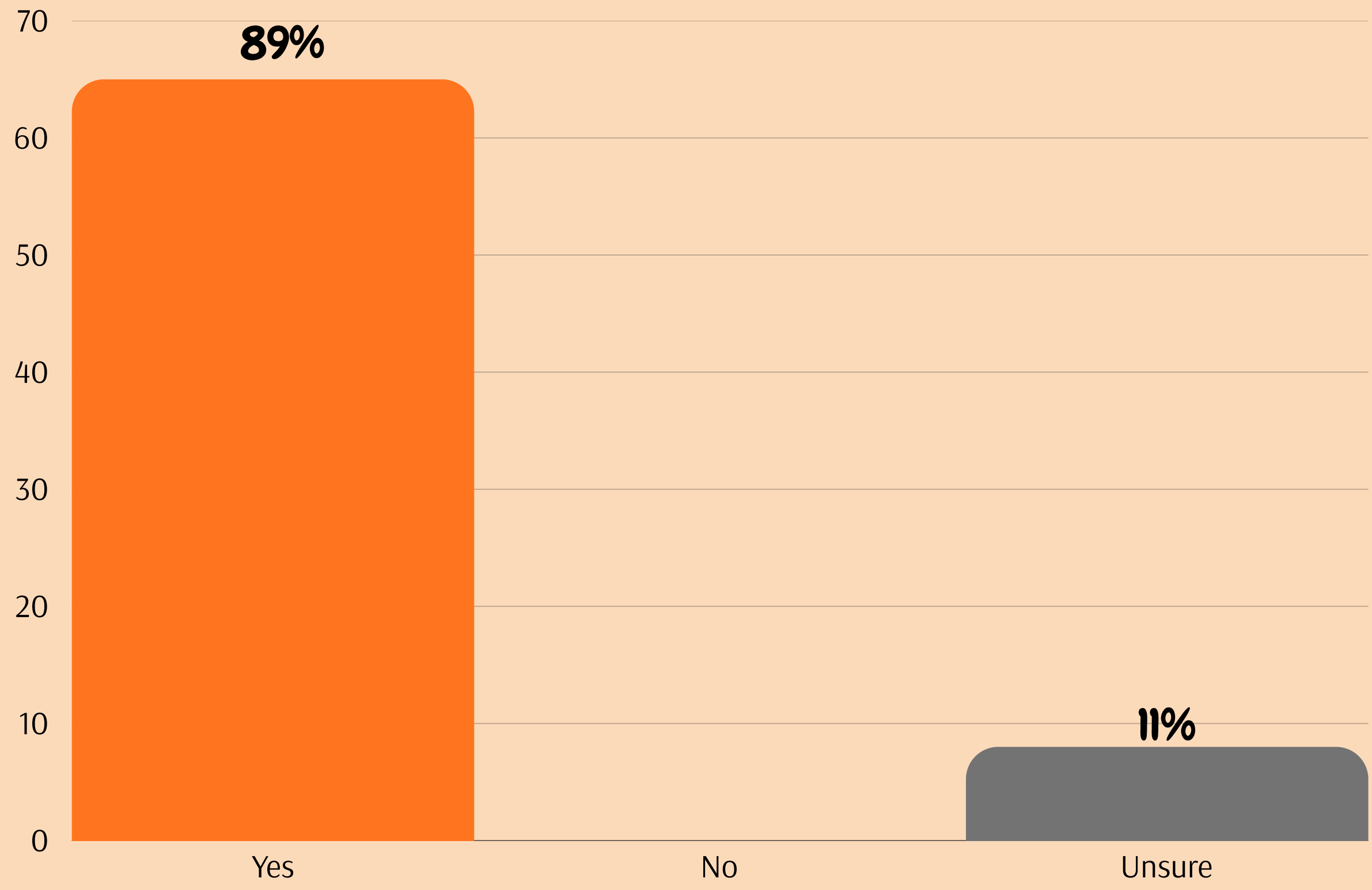
Yes No Unsure



“I am happy with everything” Jacob, Chorley

# Do you feel safe when repair