

Plus Dane   
**VOICES**

## New Build Satisfaction Survey March 2022

We wanted to know how satisfied you were with **your new build home** & how we could **improve our future developments**

42  
of you  
got  
involved

**98%** 

of you were **very satisfied** /satisfied with the **design & specification** & of your **new home**

**you** like your property **size, large spacious kitchen/bathrooms**, ample storage & felt your home had a **modern layout**



 **2%**

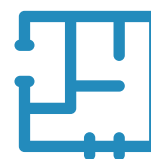
of you were **dissatisfied** with the **specification & design** of your home

**you** would like to improve **garden issues**

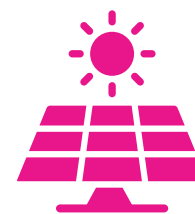


these aren't always apparent at handover & will be picked up within the 12 month defects inspections

to change some aspects of the **design** & have **slightly larger room space**



a majority of our homes are built to the Nationally Described Space Standards



**67%** of you would like **extra options** included such as **CCTV, Smart door bells & Solar Panels** & **5%** would have considered paying extra for them

we will look to include optional extras as part of our design brief & specification review by the 31 Dec 2022

**76%** of you **agreed** the **handover packs** were helpful but you wanted simple instructions on how to use **heating/boiler/digital thermostat**



we will work with contractors to sign post you to simple instructions & YouTube videos to assist by 30 Sept 2022

we will correct our phone number on the user guide by 31 July 2022

we will ensure meter readings are accessible & provided by our letting team by 31 Aug 2022

you asked if someone could go **through the handover pack** at the **property**



we will discuss this as an option with lettings colleagues by 31 Aug 2022