

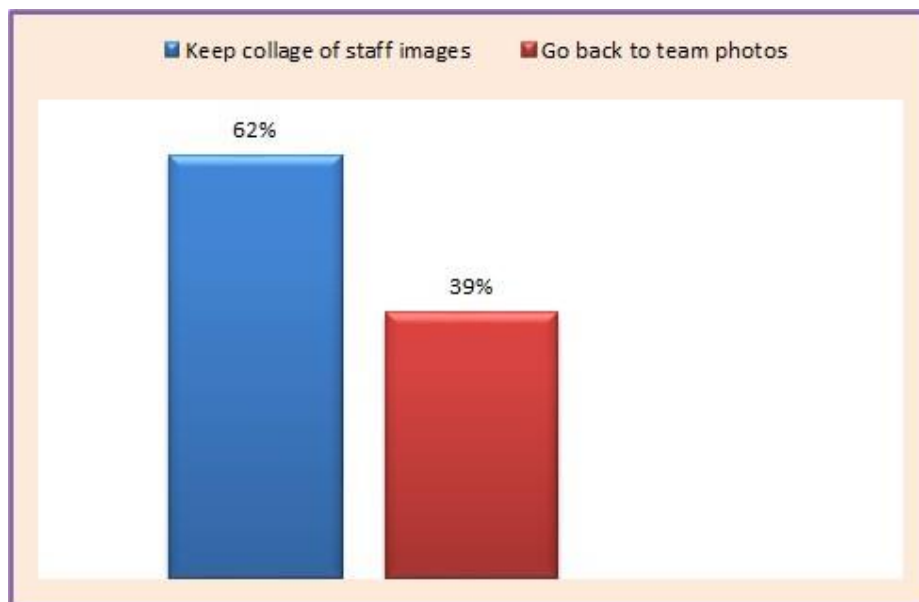
Summary of Annual Report review questionnaire 2022

The review questionnaire was sent by hard copy and email to our Reader Panel. A total of 37 hard copies and 154 emails were sent. Emails contained a link to the Survey Monkey platform and the questionnaire was also presented to those who took part in the face-to-face tenant review meeting.

We received 29 responses giving a response rate of **15.2%** overall. The consultation took the form of five questions, the results of which are summarised below.

Q1 Due to the lockdown last year, we were unable to take updated team photos for the back cover. Therefore, we created a collage of staff photos.

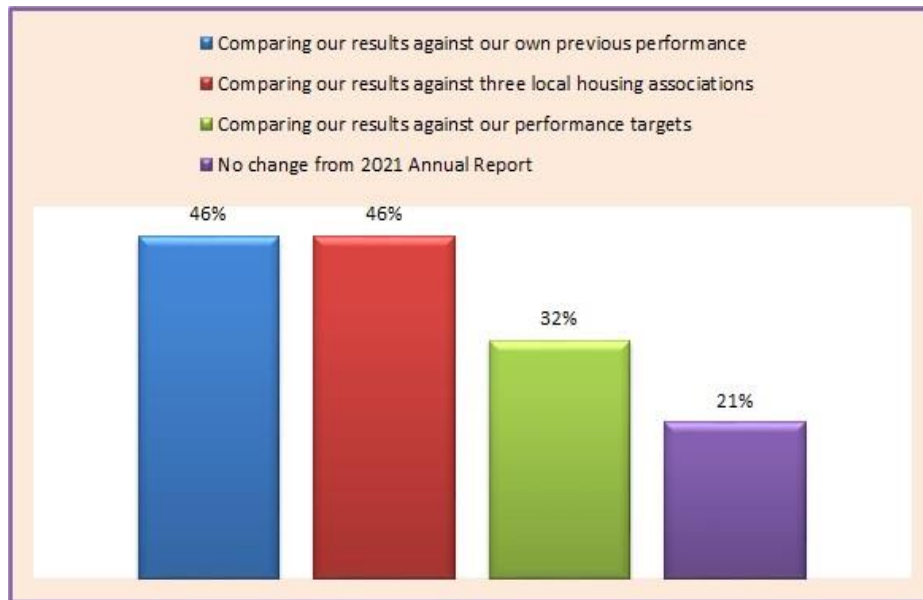
Now restrictions have eased, do you think we should feature new team photos or feature the collage again?



