

Survey for Resident Engagement Strategy 2022

1. What are the most important areas to you specifically relating to the management of your home and tenancy? (Please select your top 5)
 - a. Building New affordable homes
 - b. Improving energy efficiency & Climate change
 - c. Building Safety
 - d. Anti-social behaviour
 - e. Neighbourhood based issues (grounds maintenance, fly-tips, parking etc)
 - f. Help & support with maintaining your tenancy
 - g. Having the opportunity to engage with and influence housing services
 - h. Repairs & Maintenance
 - i. Empty Homes & Lettings
 - j. Customer Services (including complaints & compliments)
 - k. Budgets & Finance (including rent and service charges)
 - l. Communications (Leaflets, newsletters & guides etc)
 - m. Performance & Scrutiny (challenging how we are performing)
 - n. Equality, Diversity & Inclusion (services being accessible for all)
 - o. None

2. What ways would you be interested in engaging with us (select all that apply)?
 - a. Completing surveys
 - b. Neighbourhood walkabouts
 - c. Assisting us with recruitment of customer facing staff
 - d. Assisting us with procuring new services and contracts
 - e. Holding us to account on our performance
 - f. Participating in local community groups/associations
 - g. Community Based Events
 - h. Feedback groups
 - i. Local community representation
 - j. Mini-Review groups
 - k. None

3. Thinking about the above – what prevents you, if anything, from getting involved with us? (Select the most relevant one)
 - a. Don't have the time
 - b. Don't feel I have the skills or knowledge
 - c. Don't feel my views would make a difference
 - d. Don't have an interest
 - e. Too much information to go through
 - f. Illness or Disability
 - g. Happy with everything so don't feel the need
 - h. Opportunities aren't locally based or focussed on where I live
 - i. Other..... (Free Text)

4. Thinking about your experiences as a tenant – what are the most effective ways to get you to engage with us? (Select all that apply)
 - a. Website
 - b. Tenant On-line portal (MyHome)
 - c. Digital Newsletters, Leaflets & Surveys
 - d. Emails
 - e. Text Messaging
 - f. Paper Letters, Leaflets & Surveys
 - g. Face to face opportunities
 - h. Social Media
 - i. Notice Boards

5. Thinking about your relationship with the council as a tenant what is it you value the most? (free text)

6. Would you be interested in hearing more about this piece of work and other projects based on the preferences you have answered? There would be no obligation to take part in anything that we may send you or contact you about.
 - a. Yes
 - b. No