

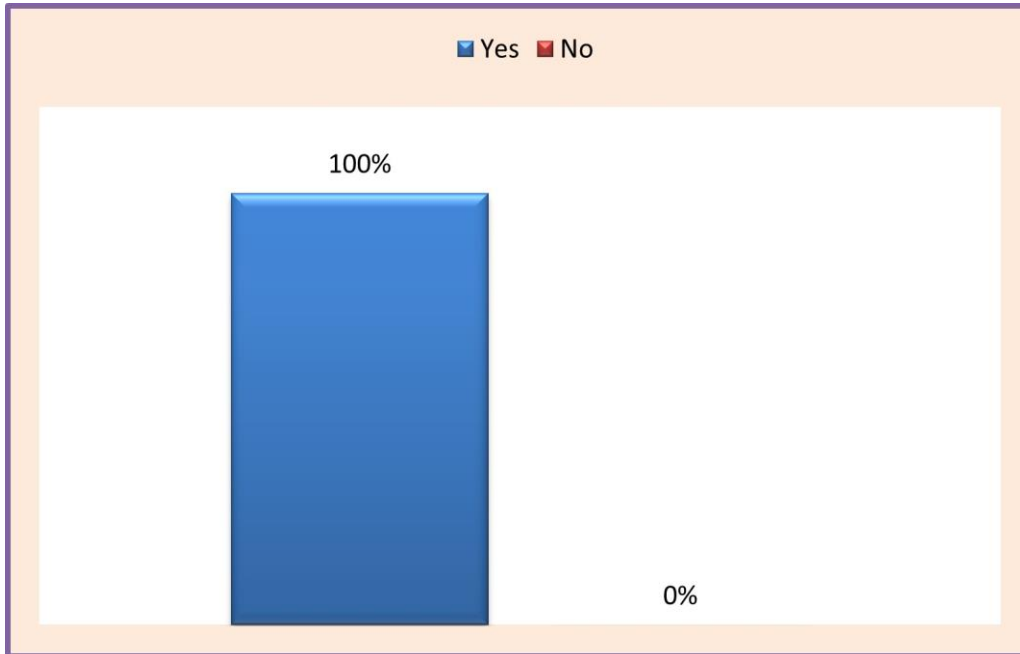
Summary of Reader Panel review of Annual Report 2023 'Reader Approved'

The consultation was sent via email with a survey monkey link included. A total of 136 emails were sent to those on our Reader Panel who have email addresses.

A total of 10 responses were received giving a response rate of **7.4%** overall. This included responses via email, of which the feedback has been added to the end of the summary.

The consultation took the form of three questions, the results of which are summarised below.

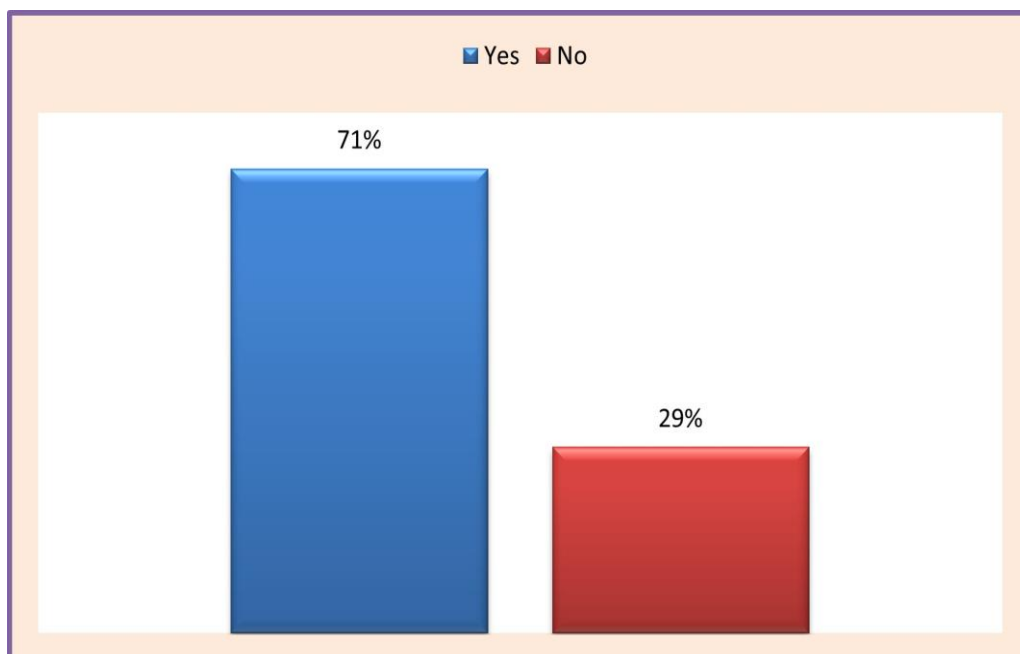
Q1 Did the report tell you what you needed to know?



