



HULL UNITED CHARITIES

Registered Charity No 226291

October 2025.

We monitor and survey the performance and service that we provide for our residents in all 62 properties. Each resident was sent a satisfaction survey; 41 surveys were returned, the results for the 41 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	
95%	5%		

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

Satisfied	Dissatisfied	Not applicable	
95%	5%		

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

Satisfied	Dissatisfied	Not applicable	
95%	5%		

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

Satisfied	Dissatisfied	Not applicable	
97%	3%		

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

Satisfied	Dissatisfied	Not applicable	
94%	6%		

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

Satisfied	Dissatisfied	Not applicable	
92.5%	2.5%	5%	

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

Satisfied	Dissatisfied	Not applicable	
92.5%	4.5%	3%	

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

Satisfied	Dissatisfied	Not applicable	
97.5%	2.5%		

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

Satisfied	Dissatisfied	Not applicable	
100%			

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

Satisfied	Dissatisfied	Not applicable	
100%			

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

Satisfied	Dissatisfied	Not applicable	
90%	5%	5%	

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