

Northcott 2024 Housing Customer Survey- Easy English



Northcott is doing a **survey**

- A survey is when you ask people about their **thoughts and opinions**



Northcott wants to **listen to** the opinions of its **customers**

You can decide to do the survey.



- **It is your choice.**
- You can say **yes** or **no**
- It is ok to say yes
- It is ok to say no



Would you like to do the survey?
(please circle)

Yes 😊

No ☹️



Do you **like** your home?

Yes 

Not Sure

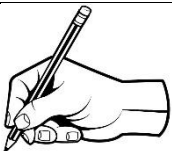
No 



What do you **like** about your home?



What do you **not like** about your home?





Are you **happy** with the **workers** in your home?

Yes 😊

Not Sure

No ☹️



If you are **unhappy** about something **in your home**, do you know **who to talk to**?

Yes 😊

Not Sure

No ☹️



My family, friends and community support me to **make decisions**

Yes 😊

Not Sure

No ☹️



My **Northcott** team **support** me to make **decisions**

Yes 😊

Not Sure

No ☹️



Do you **like** the **people** you live with?

Yes 😊

Not Sure

No ☹️



Do you **like** the **food** in your home?

Yes 😊

Not Sure

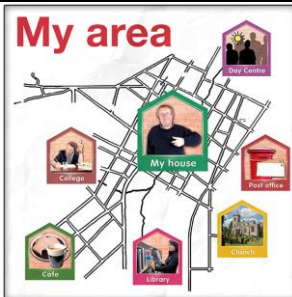
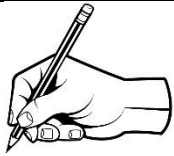
No ☹️



What **foods** would you like **more** of?



What **foods** would you like **less** of?



Do you **like** the **neighbourhood** you live in?

Yes 😊

Not Sure

No ☹️



If something happened to you in your home that you **did not like**, do you know **who to talk to**?

Yes 😊

Not Sure

No ☹️



Do you **see** your **family** as often as you would like to?

Yes 😊

Not Sure

No ☹️



Do you **see** your **friends** as often as you would like to?

Yes 😊

Not Sure

No ☹️



My Northcott team **includes me** when making **decisions**.

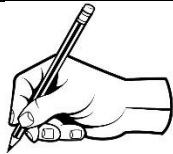
Yes 😊

Not Sure

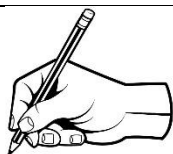
No 😞



If you could **change 1 thing** about **your home** what would you change?



If you could **change 1 thing** about the **supports** you receive **in your home** what would you change?





The end

**Please send completed copies directly to Emma Wood
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