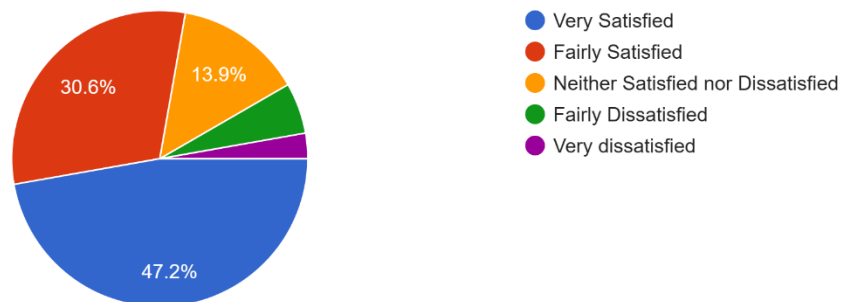


Annual Tenant Survey results – 2024

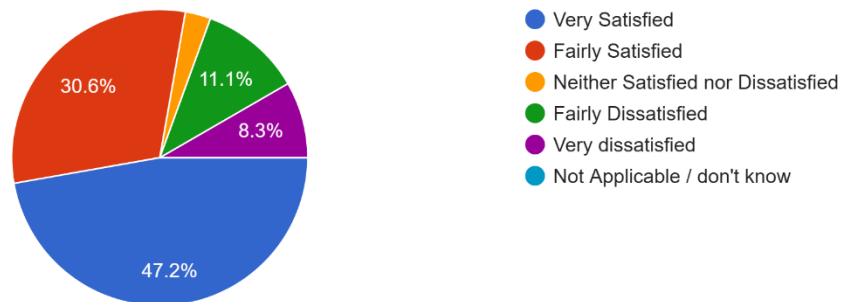
Taking everything into account, how satisfied or dissatisfied are you with the service provided by New Longsight Housing Co-op?

36 responses



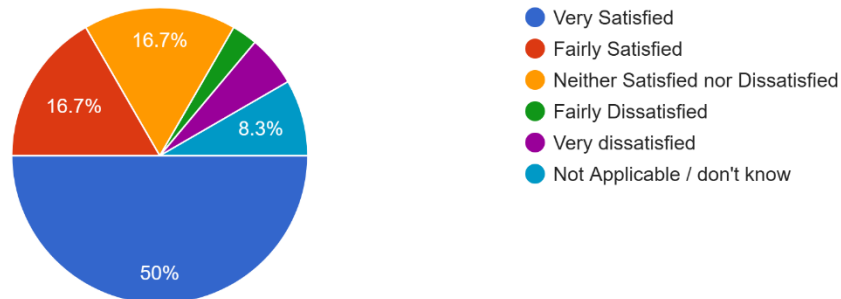
Satisfaction that your home is well maintained & safe to live in - thinking specifically about the building you live in, how satisfied or dissatisfied are you that it is well maintained & safe for you to live in?

36 responses



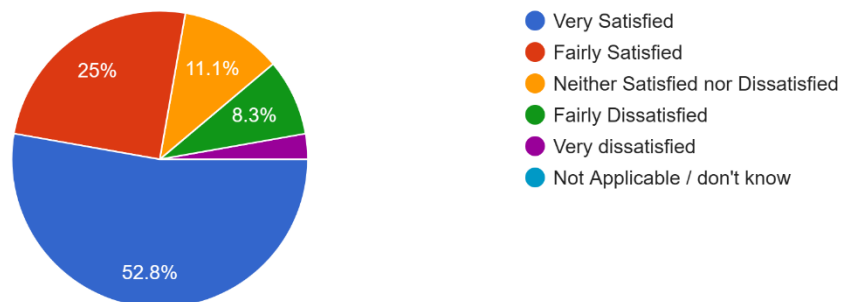
Satisfaction that New Longsight Housing Co-op listens to tenant views & acts upon them - how Satisfied or dissatisfied are you with the extent to...using Co-op listens to your views & acts upon them?

