

Tenant Engagement Strategy Survey 2022 – The Results

Headline figures

Number of Postal Responses = 905

Number of On-Line Responses = 187

Total Responses = 1092 (16% of tenant population)

New Email addresses collected = 212

New registrations to My Home Bulletin (Tenant Newsletter) = 194

Percentage of Respondents willing to get more involved = 42%

The Survey

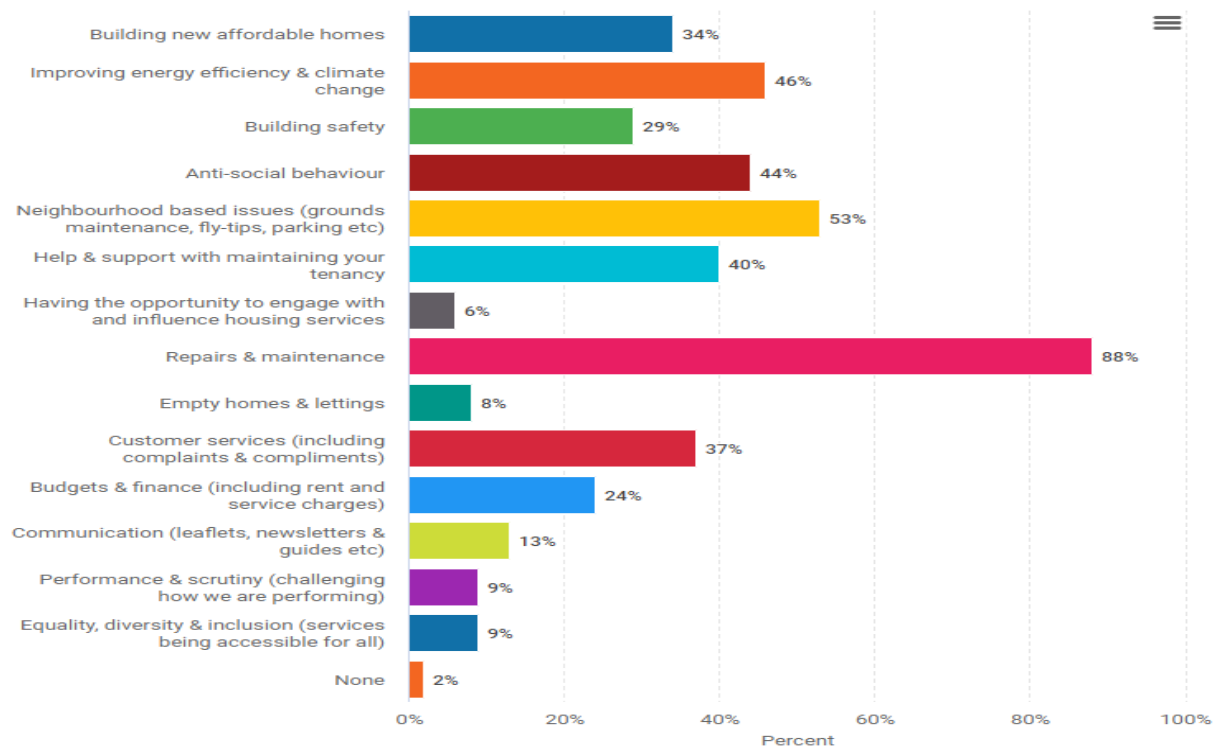
Q1. What are the most important areas to you specifically relating to the management of your home and tenancy? (Please ONLY select 5)

Top 5 Answers

- Repairs & Maintenance
- Neighbourhood Issues
- Improving Energy Efficiency
- Anti-Social Behaviour
- Help & Support with maintaining tenancy

