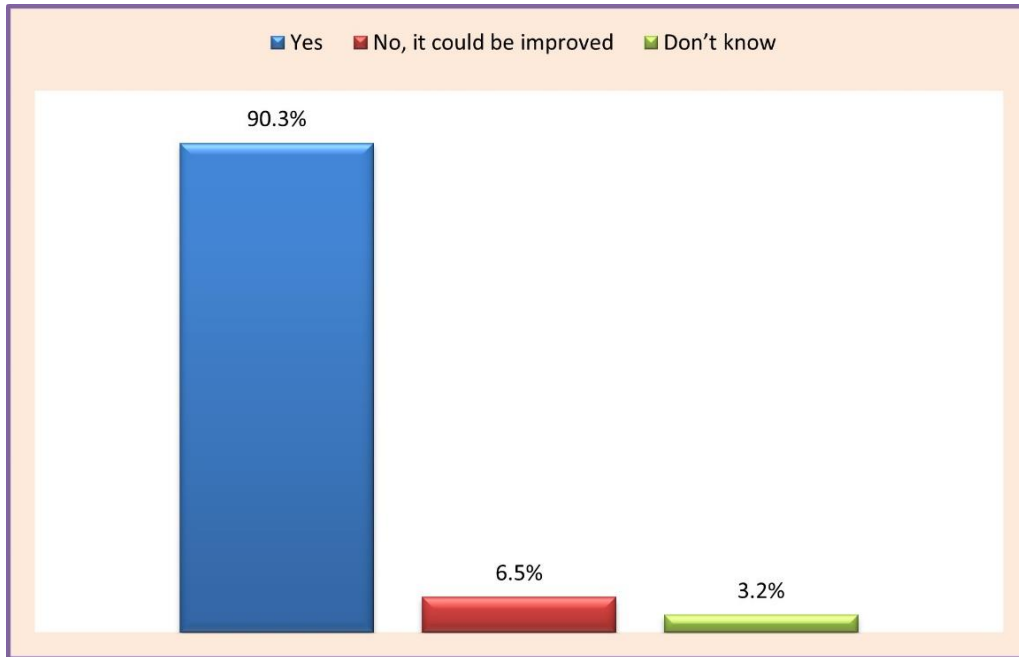


## Summary of Rate the Report 2023 - tenant consultation

The consultation was sent by hard copy and email with our Annual Performance Report 2023. A total of 440 emails and 92 hard copies were sent. We received 31 responses giving a response rate of **5.8%** overall.

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

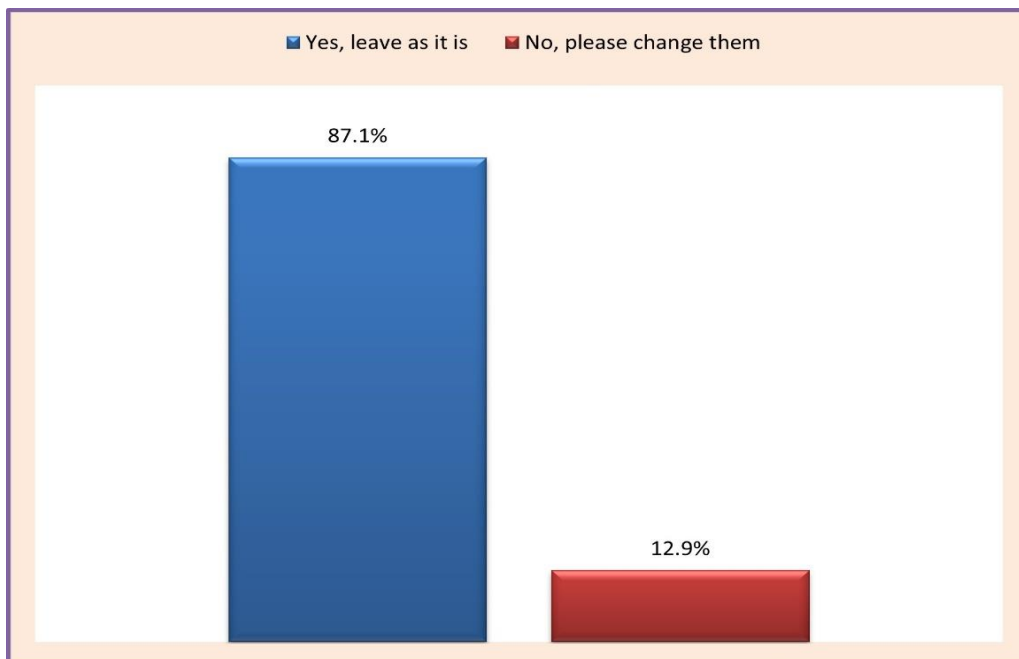
### Q1 How well did we present the information – was it clear and easy to understand?



