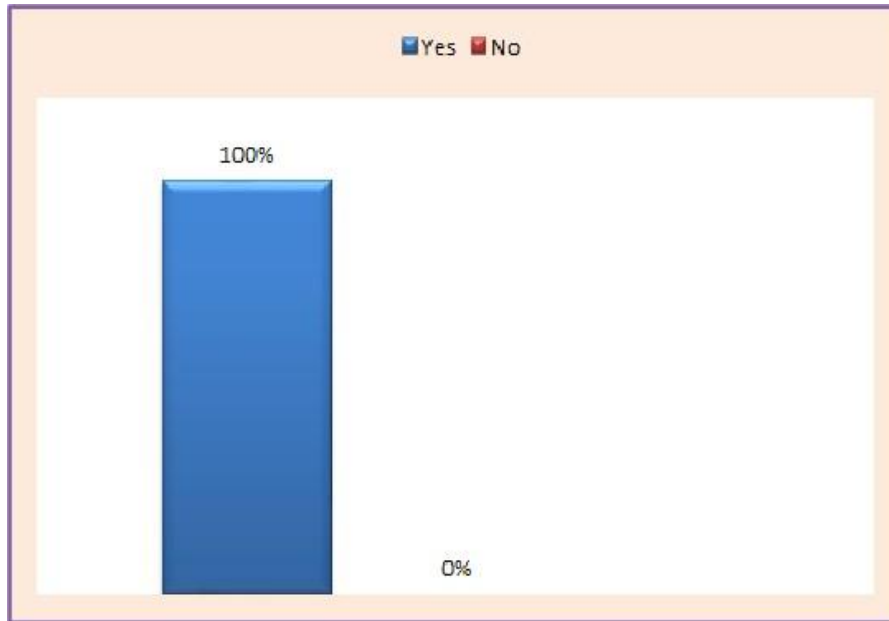


Summary of New Financial Newsletter – reader panel approval 2022

The survey was sent by hard copy and email to all tenants on our Reader Panel. A total of 36 hard copies and 149 emails were sent.

We received 19 responses giving a response rate of **10.3%** overall. The consultation took the form of two questions, the results of which are summarised below.

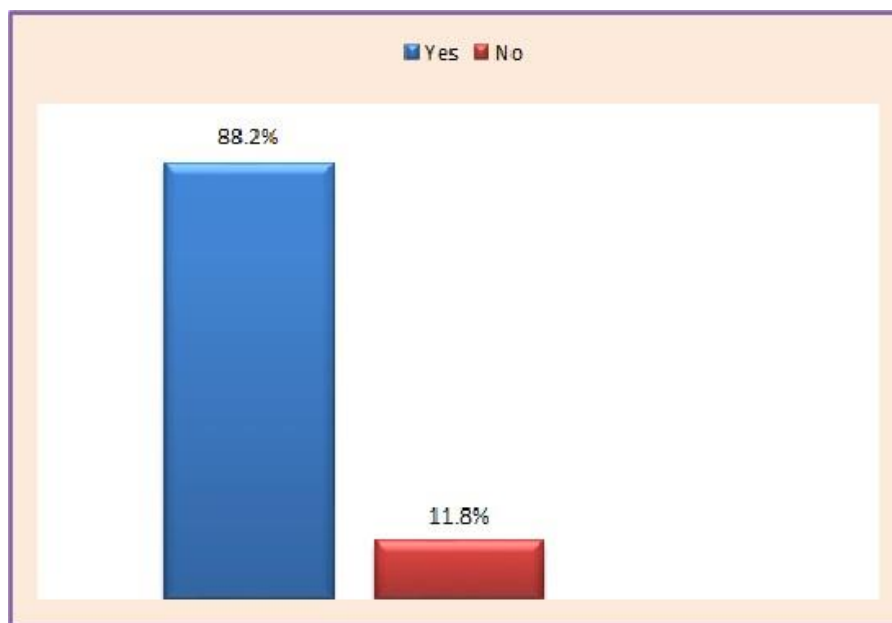
Q1 Is our publication clear and easy to read?



If no, tell us what we can do to improve the design and layout

Thank you for your comments and suggestions, these will be taken into account.

Q2 Are we providing information that can help you?



If no, what could we focus on in the next edition

Thank you for your comments and suggestions, these are being reviewed internally.

Compliment from tenant via email

- I have read over the newsletter with ease it well layer out and the colours stands out well. The information is very relevant and clear and short. A job well done.

Summary

All those who responded to question one are happy that the publication is clear and easy to read, although suggestions were made about the colours and a query about the images used. The majority of those responding to question two are happy with the information we included. However, comments and suggestions were made that can help us plan future content.

Outcome of consultation

Once our reader panel approved the publication, it was published on our website and Facebook page. The feedback on design and content will be incorporated into future editions to make sure it's clear and easy to read, up to date and relevant for our tenants and other customers.