workers are in your home?

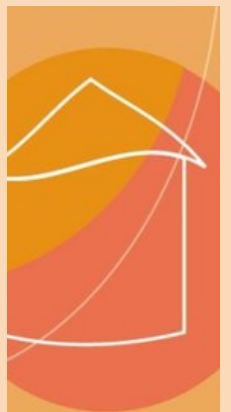
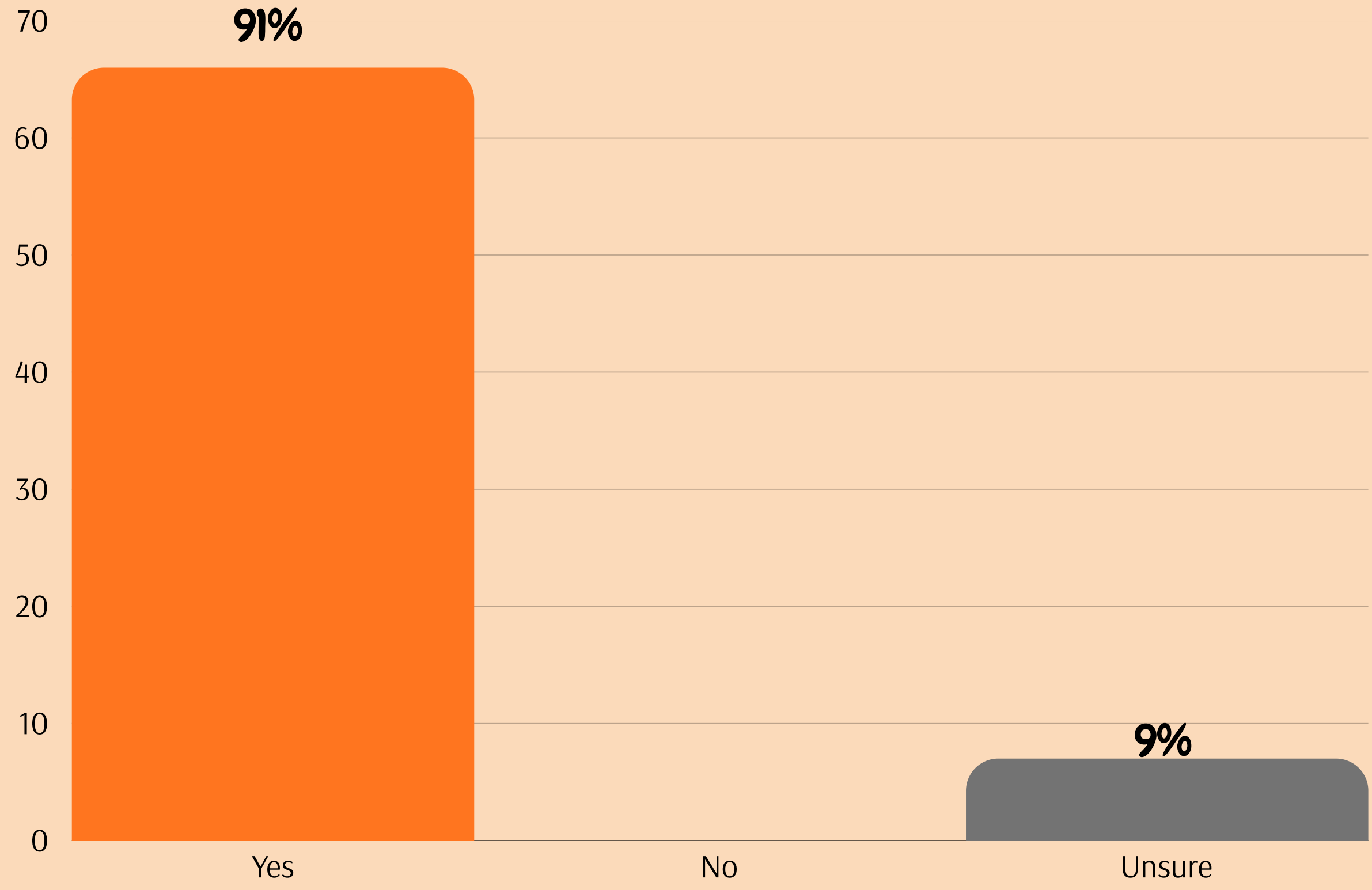
● Yes ● No ● Unsure