36 responses



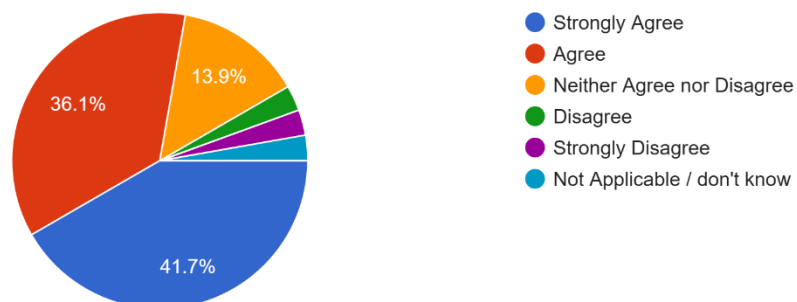
Satisfaction that New Longsight Housing Co-op keeps tenants informed about things that matter to you - how Satisfied or dissatisfied are you with the ...bout that the things that matter to you as a tenant?

36 responses



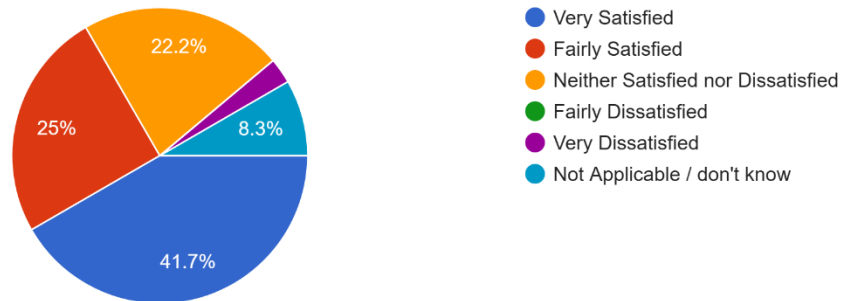
Agreement that New Longsight Housing Co-op treats tenants fairly and with respect - to what extent do you agree or disagree with the following 'my landlord treats me fairly & with respect?'

36 responses



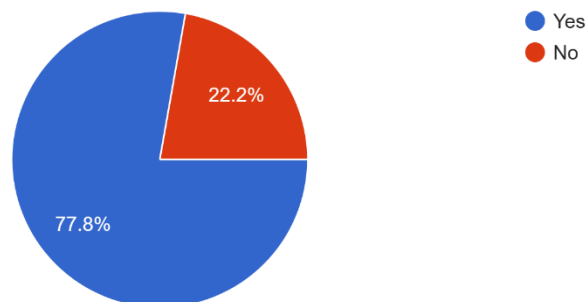
Satisfaction that New Longsight Housing Co-op makes a positive contribution to neighbourhoods - how satisfied or dissatisfied are you with the extent to which it makes a positive contribution to your neighbourhood?

36 responses



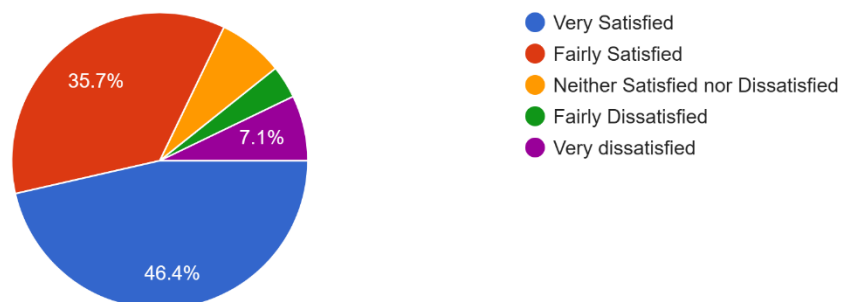
Has New Longsight Housing Co-op carried out a repair to your home in the last 12 months

