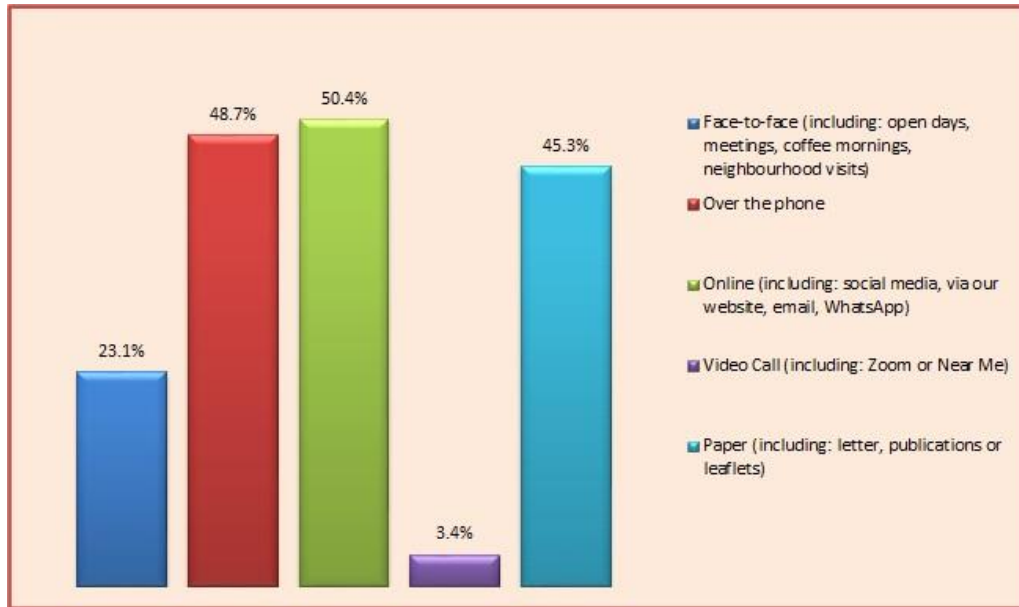


Summary of Langstane News Summer insert 2022 - tenant consultation

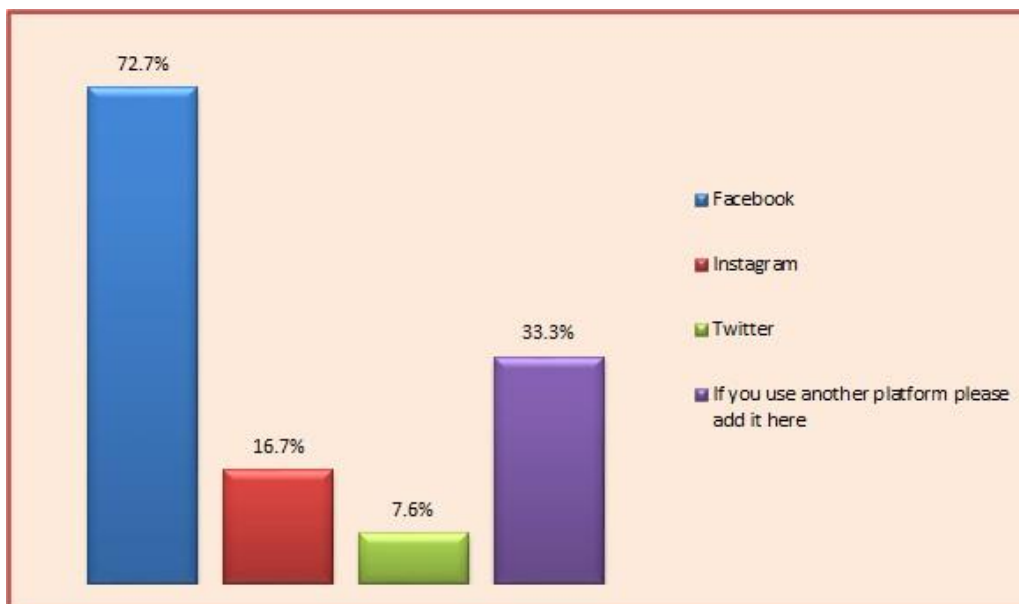
We sent the consultation by hard copy and email to all tenants with our Summer Newsletter 2022. Emails were sent with a link to the survey monkey platform. We sent 752 hard copies and 1,712 emails. A reminder email was sent on the 16th August along with a post on Facebook.

