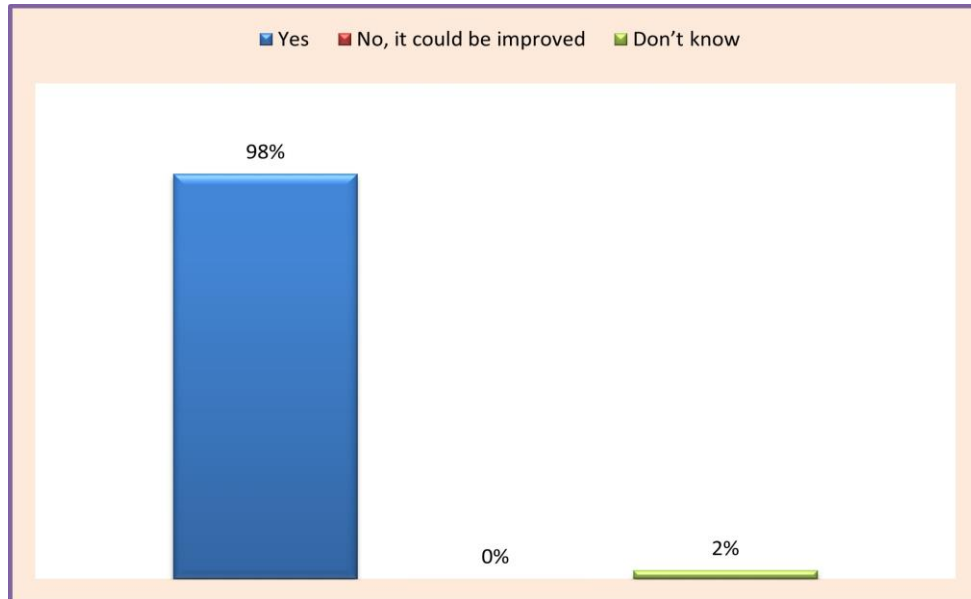


Summary of Rate the Report 2022 - tenant consultation

The consultation was sent by hard copy and email with our Annual Performance Report 2022. A total of 488 emails and 234 hard copies were sent. A link was also published on our Facebook page. We received 49 responses giving a response rate of **6.8%** overall.

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

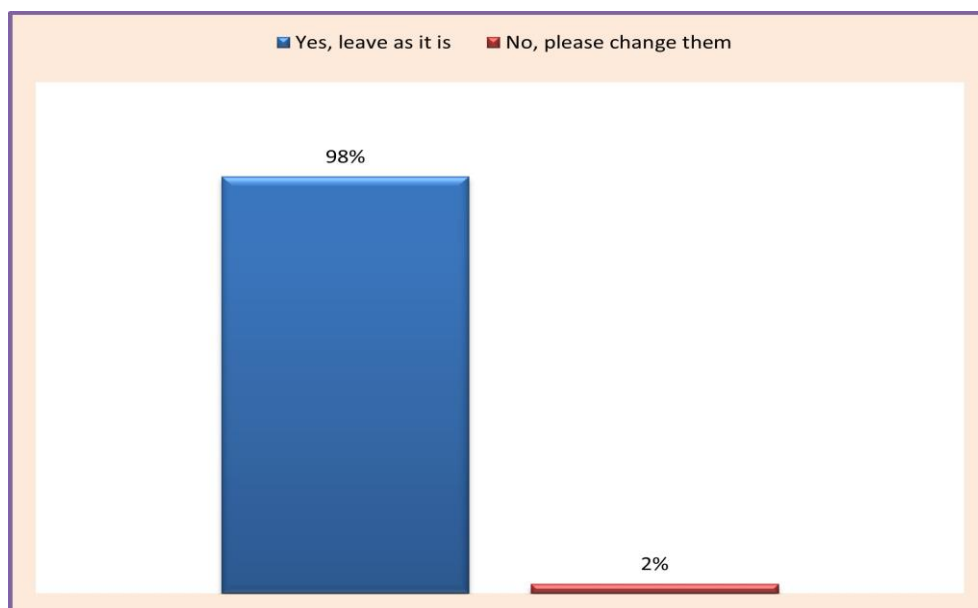
Q1 How well did we present the information – was it clear and easy to understand?