36 responses



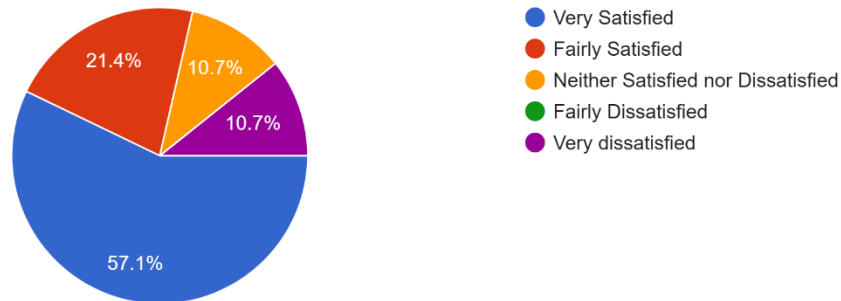
How satisfied or dissatisfied are you with the repairs you have received to your home from New Longsight Housing Co-op over the last 12 months

28 responses



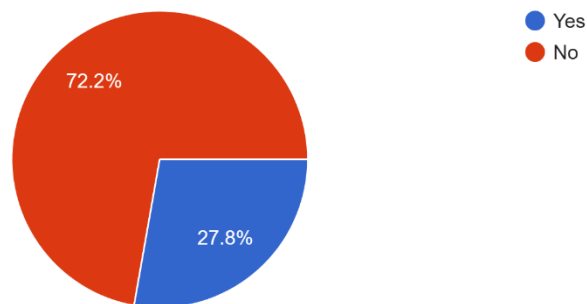
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

28 responses



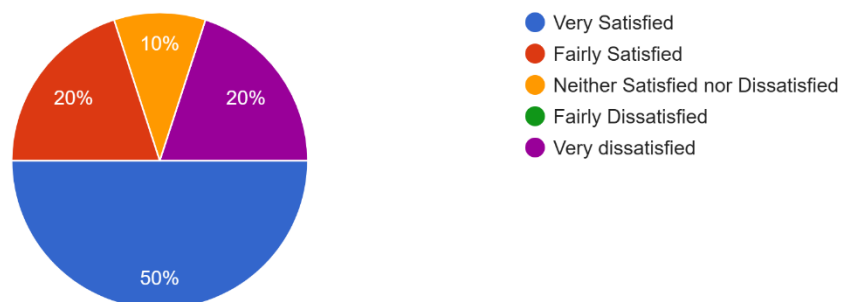
Do you live in a building with communal areas either inside or outside that you share with other people living in the building?

36 responses



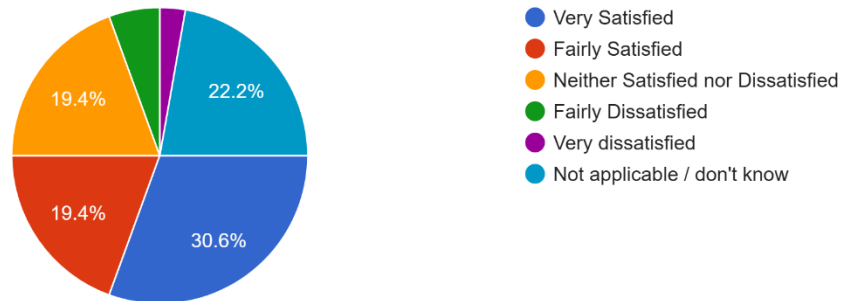
How satisfied or dissatisfied are you that New Longsight Housing Co-op keeps these communal areas clean, safe & well maintained?

10 responses



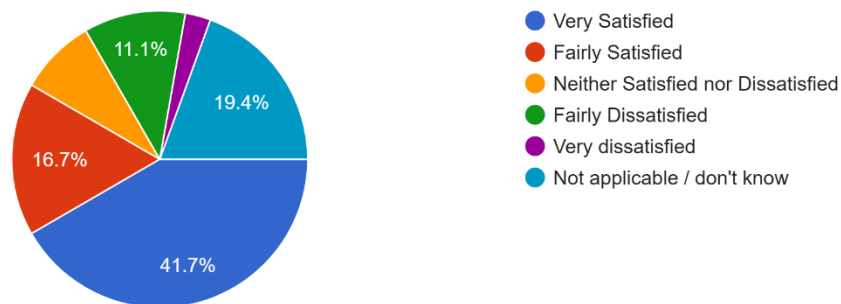
How satisfied or dissatisfied are you with New Longsight Housing Co-op's approach to handling anti social behaviour?

