

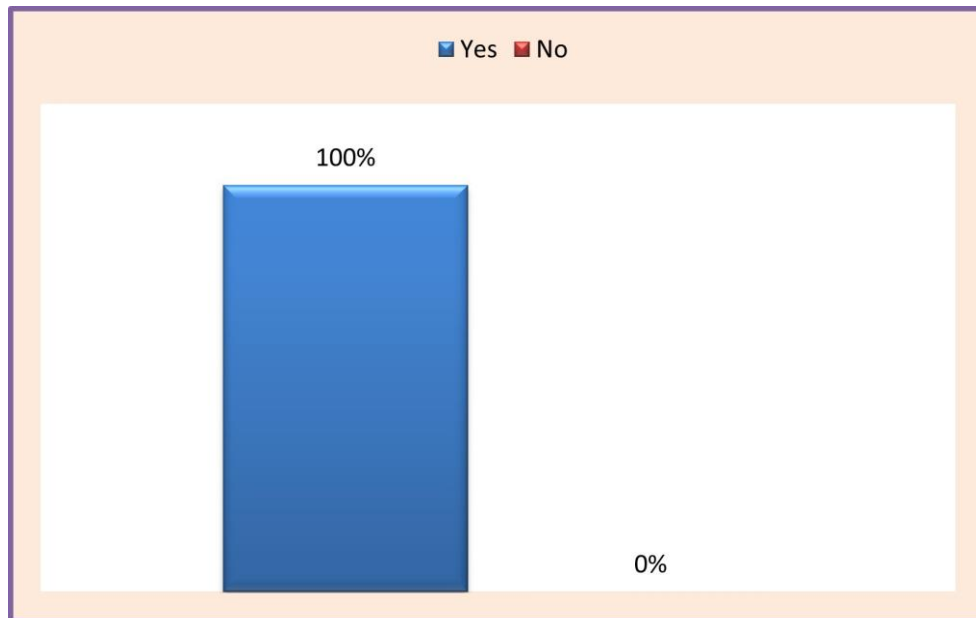
Summary of Annual Report 2025 reader panel review

The consultation was sent by hard copy and email to tenants on our Reader Panel with a total of 22 hard copies and 113 emails sent.

A total of 10 responses were received giving a response rate of **7.4%** overall.

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

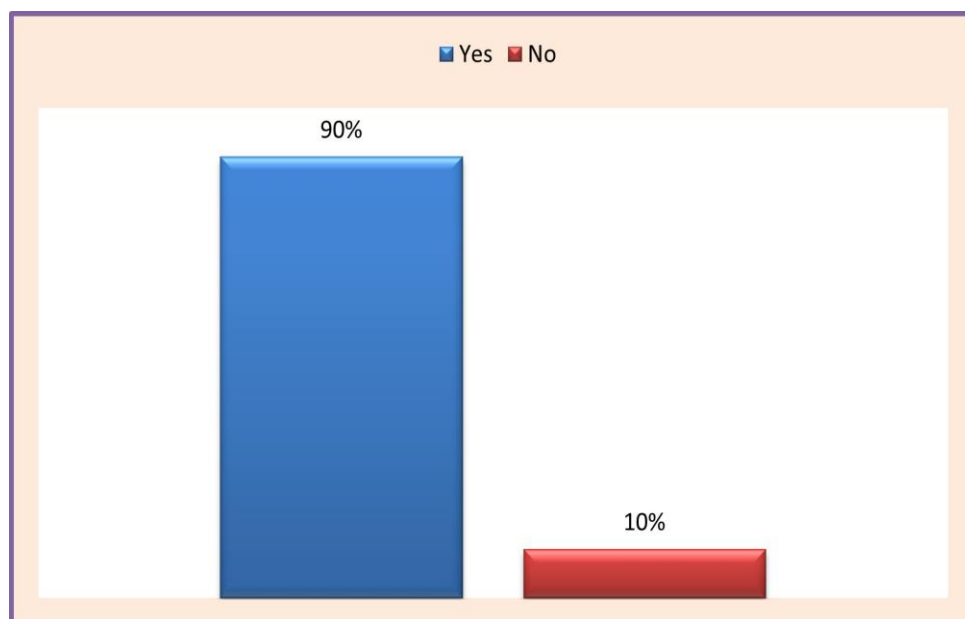
Q1 Is our annual report clear and easy to read?