**“I like John and Ian. They do a good job and are nice to me” David, Chorley**

# Do New Foundations maintain your home to a good standard?

Yes No Unsure



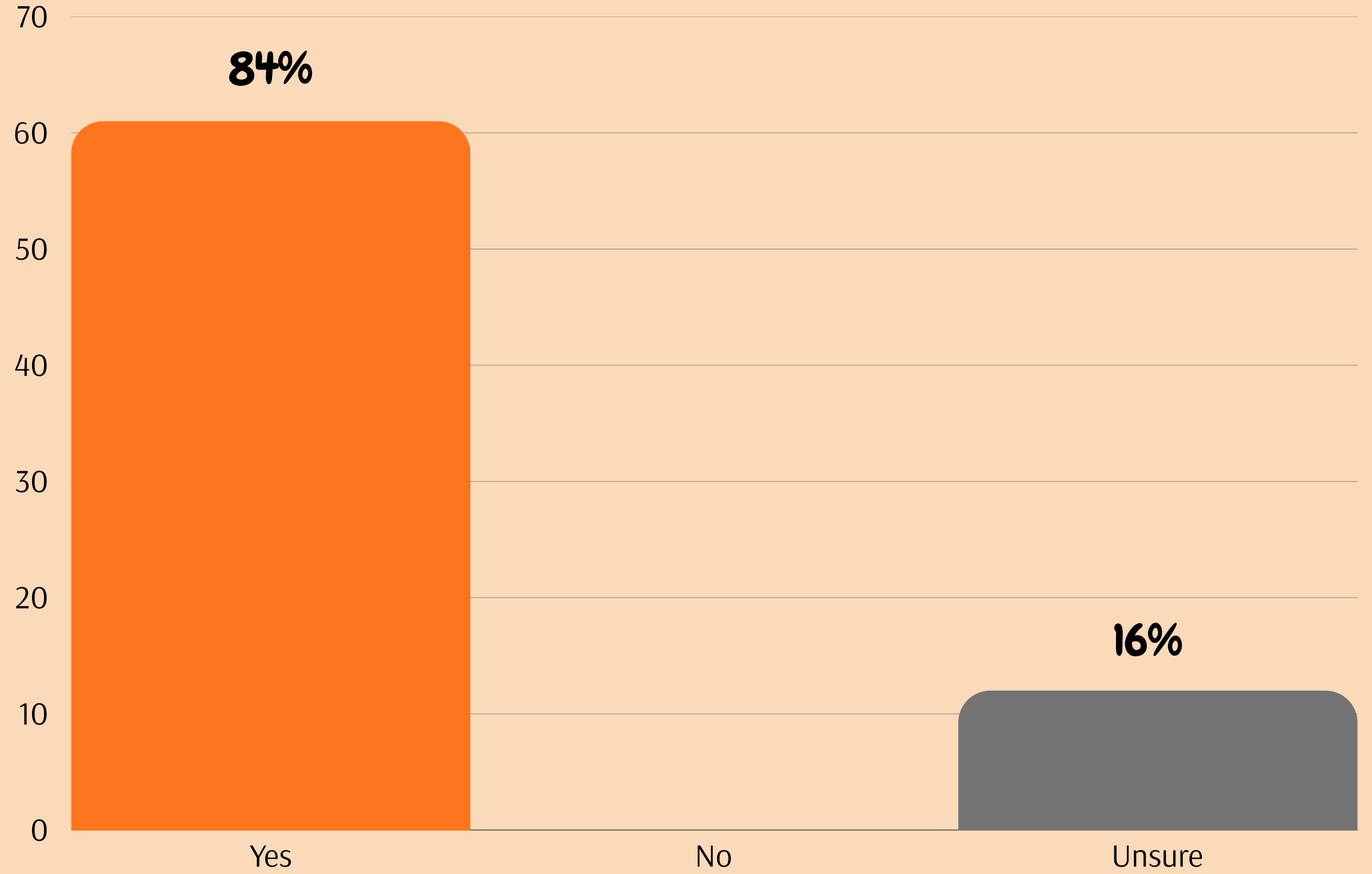