If no, please tell us what else you would like to see

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

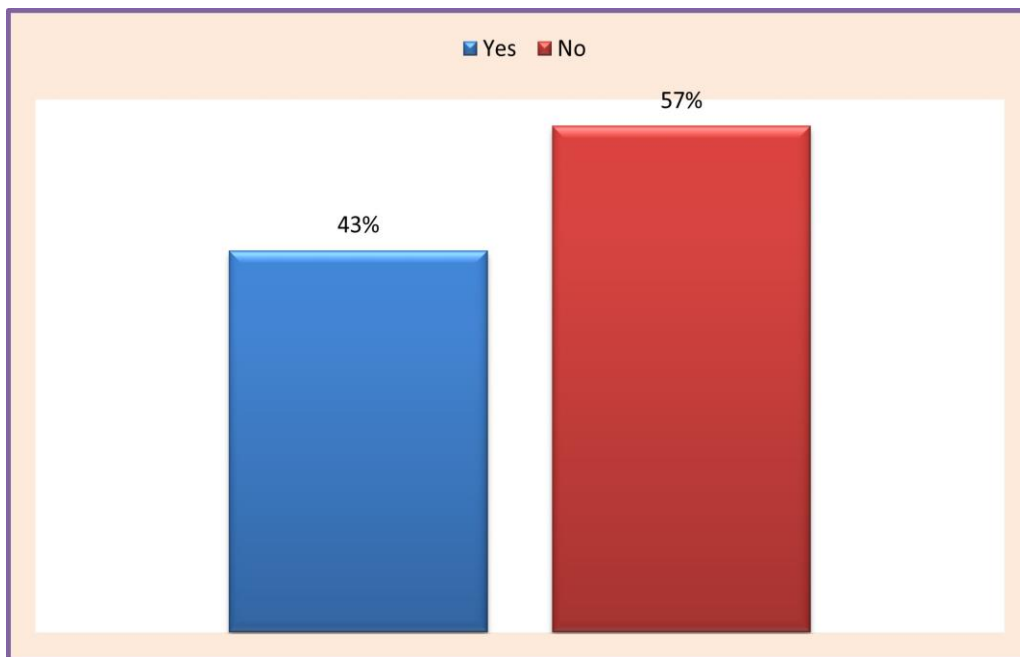
Q2 Was it clear and easy to read?



If no, what do you feel we could do to make it clearer

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

Q3 Was there anything missing from the report that you would like to see next year?



If yes, please give more details

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

ADDITIONAL FEEDBACK VIA EMAIL:

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

Summary

Overall, the responses to all three questions were positive with 100% happy that the report provided all the information readers needed. Over 70% felt the report was easy and clear to read however 40% of respondents highlighted there was additional content which could improve the publication.

Comments were made with suggestions on future content, for example, more information scheduling repairs and property upgrades along with reporting neighbourhood issues. We also received compliments on the design, layout, and content of the report.

Outcome of survey

All feedback will be taken into account when planning our Annual Performance Report 2024.