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

- Keep way it is

Q2 Do you understand how we would like to improve our performance based on the statistics and text we have provided?



If no, what could we focus on more in the next edition?

- It ok

- I would like to know if there is any information you could give us about the cellars below our ground floor? They have been locked off from us for over 3+ years now and there seems to be no development into when they will be available to us again

Q3 Do you have any further thoughts on the overall content and design?

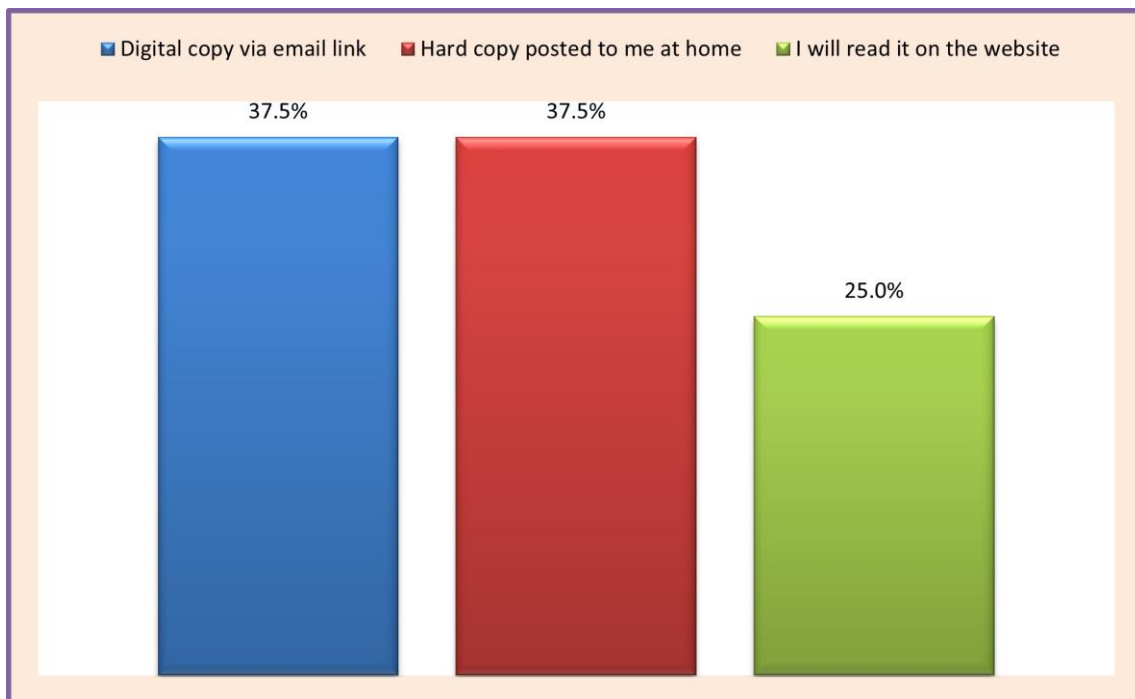
Answered: 7 Skipped: 3

Responses:

- I noticed "livein" but nothing else so overall readable and looks good. I liked the little houses, nice touch. I'd prefer "antisocial" or "anti-social" but not both.
- No
- Very good
- No
- None
- I wondered who the people in the scrutiny group were. They weren't named and the staff members were. Might be good to put their first names or say something about them, make them seem real.
- I found the Report easy to read and understand. Seeing changes from previous reporting period was informative and I liked the colour scheme - made it more interesting, Good Job!
- It looks well done and easy to follow

Q4 We welcome your feedback and will try and make any suggested improvements, however if we cannot, we will look at making changes next year.

In the meantime, please let us know how you would like to receive your annual report this year by selecting your preferred option below. Then leave your name and address so we can update your preference in our housing management system.



Summary

All of those who responded are happy the publication is clear and easy to read, with no recommendations for improvements. No suggestions were made for major changes or improvements to the report.

Question two asked whether we were being clear on how we want to improve our performance. Only one response stated that this was not clear, however no information was provided to state how we could make improvements.

Question three was open, asking for any further feedback on content and design. We received a few comments which included a compliment on the report and a request for more information on the scrutiny group members.

Outcome of survey

Having received reader approval, we are able to move forward with the design and content of the report, completing some final edits based on your feedback before publication on 16 October 2025 to our website and Facebook pages.