#### Please tell us how we could improve the presentation of the report:

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

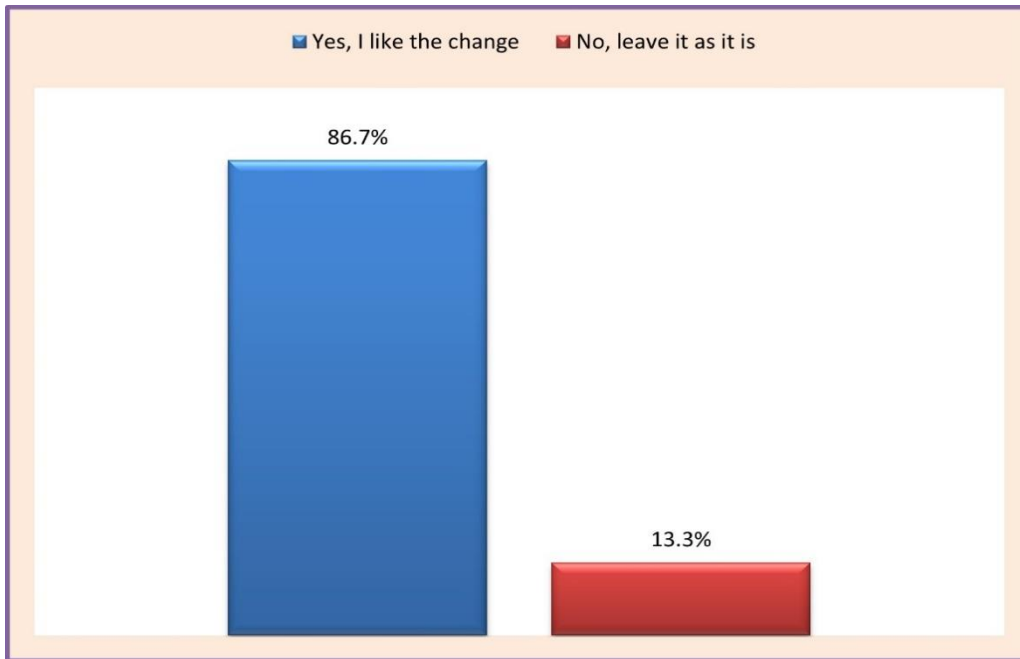
### Q2 Do you think we are focusing on the right performance information? (seen throughout report)



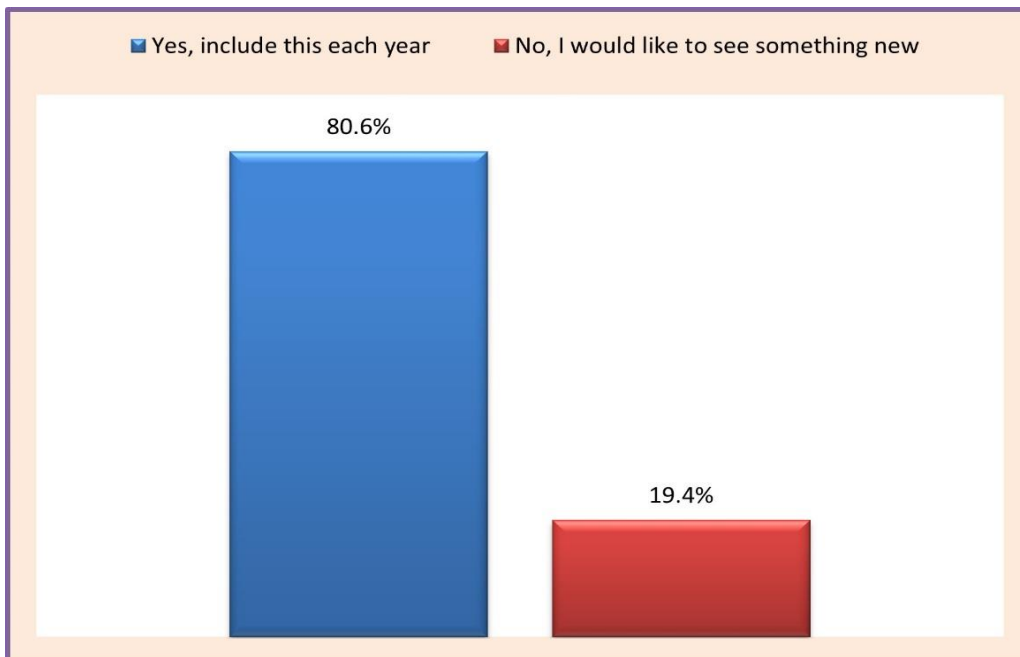
#### Please look at the performance information on the inside front cover and graphs on every second page from page four and tell us what you think