A total of 117 responses have been received giving a response rate of **4.7%** overall. The consultation consisted of eight questions, the results of which are summarised below.

Q1 How would you like to communicate with us?



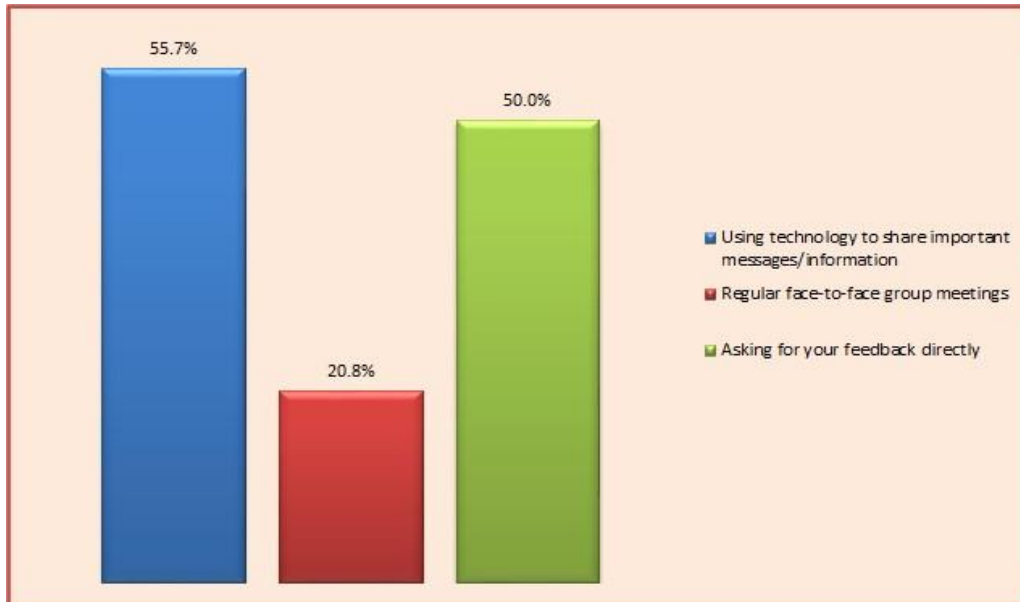
Q2 If you chose social media in Q1, which platform do you use?



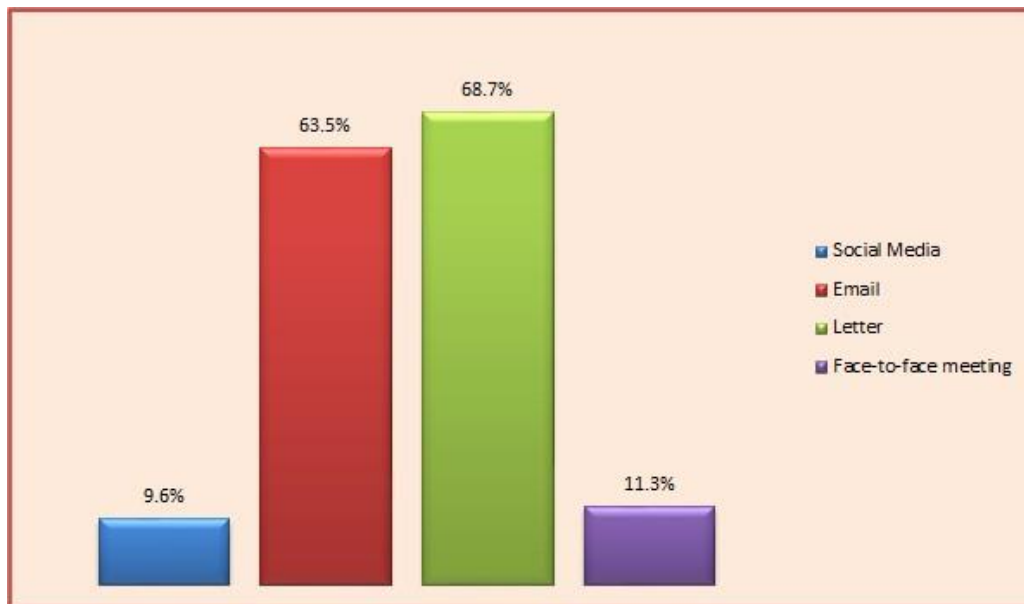
IF YOU USE ANOTHER PLATFORM, PLEASE ADD IT HERE:

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

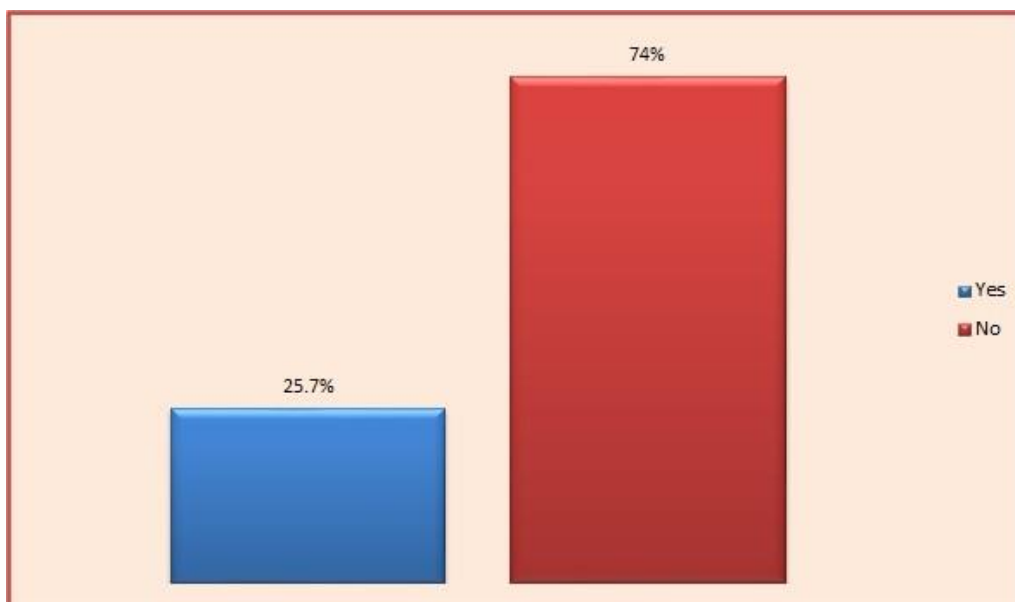
Q3 How do you think we could make our communications better?



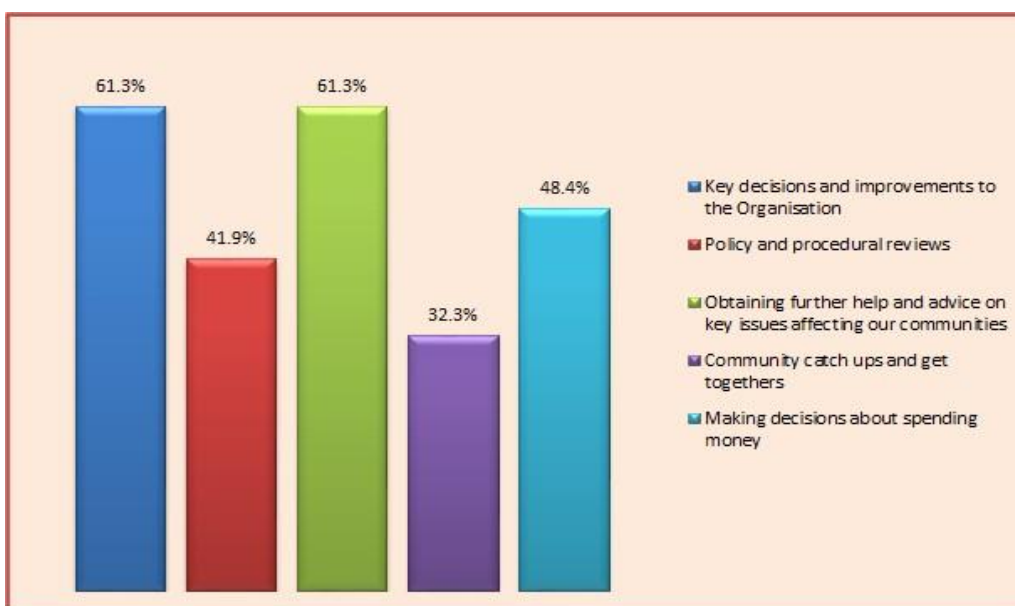
Q4 If we have something important to ask or tell you about (for example: rent increases, changes to policy, service changes etc.), how would you like us to do that?



