

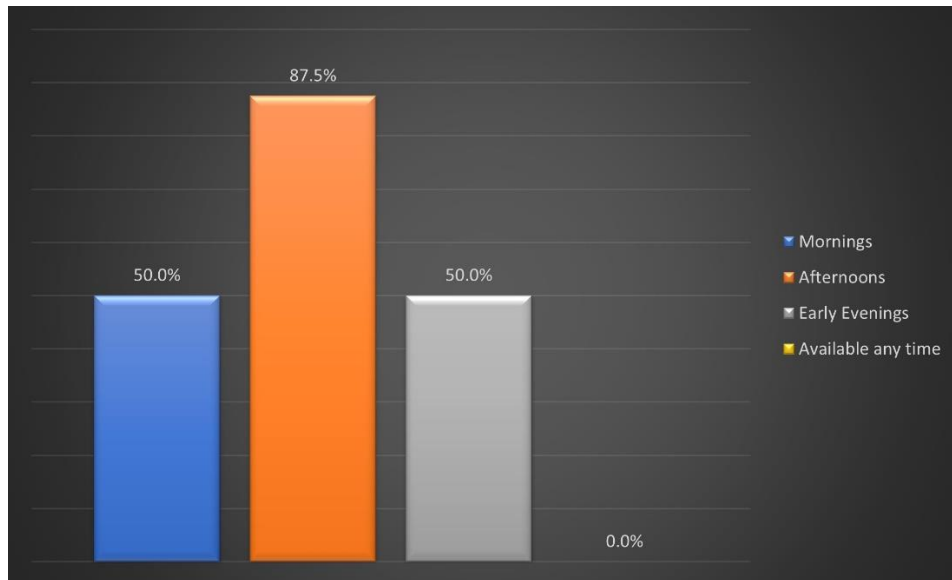
Summary of Scrutiny tenant questionnaire 2023

We provided a survey to those involved tenants who are happy to be part of the new scrutiny group. These were provided through hard copies at the meeting, one hard copy posted, and one completed on visit to tenants home.

Eight responses were received, giving a response rate of 100% overall.

The survey consisted of eight questions including comment boxes for further feedback. There is also a comment field for their names, so the Customer Participation Officer is aware of particular needs. The results are summarised below.

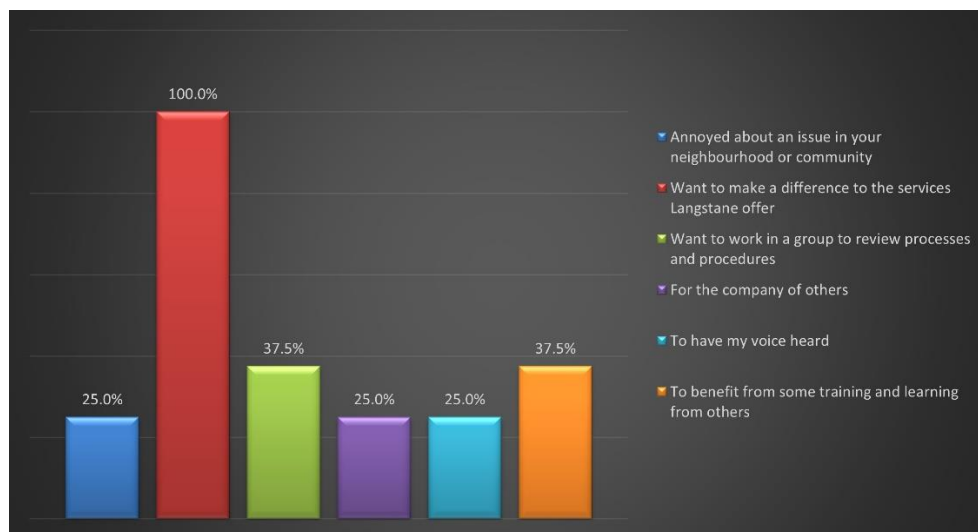
Q1 What times are you available?



ANY FURTHER COMMENTS, PLEASE LEAVE THEM HERE:

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

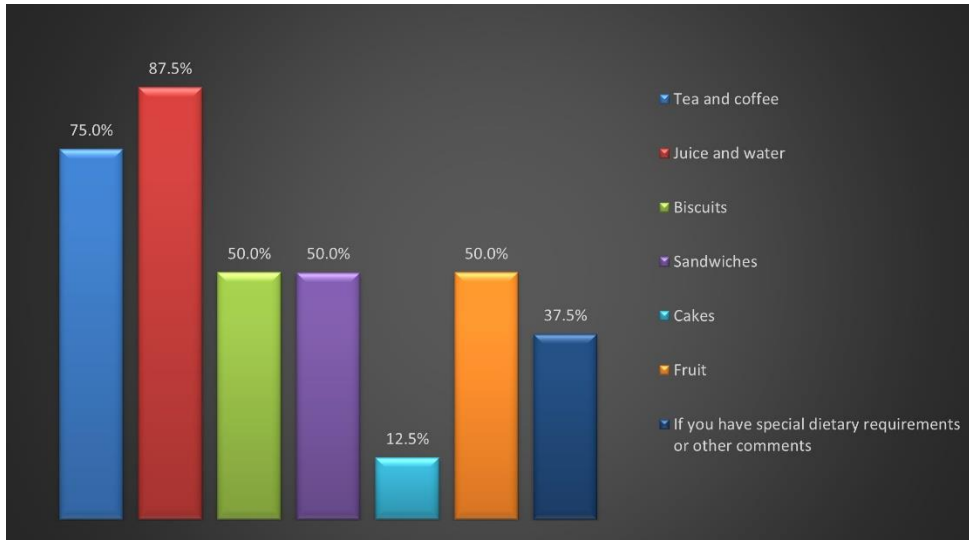
Q2 What is the reason you want to join the scrutiny group?