36 responses



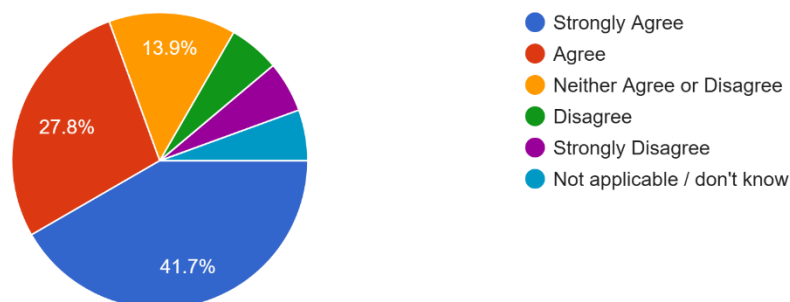
How satisfied or dissatisfied are you with New Longsight Housing Co-op's approach to complaint handling?

36 responses



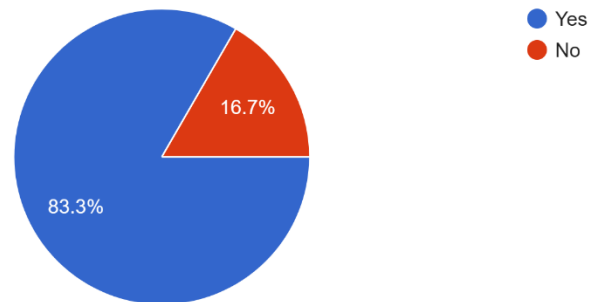
Tenant knowledge of how to make a complaint - to what extent do you agree or disagree with the following 'I know how to make a complaint to New Lo...o-op if I am not happy with the service I receive?'

36 responses



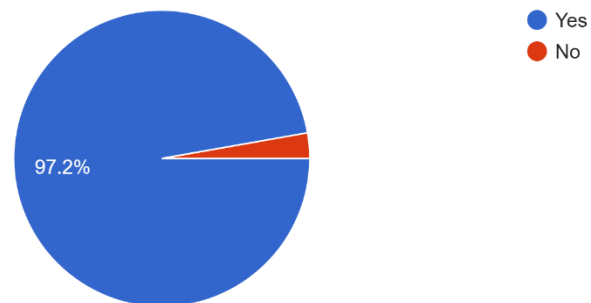
Do you know Shared Habitat is the first point of contact for rent enquiries, repairs and complaints?

36 responses



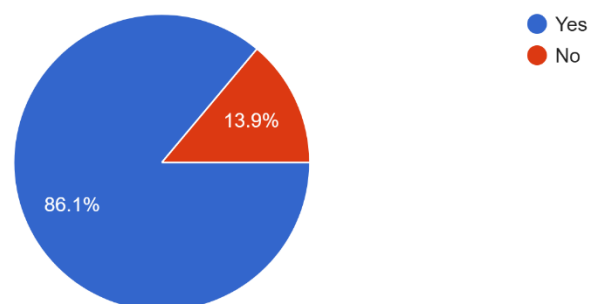
Do you know how to contact Shared Habitat?

36 responses



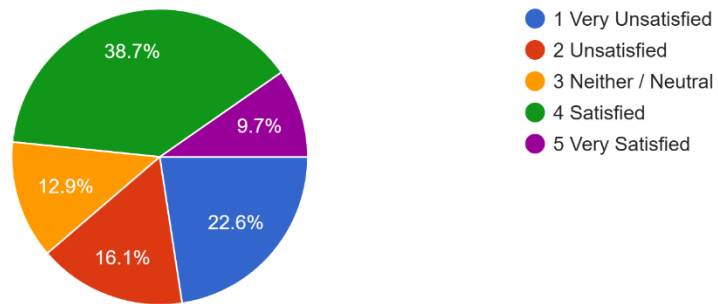
Have you contacted Shared Habitat in 2024?

36 responses



How satisfied were you with the service you received from Shared Habitat? Scale of 1 – 5

31 responses



Did you feel you were kept up to date with your enquiry / repair by Shared Habitat?

31 responses