Q5 Would you like to be more involved in the work of the Association and the decisions we make about services and spending?



Q6 If you answered yes to Q5, what types of activities would you like to be involved in?

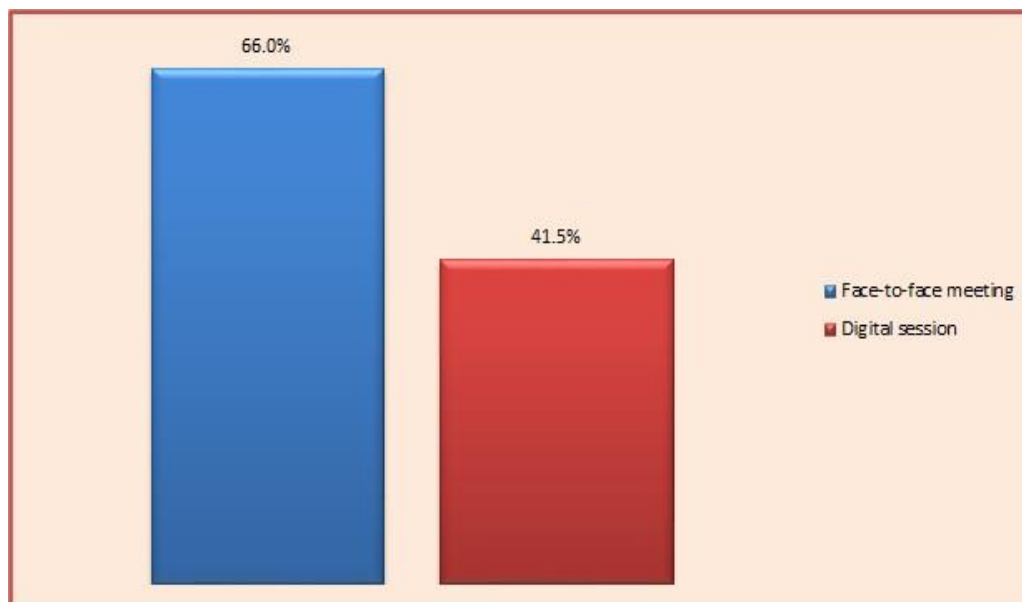


Q7 Is there anything we can do to make you feel more involved?

RESPONSES:

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

Q8 We will be organising tenant and staff sessions to discuss the results of this survey. Please tick the box(s) if you would like to be part of a face-to-face or virtual discussion.



Summary

The majority of those who responded to question one feel that 'over the phone', 'online' or 'paper' communication methods are preferable. 'Video calling' is the most unpopular method at only 3.4%. The next question focussed on those who chose social media in the first question, with the most popular option being Facebook at 72.7%. We then asked what other platforms tenants use. Responses included WhatsApp, Rumble and Snapchat.

Question three asked how we can improve communication, with responses highlighting that both 'using technology to share information' (55.6%) and 'asking for feedback directly' (50.0%) are priority over face-to-face meetings. However, there is still an appetite for face-to-face contact with a total of 20.8% voting for this method.

Question four asked about how we inform tenants of important issues. Tenant preferences are 'email' and 'letter' with 'face-to-face' coming third and 'social media' last. The majority of respondents to question five stated they are not interested in being more involved about our decision-making processes with 74.3% answering 'no' and 25.7% 'yes'. However, those who answered yes were asked in question six to tell us what specific activities they want to be involved in. Most popular options, both at 61.3%, are 'help and advice on key issues in communities' and 'key decisions on improvement to the organisation'. 'Decisions about spending' came in at 48.4% and 'policy and procedures' at 41.9%.

A range of comments were left regarding question seven which asked about what more we can do to make tenants feel involved. These included: conversations about rent increases and repairs processes, providing evidence that tenants are being listened too and outcomes to their feedback. Also, there is a desire for more involvement in processes such as allocations so that tenants can understand who we let our homes to and why i.e., to those with chaotic lifestyles.

Question eight received a positive response when asking how many would like to meet with us to discuss how feedback to this survey will be incorporated into the new strategies. 66% chose face-to-face and 41.5% chose digital sessions. We will therefore arrange a hybrid session with tenants to discuss the draft strategy.

Action taken

The feedback will be incorporated into drafting our revised Tenant Participation Strategy and feeding into our new Communications Strategy.