“Good works” James, Chorley

# **Section 3 – Tenant Involvement, Consultation and Empowerment**



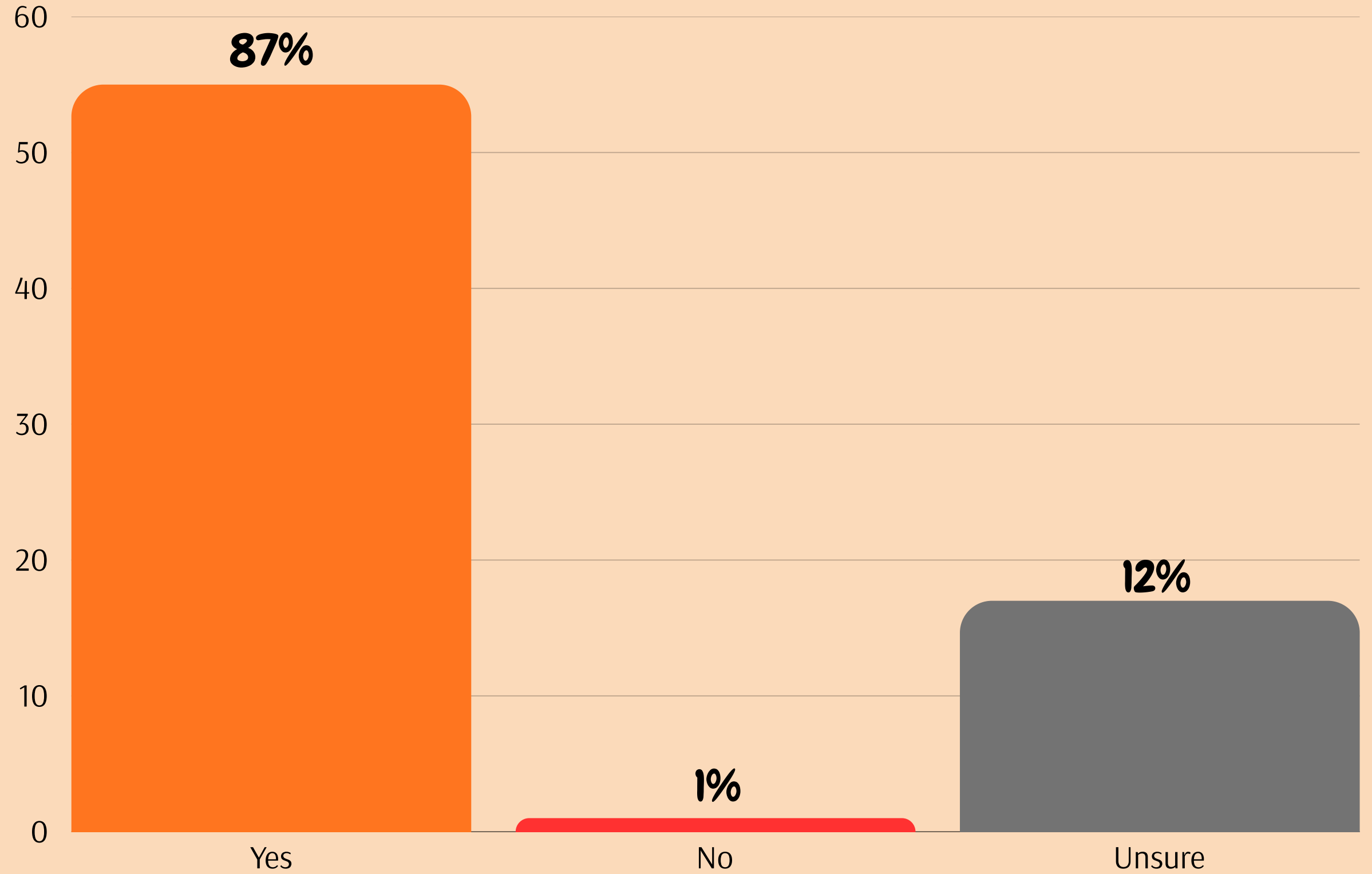
# When Lizzie visits your home, is she friendly?