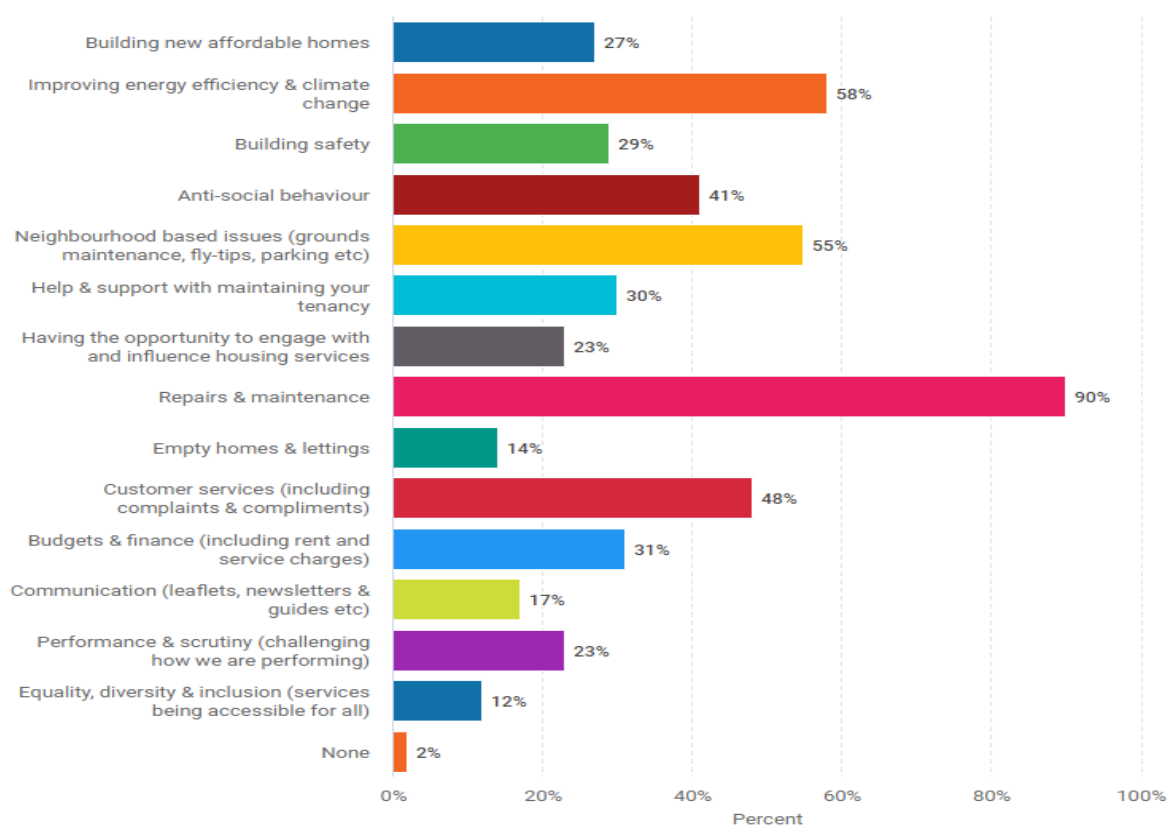
Postal Responses

What are the most important areas to you specifically relating to the management of your home and tenancy? (Please ONLY select 5.)



On-Line Responses

What are the most important areas to you specifically relating to the management of your home and tenancy? (Please ONLY select 5.)



Outcome

We now have the following numbers of tenants willing to engage with us about the following areas:

Area of Involvement Interest	Number of tenants
Repairs & Maintenance	394
Neighbourhood Management	254
Energy Efficiency	243
ASB	206
Customer Servs (Including Complaints)	182
Tenancy Sustainment	159
New Homes	132
Building Safety	130
Rent, Service Charges, Budgets & Finance	124
Voids	95
Tenant Engagement	72
Performance & Scrutiny	72
Communications	69
Equality & Diversity	56

