



HULL UNITED CHARITIES

Registered Charity No 226291

We monitor and survey the performance and service that we provide for our residents. Each resident was sent a satisfaction survey, and the results for all 62 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	
95%	5%		

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

Satisfied	Dissatisfied	Not applicable	
90%	10%		

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

Satisfied	Dissatisfied	Not applicable	
85%	7.5%	7.5%	

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

Satisfied	Dissatisfied	Not applicable	
95%	2.5%	2.5%	

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

Satisfied	Dissatisfied	Not applicable	
90%	10%		

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

Satisfied	Dissatisfied	Not applicable	
78.5%	12.5%	10%	

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

Satisfied	Dissatisfied	Not applicable	
85%	7.5%	7.5%	

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

Satisfied	Dissatisfied	Not applicable	
85%	12.5%	2.5%	

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

Satisfied	Dissatisfied	Not applicable	
82.5%	17.5%		

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

Satisfied	Dissatisfied	Not applicable	
92.5%	7.5%		

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

Satisfied	Dissatisfied	Not applicable	
97.5%	2.5%		

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

Satisfied	Dissatisfied	Not applicable	
90%	7.5%	25%	

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