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

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

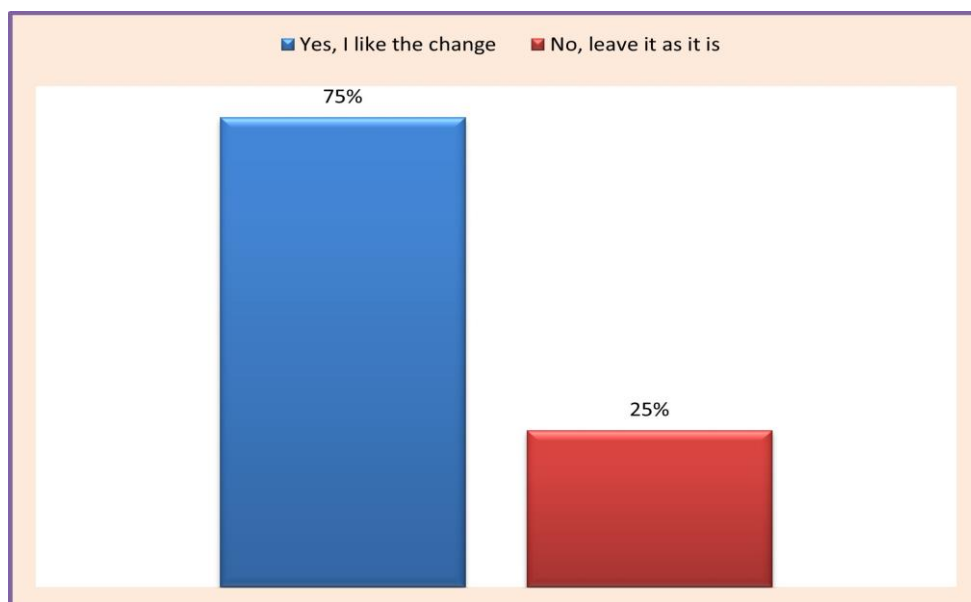
Q2 Do you think we are focusing on the right performance information? (seen throughout report)



Please look at the performance information on the inside front cover and graphs on every second page from page 4 and tell us what you think

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

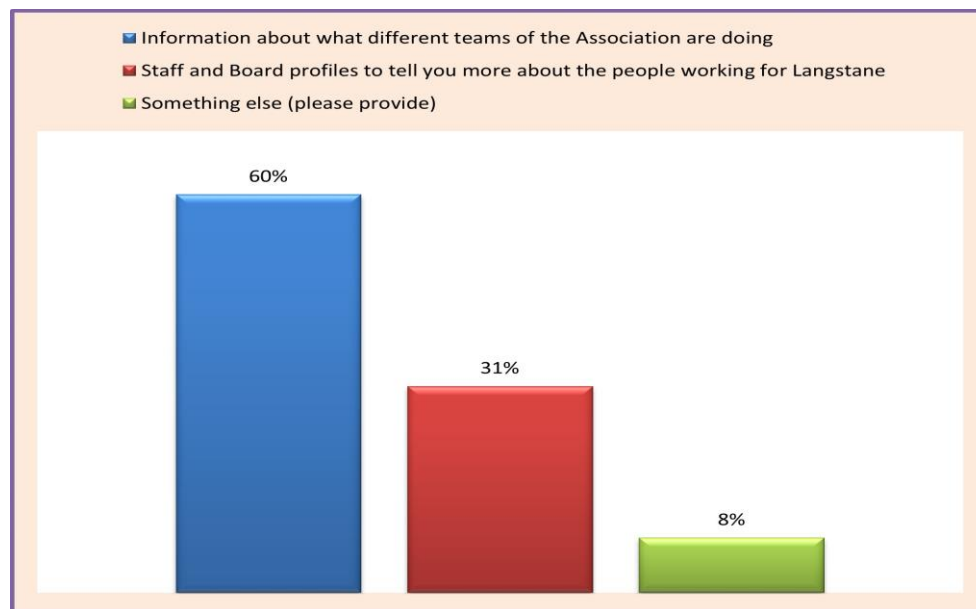
Q3 We changed the content on page 3 'The bigger picture'. Did you like the change, or do you prefer our 2021 layout where we listed the changes we are making?