ANY OTHER REASON, PLEASE COMMENT HERE:

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

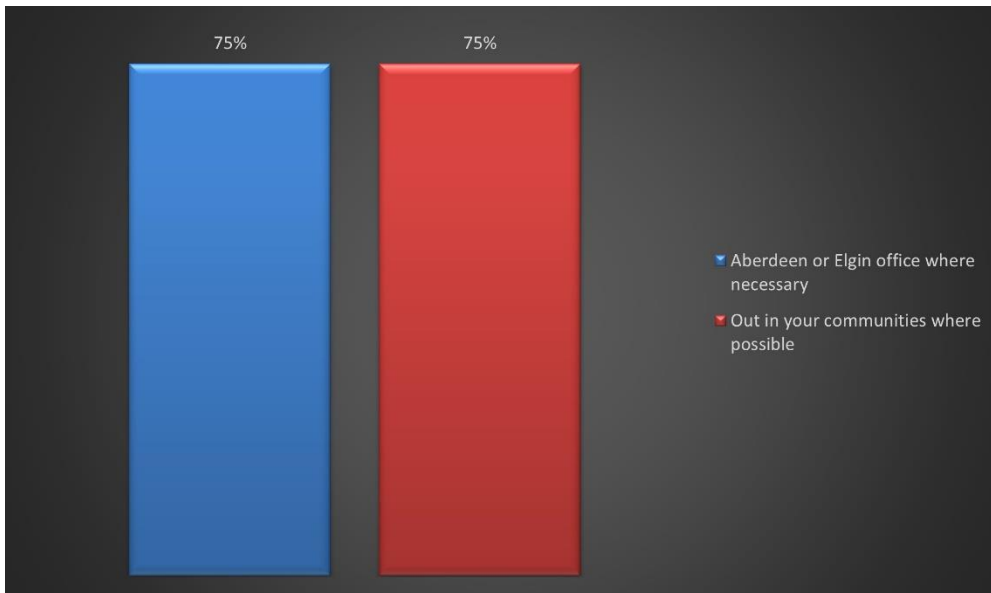
Q3 What catering do you think should be provided?



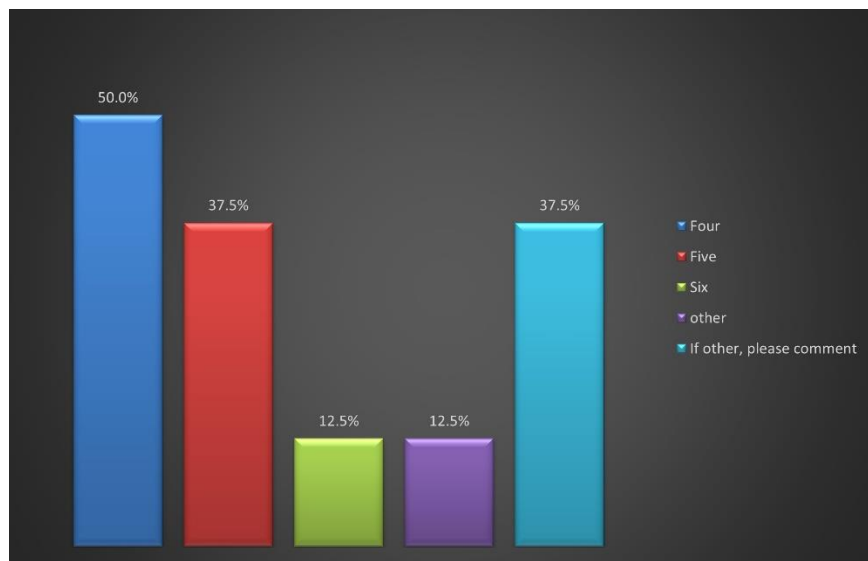
IF YOU HAVE ANY SPECIAL DIETARY REQUIREMENTS OR HAVE ANY OTHER COMMENTS, PLEASE LEAVE THEM HERE:

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

Q4 Where do you think meetings should be held?



Q5 How many times a year do you think the group should meet?



IF OTHER, PLEASE COMMENT HERE:

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

Q6 What would you like to achieve by being part of this group?

RESPONSES:

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

Q7 Do you have any previous experience, for example, community group?

RESPONSES:

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

Q8 If there is anything else you want to mention, please do so below:

RESPONSES:

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

Summary

The majority (87.5%) of tenants are available for meetings in the afternoon, however many of the group highlighted an interest in other times. Therefore, we will vary the meetings to accommodate everyone. Q2 highlighted a real appetite from the tenants in terms of making a difference for themselves and others using the Associations services. This is an excellent basis to work on. In terms of refreshments, Q3 received a varied response. This was great to see so that we know how we can accommodate everyone's preferences. Q4 highlighted that although office meetings are popular and suit the majority of tenants, meeting out in tenants communities are equally as important. In terms of frequency of meetings, the option for four times a year received a majority vote of 50%.

Numerous comments were left which is fantastic, helping us understand what tenants wish to achieve along with any previous experience working in a group. Other comments

included requirements and preferences for printed or digital materials and whether there's a need for large print.

Outcome of survey

All comments will be considered when planning when and where we hold the group along with refreshments provided and overall expectations of the tenants.