Q2 The way we present our performance data compares us to others. It also highlights areas where we are doing well or where improvements can be made.

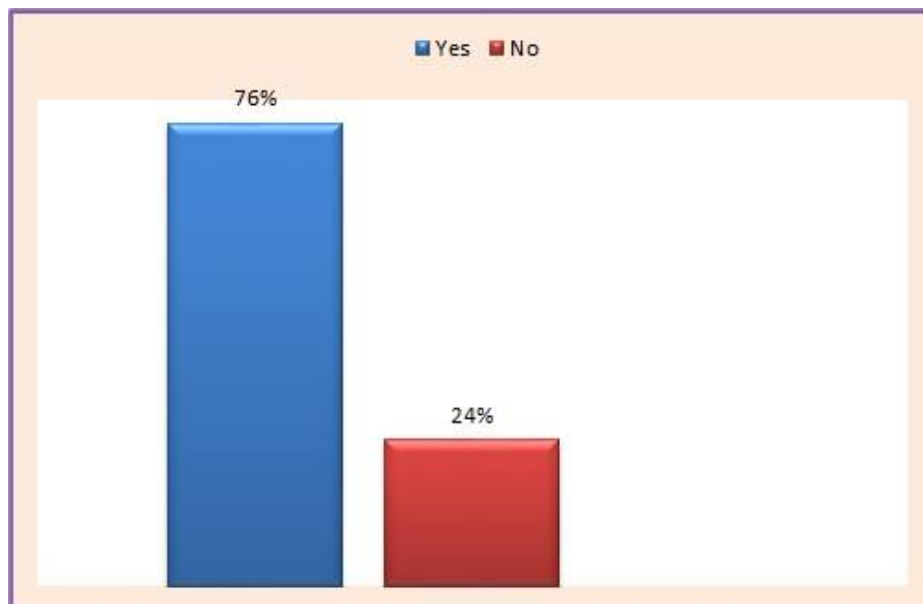
Tenants have told us (during the previous three Annual Report meetings) that they want to see information about Langstane’s performance more than they want to see how we are doing compared to other organisations. The results from the ‘Rate the Report 2021’ questionnaire showed us the top three options that tenants want to see included this year.

Please tick from the options below which ones you think are the most important to feature in the report this year: (you can choose more than one option if you like)



Q3 Previously we featured staff, tenant, and Board of Management profiles.

Would you like to see more of these where possible? You can see profiles on pages 20 & 21 of our report.



Q4 Two years ago we changed the layout of the financial information on page 18 & 19 of the report.

Can you think of anything else you would like to see regarding our spending? If so, please tell us exactly what you are interested in:

RESPONSES:

Thank you for your comments and suggestions; these have been reviewed internally.

Q5 Every year we try to make the annual report informative and enjoyable to read. Your feedback tells us that we are doing this, but we always want to improve.

Please feel free to give us your opinions and suggestions, using the box below.

RESPONSES:

Thank you for your comments and suggestions; these have been reviewed internally.

Summary

Overall, responses highlight that no major changes are needed this year as the majority of respondents are happy with the content and layout of the report.

The collage on the back page was a popular feature with just over 61% of respondents happy for us to feature this again instead of reverting to team photos. In terms of performance information, respondents would like to see a comparison against our own performance and our results compared against three local housing associations. Each of these options received an equal vote of 46%.

Question three asked about continuing to feature staff, tenants, and Board member profiles. This received a popular vote in favour of keeping this feature with 76% voting yes.

We received many comments in response to question four, where we asked about suggestions for financial content. Comments included suggestions on: costs of damage to properties, helping those with disabilities, property maintenance costs and budget for community projects.

A few comments were also left when asked for general feedback. These included: compliments on the design and content, how profiles add a 'human' element to the report, suggestion for improving the performance keys along with options for future articles e.g., staff and tenant joint problem solving and how to improve overall communication.

Outcome of consultation

The feedback helps us plan content and design of our Annual Performance Report 2022.