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

**Q3 We changed the content on page 3 'The bigger picture'. Did you like change, or do you prefer our 2022 layout where we included an article?**



**Q4 We included the 'Value for Money' statement on page 6 again this year. Do you feel this is a feature we should include each year or change in next year's report?**

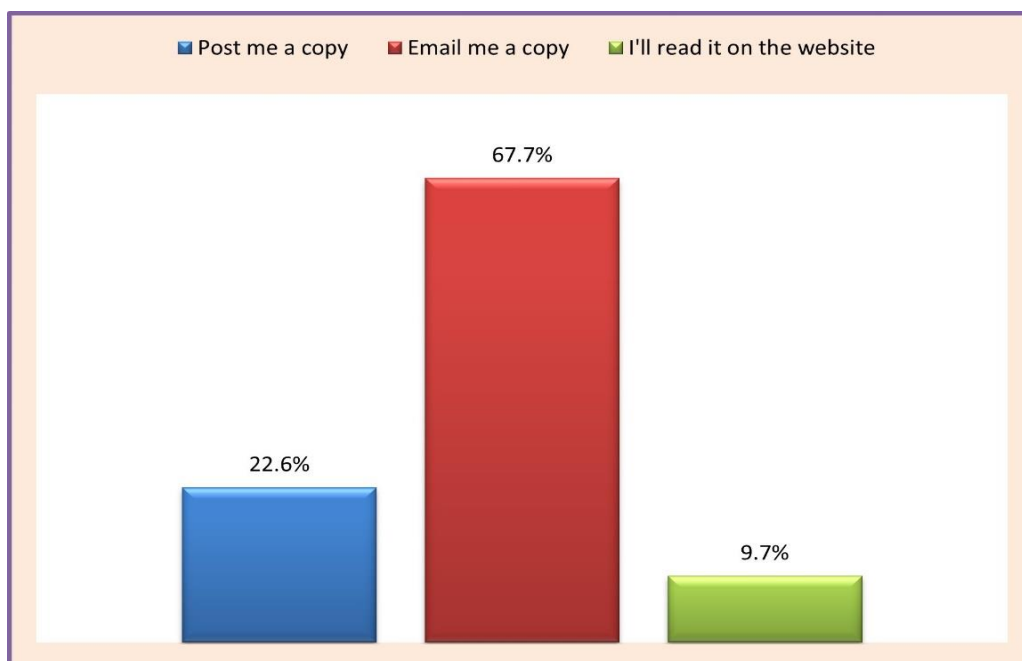


**Q5 Please tell us if there are any different features you would like to see in the report in terms of design and content.**

**Something else (please provide):**

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

## Q6 How would you like to read next year's report?



### Summary

The majority of those who responded stated that they enjoyed the report as it is with no major changes needed. 90% said it is clear and easy to understand. Respondents were complementary on the design of the report and the quality of information, although comments were made regarding difficulties in accessing the digital version of the report and that the report features too much text. However, the positive majority vote continued throughout the questionnaire, which is a similar reflection of the feedback from previous reports.

Although 87% of respondents were happy with how the performance information is presented there were comments with queries and suggestions regarding the design and content of the graphs and data. When asked about the changes we made to page 3 which focusses on 'the bigger picture' 86% were happy with the change. We also asked about our 'Value for Money' statement on page 6, in terms of whether we make this a regular feature. 80% voted in favour of this.

Question five provided respondents with the opportunity to tell us about any different features they want to see. Responses included requests for features on right first time for repairs and improvements on properties and costs associated with these. Also, complaints handling with detail on how they are resolved and information for new tenants about handling tenancies and anti-social behaviour.

### Action taken

The feedback will be incorporated into planning the Annual Performance Report 2024.