● Yes ● No ● Unsure



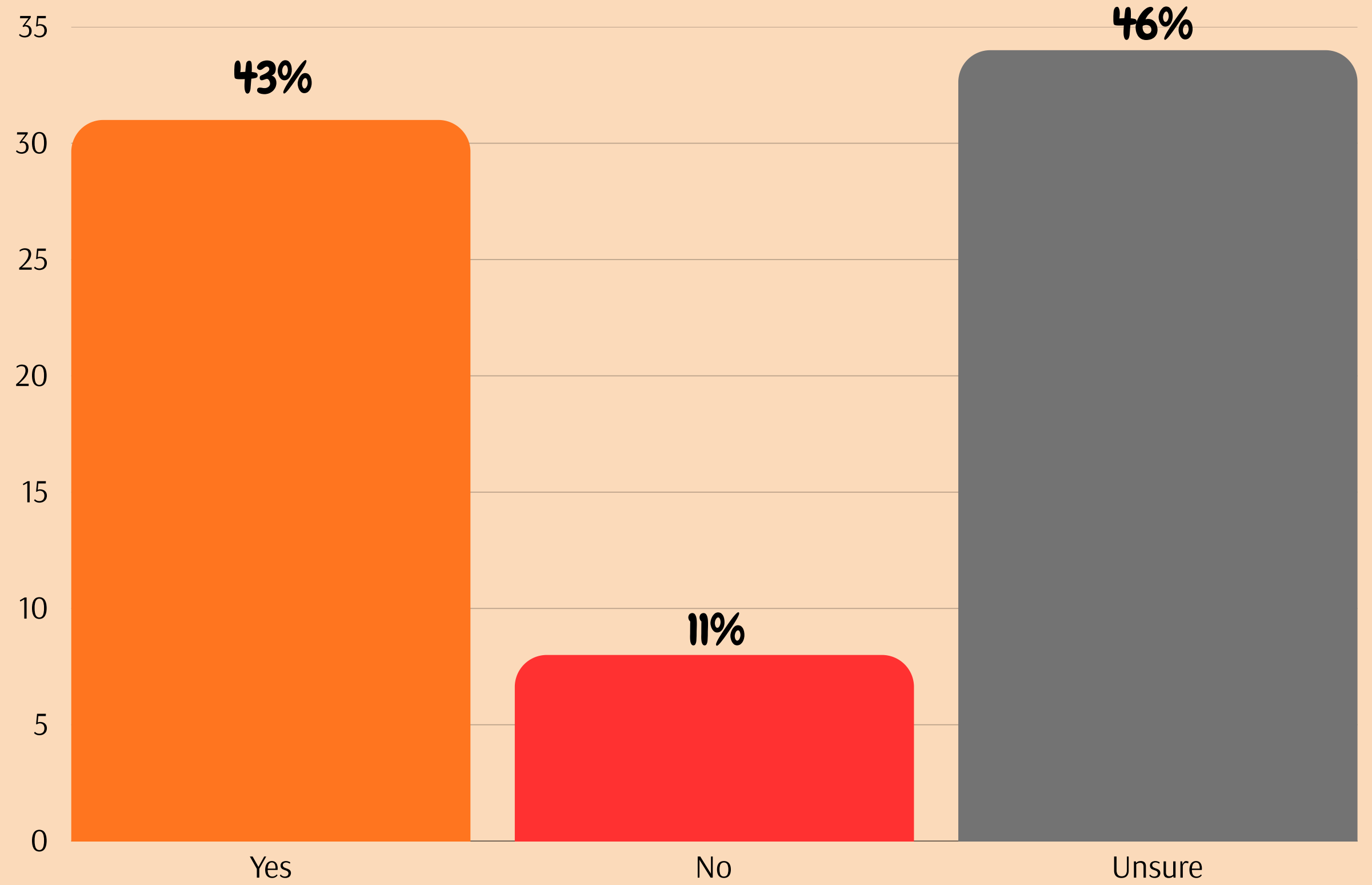
# Does Lizzie include you and your support team in the review?