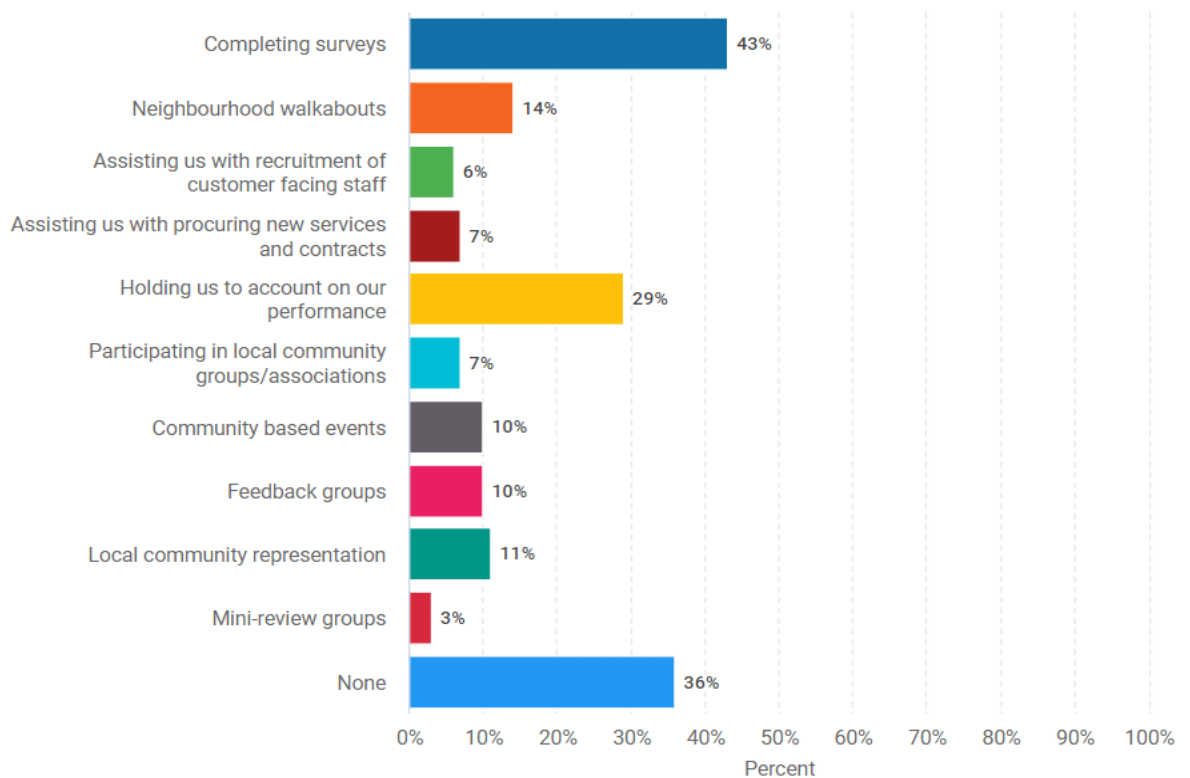
Q2. What ways would you be interested in engaging with us? (Select all that apply)

Top 5 Answers

- Completing Surveys
- Holding us to account on performance
- None
- Neighbourhood Walkabouts
- Local Community Representation