Q4 We changed the layout on page 17 'We can help' and included case studies only. Did you like the change, or do you prefer our 2021 layout which included figures from the team?



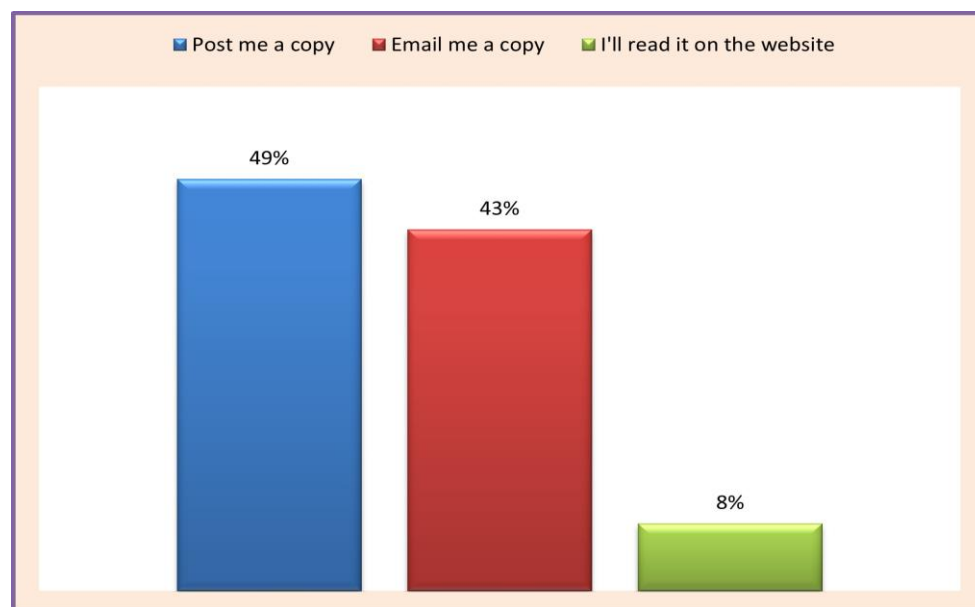
Q5 This year we used the last two pages to give you information about the Association. There was a piece from our People and Culture Manager about staffing plans, and information about how the Board of Management operates. This replaced our usual staff and Board member profiles. Please tell us which you prefer:



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. 98% said it is clear and easy to understand. Respondents were complementary on the design of the report and the quality of information. This positive majority vote continued throughout the questionnaire, which is a similar reflection of the feedback from the previous three reports.

There was encouraging feedback relating to our use of performance information with 98% happy with how it is presented. This is in terms of clear and relevant graphs and use of jargon busting. When asked about the changes we made to page three which focusses on 'the bigger picture', 75% are

happy with the change and 25% would like us to go back to the layout used in our 2021 report. We also asked about the changes we made to our 'We can help' section on page 17. 88% are in favour of the change to case studies only, however 13% would like to see figures included as featured in the 2021 report.

There were also changes made to the last two pages of the report which are usually profile features. Respondents were given a choice of what they would like featured in the 2023 report. 60% voted for 'Information about what different teams of the Association are doing and their plans' with 31% voting for 'Staff and Board profiles to tell you more about the people working for Langstane'. 8% selected 'Something else' option, however no suggestions were made for content.

Overall, the consensus is that the report should not undergo any major changes.

Action taken

The feedback is incorporated into plan the Annual Performance Report 2023.