Yes No Unsure



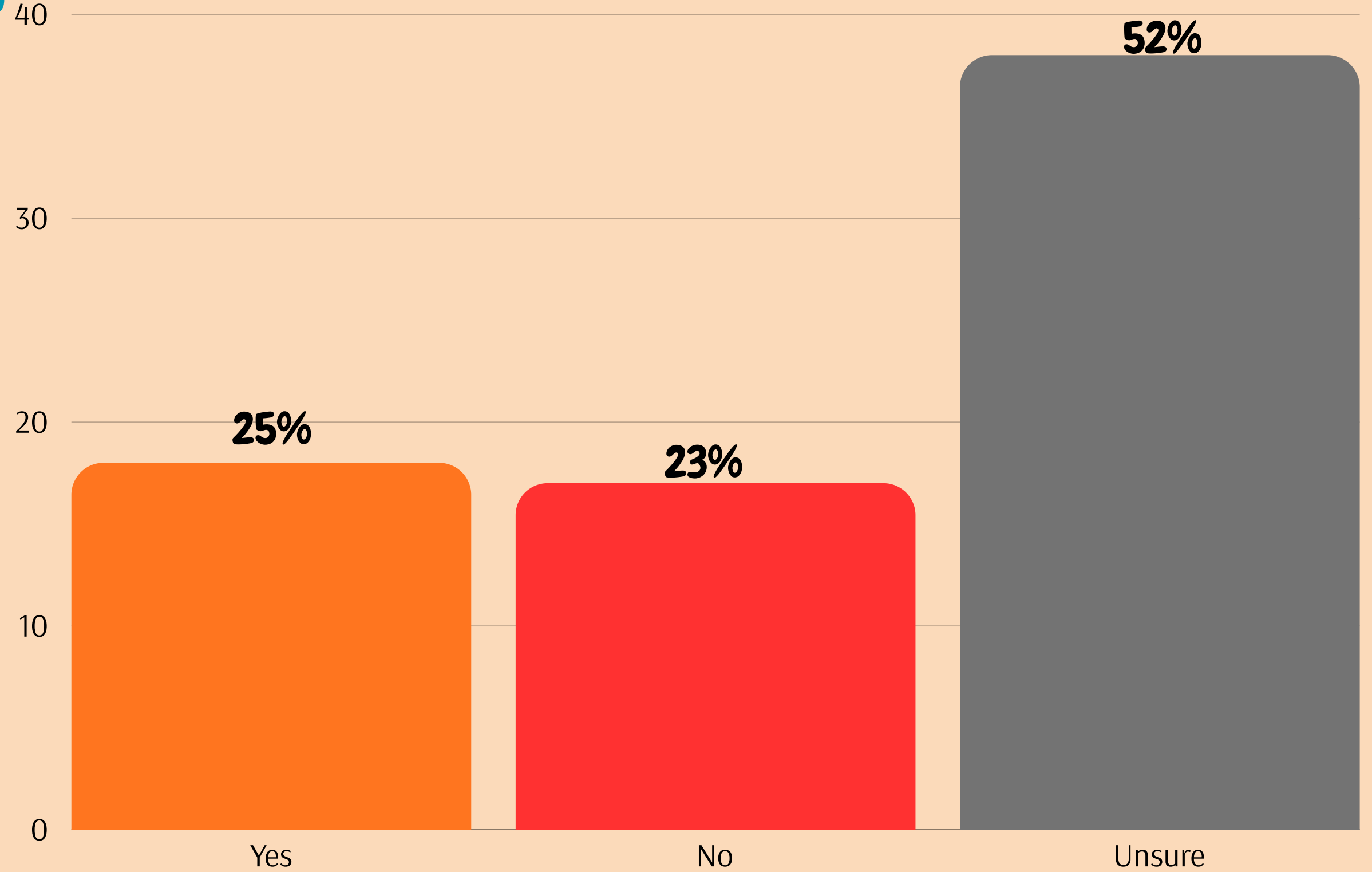
# Do you find New Foundations website helpful?

