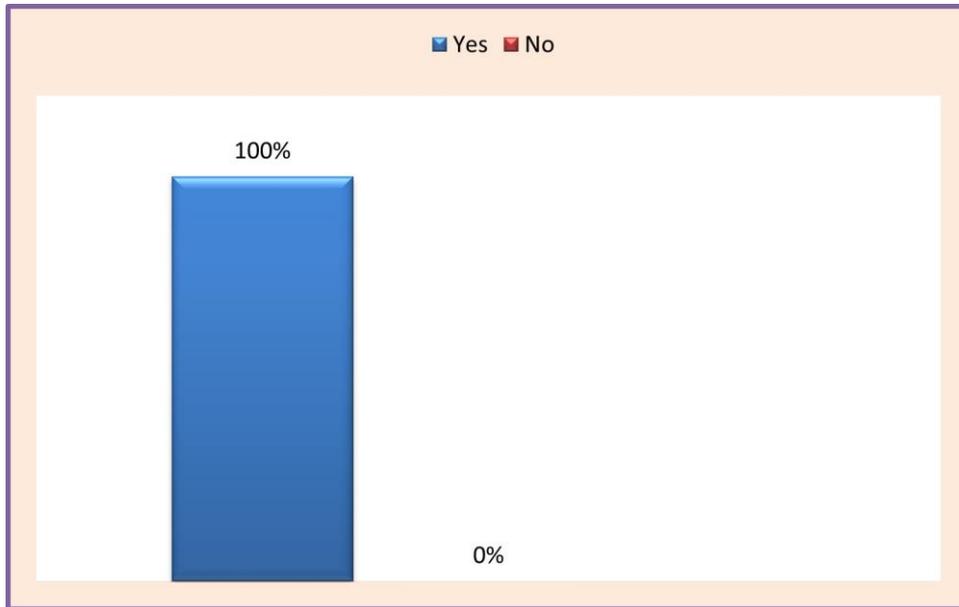


## Summary of Financial Newsletter 2024 – reader panel approval

The consultation was sent by hard copy and email to all tenants on our Reader Panel. A total of 22 hard copies and 133 emails were sent. We received seven responses in total giving us a response rate of **4.5%** overall.

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

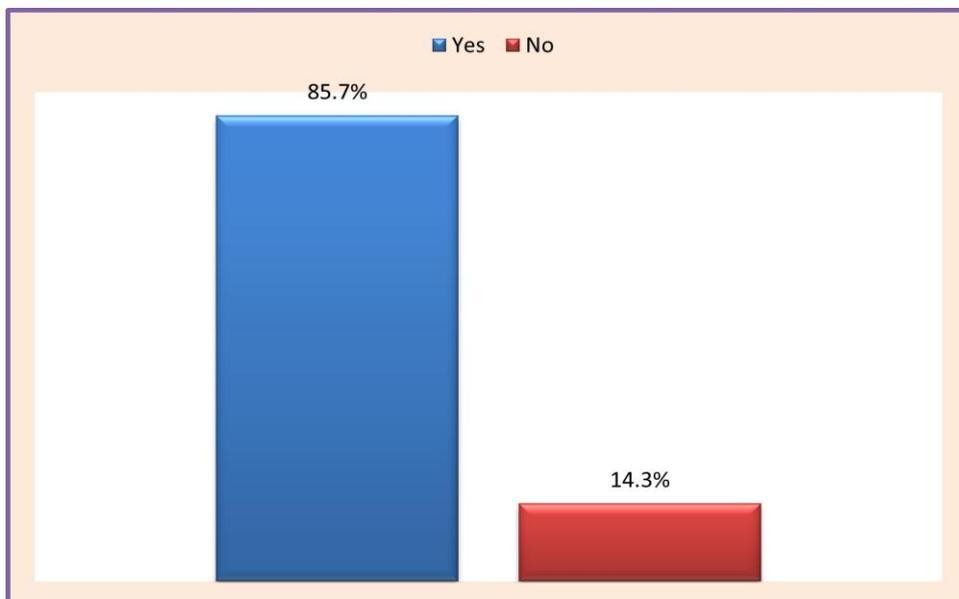
### Q1 Is our publication clear and easy to read?



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

- There were no responses.

### Q2 Are we providing information that is relevant and can help you?



**Please expand on you answer if you selected no.**

**RESPONSES:**

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

**Q3 What would you like to see us focus on in the next edition?**

**RESPONSES:**

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

**Summary**

All respondents were happy the publication is clear and easy to read, with no comments or suggestions for improvements.

When asked if the information is relevant the readers were happy that we are providing up to date and appropriate information that can help, albeit not relevant for all readers. Question three asked for suggestions for future editions, where we received one suggestion and a compliment for the newsletter in its current format.

**Action taken**

The newsletter was published after receiving the approval of the reader panel. We will, when writing and designing the next edition, continue to include information that is relevant and up to date and make use of the suggestions received from our Reader Panel. We will continue to make the document digital with hard copies available on request.