

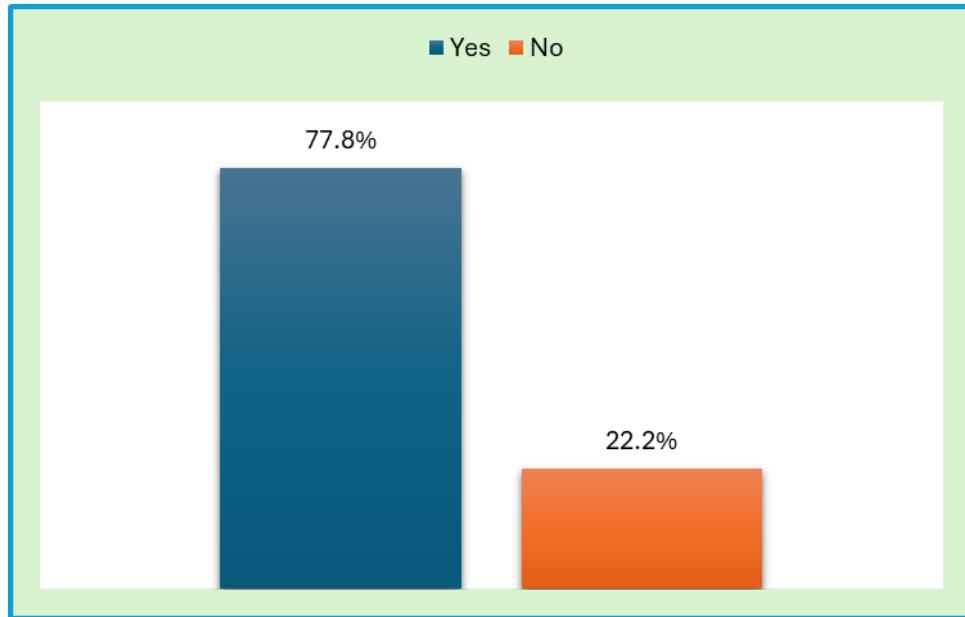
Summary of tenant review 2025 for ‘Guide to your New Home’ and ‘Tenant Health & Safety Handbook’ – reader panel approval

The consultation was sent by hard copy and email to tenants on our Reader Panel with a total of 22 hard copies and 111 emails sent.

A total of nine responses were received giving a response rate of **6.8%** overall.

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

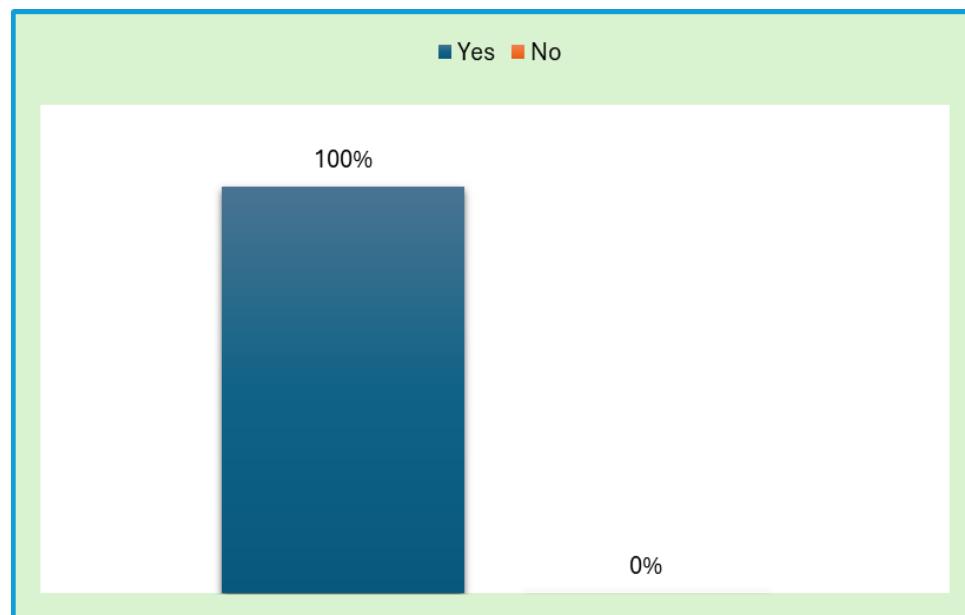
Q1 Are our ‘Guide to your New Home’ and ‘Tenant Health & Safety Handbook’ clear and easy to read? For example – is there too much jargon or technical language.



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

- There are no responses.

Q2 Do these documents reflect the information you feel is important to tenants when they first move into their homes? For example – does the safety handbook include what you feel is important to tenants to stay safe in their homes.



If no, what else do you feel we could include?

- There are no responses.

Q3 Was the information easy to find as you read through the document?

Answered: 9 Skipped: 0

Responses:

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

Q4 Do you feel the graphics and images help explain the information or do they feel too much throughout the two documents?

Responses:

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

Q5 Do you have any further feedback on this document?

Answered: 9 Skipped: 0

Responses:

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

Summary

Question one and two asked if the documents are clear and easy to read and if they were relevant in terms of content. The majority of readers responded 'yes' and at this point no suggestions were made for improvements to the documents.

Question three and four related to the information in terms of it being easy to find and if the graphics were suitable. All comments received were positive, indicating that readers were happy with the content, however there were comments recommending improvements.

Question five was an open question asking for any further general feedback of which there were no further suggestions for improvements.

Action taken

Edits were made using the feedback from this survey and that of staff who were completing internal proof reading. Having received reader approval, we were able to move forward with publication at the end of 2025 after making the required edits.