

Now Housing – Chequersfield, feedback from new tenants, December 2020

How you have found moving into your own home?

- I've loved every minute of moving into my own flat! I feel like I can finally breathe. I was so doubtful that I'd ever find a home for myself.
- I found moving into my new home easier than expected. Having white goods and flooring already in was just such a big plus as that meant I only needed to move my belongings and get settled in.
- We found the moving into our new home a good and enjoyable experience
- I feel very lucky to have the opportunity to be a first tenant in this new build and appreciate all the help and support I have had.
- We love our flat it is beautiful it is the perfect size for us and our own little bit of heaven!

Did you receive good customer service from the staff at Now Housing?

- All contact with staff at now housing has been quick, helpful and friendly. Couldn't ask for better customer service.
- My Now Housing contact was always on the other end of an email with any queries I had - which helped me A LOT having this be my first home and not knowing much myself.
- The staff at now housing have been helpful during the process, keeping us up to date with all the information we needed and we felt that we could easily approach them with any questions we had.
- Now Housing staff have been great help in getting back with all the questions me and my mum had, also has been very supportive and great at keeping us all update
- We have received amazing customer service, being a nervous person and wanting to make sure I did everything right I rang a lot of times, Now Housing were always amazing and dealt with our queries straight away which we are really grateful for. Even down to signing the tenancy because of my illness you were accommodating of my needs

How did you find the appearance and condition of the property?

- I'm still in shock that I get to live in such an amazing apartment, it's been a dream. Everything is clean, fresh and modern. It's beyond my expectations
- The appearance of the property is just beautiful. The walls were painted perfectly fresh white and the flooring is gorgeous and really makes the property look very stylish. You can still smell the scent of new.
- The property was in a very good condition when we moved. Everything was clean and organised
- The layout of the flat is very nice and practical, and the balcony is such a great perk!
- The property was new and fresh and we just love it!
- The condition of the flat was perfect, could not fault it at all. It's a very nice place to live