● Yes ● No ● Unsure



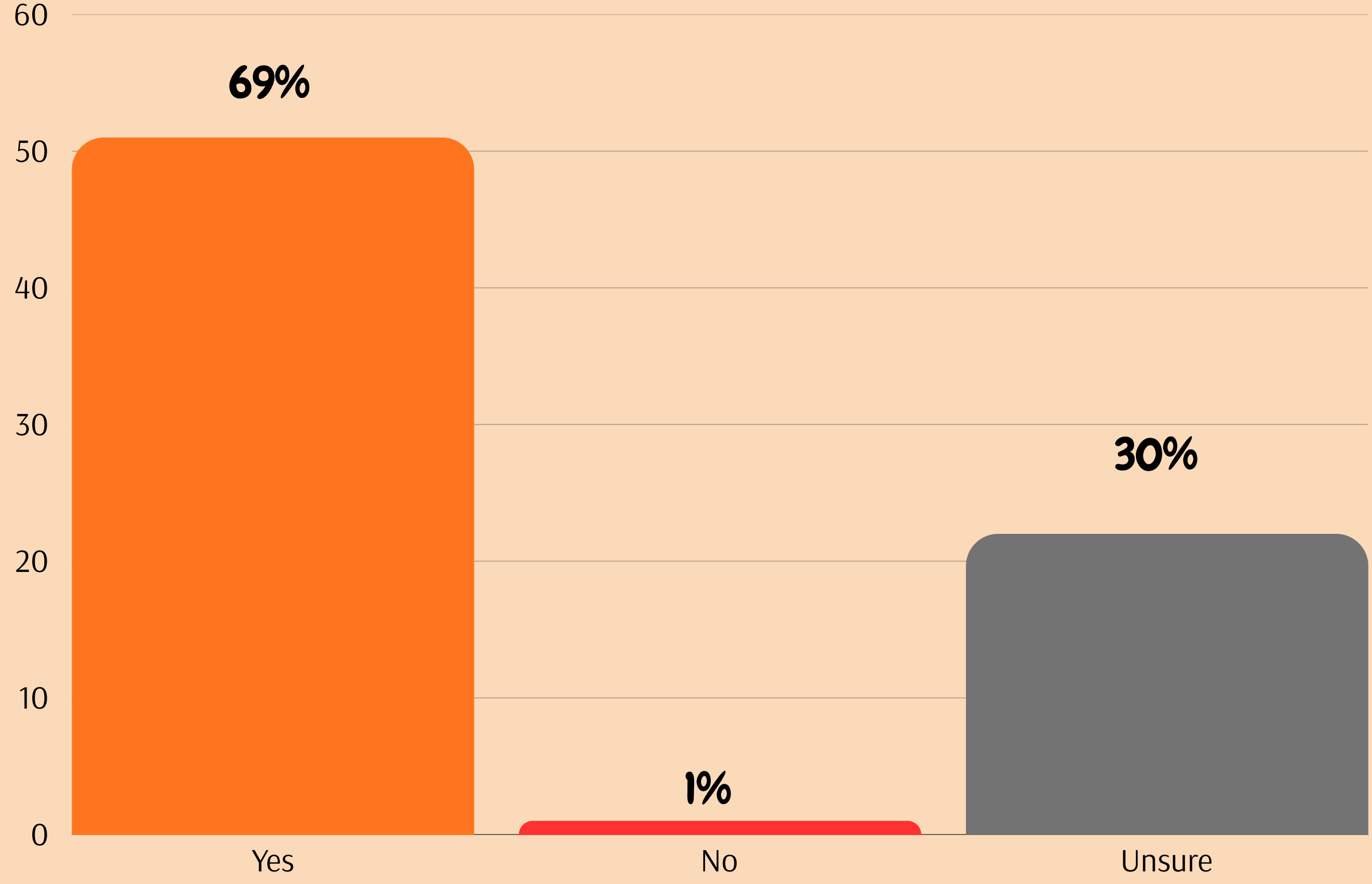
# Would you like New Foundations to attend some of your house meeting with your support team?

Yes No Unsure



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

Yes No Unsure



# Are you asked to share your ideas about your home or support?

Yes No Unsure