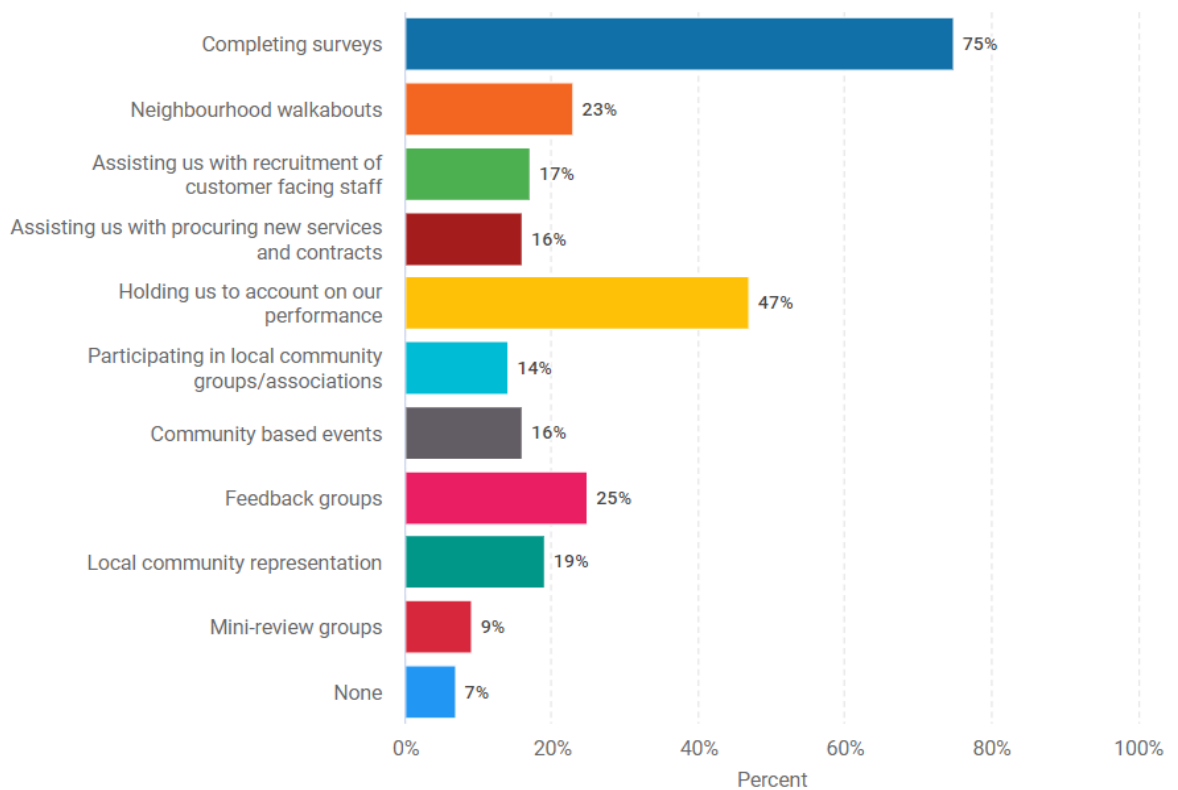
Postal Responses

What ways would you be interested in engaging with us (select all that apply)?



On-Line Responses

What ways would you be interested in engaging with us (select all that apply)?



Outcome

We now have the following numbers of tenants willing to engage with us in the following activities:

Involvement Activity	Number of Tenants
Completing Surveys	330
Holding us to account on performance	217
Neighbourhood Walkabouts	109
Feedback Groups	102
Local Community Reps	87
Community Events	79
Local Community Groups	66
Assisting with Procurement	58
Assisting with Recruitment	56
Mini Service Review Groups	35

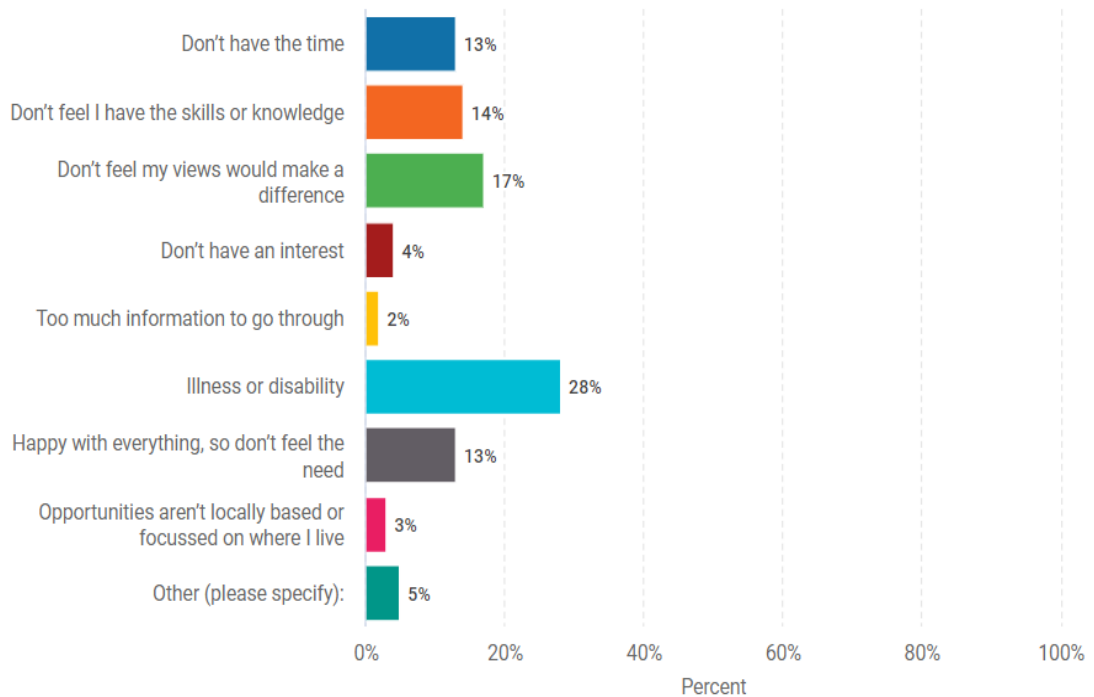
Q.3 Thinking about the above – what prevents you, if anything, from getting involved with us (Barriers to Involvement)?

