



HULL UNITED CHARITIES

Registered Charity No 226291

Resident satisfaction survey results October 2026

We monitor and survey the performance and service that we provide for our residents. Each resident sent a satisfaction survey; out of the 62 surveys sent out 46 surveys were returned, the results for the 46 flats are shown below in a combined figure.

1. Considering that Northumberland Court is a listed building how satisfied or dissatisfied are you with the overall service provided by Hull United Charities? Please tick one box only:

Satisfied	Dissatisfied	Not applicable	
98%	2%		

2. How satisfied or dissatisfied are you with the overall quality of your home?

Satisfied	Dissatisfied	Not applicable	
98%	2%		

3. How satisfied or dissatisfied are you with how the landlord listens?

Satisfied	Dissatisfied	Not applicable	
98%	2%	2%	

4. How satisfied or dissatisfied are you that your landlord keeps you informed?

Satisfied	Dissatisfied	Not applicable	
98%	2%		

5. How satisfied or dissatisfied are you that your landlord treats you fairly?

Satisfied	Dissatisfied	Not applicable	
98%	2%		

6. How satisfied or dissatisfied are you with the complaint handling by your landlord?

Satisfied	Dissatisfied	Not applicable	
98%	2%		

7. How satisfied or dissatisfied are you with your landlord's contribution to the neighborhood?

Satisfied	Dissatisfied	Not applicable	
98%	2%		

8. How satisfied or dissatisfied are you with your landlord approach to Anti-Social behavior?

Satisfied	Dissatisfied	Not applicable	
98%	2%		

9. How satisfied or dissatisfied are you with the repairs service on your flat?

Satisfied	Dissatisfied	Not applicable	
98%	2%		

10. How satisfied or dissatisfied are you with the length of time it takes to have the repairs fixed?

Satisfied	Dissatisfied	Not applicable	
98%	2%		

11. How satisfied or dissatisfied are you with the overall maintenance of your flat?

Satisfied	Dissatisfied	Not applicable	
96%	4%		

12. How satisfied or dissatisfied are you with the safety of your flat?

Satisfied	Dissatisfied	Not applicable	
96%	4%	2%	

13. How satisfied or dissatisfied are you with the communal areas?

Satisfied	Dissatisfied	Not applicable	
98%	2%		

14. How are we performing with our Gas Safety Checks?

Satisfied	Dissatisfied	Not applicable	
98%	2%		

15. How are we performing with our Fire Risk Assessment?

Satisfied	Dissatisfied	Not applicable	
98%	2%	22%	

16. How are we performing with our Asbestos Survey?

Satisfied	Dissatisfied	Not applicable	
98%	2%	22%	

17. How are we performing with our legionella Risk Assessment?

Satisfied	Dissatisfied	Not applicable	
98%	2%	7%	

18. How are we performing with our gas safety checks?

Satisfied	Dissatisfied	Not applicable	
98%	2%	2%	

19. How are we performing by completing our non-emergency repairs on time?

Satisfied	Dissatisfied	Not applicable	
96%	4%	7%	

20. How are we performing with completing emergency repairs on time?

Satisfied	Dissatisfied	Not applicable	
93%	7%	7%	

21. How are we performing by getting non-emergency repairs completed within 5 working days?

Satisfied	Dissatisfied	Not applicable	
96%	4%	4%98%	

22. How are we performing by getting emergency repairs completed within 2 working days?

Satisfied	Dissatisfied	Not applicable	
98%	2%	2%	

