

## Summary of 'What do you want to read about?' consultation (tenant panel)

We sent the tenant consultation via email only and received 18 responses in total. We emailed 209 with a link to the Survey Monkey platform. Emails were sent to our Tenant Panel.

The response rate for the survey is **8.6%** of those invited to take part. The consultation took the form of four questions, the results have been summarised below.

### Q1 What do you like the most about Langstane News?

#### RESPONSES:

- keeps tenants in the loop with the organisation's goals and achievements, a way to show it's active and really making these people's lives better
- Updates
- It keeps me reasonably up to date on what YOU are doing or planning to do, that may affect me.
- I like that I now receive an email as opposed to a wasteful paper copy
- Good
- Yes
- Reading stories about tenants and reading about improvements to housing schemes.
- It is clear and informative.
- It's layout
- The Newsletter is not overpowering in that it is too full of information which would be offputting. The colour coding on the front page helps direct the reader to the relevant page in the newsletter. The font size of font makes reading quite easy.
- Keeps us upto date about some things
- Interesting to read up on other complexes LHA are building, seeing where rents are divided and where they go
- Everything
- Keeps us abreast of what Langstane is doing property wise and if your scheme is due any improvements.
- Everything
- Tenant based news community updates
- More about repairs done carried out - I have been here since 2004
- Being kept updated on everything that is going

### Q2 What would you like to read more about?

#### RESPONSES

- plans for renovating existing properties to make them more modern, and of course community impact, larger scale in terms of the association's ability to reduce antisocial behaviour
- Not sure
- I think there should be a letters/email section so that tenants can ask questions or make comments which you should answer within the magazine. Then, others with similar questions or comments will get the information they require. This would also serve to make the magazine more of a tenant's magazine rather than a Langstane report.
- Real support available, that's suitable and appropriate for the time the newsletter is issued. I would like to understand more about how Langstane are managing contracts to ensure best quality of service and best control of the budget to ensure money is not wasted.
- Any more
- Yes
- My Voice Counts. I'd like to see evidence that tenants are being listened to and lives are improving.
- I'm not sure, as it features a variety of different things.
- Not sure
- I like to know what is going on with Langstane. Building, development, maintenance programmes, problem sites. It would be interesting to know about the size of waiting lists and the criteria used for allocation of tenancies. Liked to know about future projects in the pipeline and time else. An example is that several years ago I had a visit from 2 workmen who called to inspect the kitchen in order to report back as I believe that Langstane might be upgrading

the kitchens. Never heard anything further. If these inspections are taking place I think it is only fair to keep the tenants info timed. If nothing further is to be done then tell the tenant such. Having said that, in my opinion, and speaking for myself I consider that the bathroom requires upgrading.

- More about my area it always seems to be out with Aberdeen news
- Rental price freezing
- I'm happy with everything
- Timetable for improvements to the particular scheme you live in. I have lived in my current property since inception in 2004 and very little has been done in that time.
- Everything
- More about upgrades etc
- Less rowdy neighbours

### **Q3 Is there anything about the layout or content you think should be changed?**

#### **RESPONSES**

- bright colours, easy enough to read and overall a nice design
- There could be more about activities in the local area, e.g nice walks or places to visit
- For the aforementioned reason, I think the title needs changed to something like The Langstane Tenant.
- No, I have no issue with the layout
- No
- No
- Too much about how great the staff are and too much focus on management
- No, not really
- No
- I like the use of different colours which makes the newsletter more appealing. Alas I said already the font size is good.
- No
- No
- No
- Not that I can think of at the moment, I think it's fine.
- No
- No
- No

### **Q4 Please add your contact information so we can follow up on any of your comments.**

Contact information has been removed from this summary for confidentiality.

#### **Summary**

The majority of those who responded stated they are happy with the content, layout and design of the newsletter. There were many comments and suggestions however to how these can be tweaked to meet their needs and as an important communication tool.

There were many are happy that no changes are needed along with a comment that a digital copy was preferred to a hard copy. This indicates that moving from full hard copy mail out to a combination of email and hard copy is a positive move.

#### **Outcome**

Feedback noted to be used in the planning of future newsletters