Top 5 Answers

- Illness/disability
- Don't feel my views would make a difference
- Don't feel I have the skills/knowledge
- Don't have the time
- Happy with everything

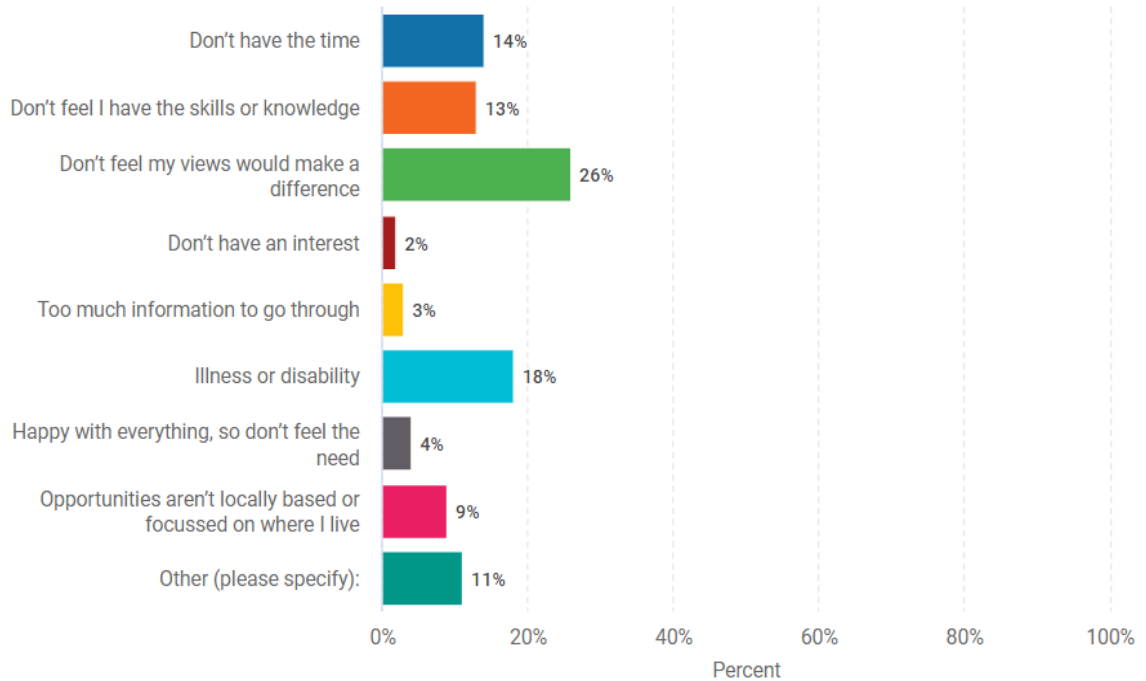
Postal Responses

Thinking about the above – what prevents you, if anything, from getting involved with us? (Select the most relevant answer)



On-Line Responses

Thinking about the above – what prevents you, if anything, from getting involved with us? (Select the most relevant answer)



Q4. Would you be more likely to take part in tenant engagement if an incentive were offered?

Answer: Yes 25% No 75%

Q5. What would be your preferred incentive?

Top Answer: Entry to a prize drawer

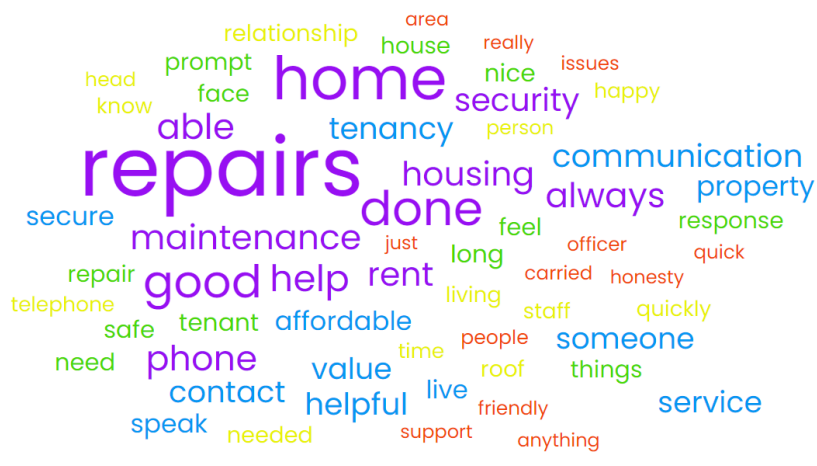
Q6. Thinking about your experiences as a tenant – what are the most effective ways to get you to engage with us? (select all that apply)

Answer: (Top 5 split by survey response type)

Paper Based Survey	Digital Survey
Paper letters, leaflets & surveys	Emails
Face to Face	Face to Face
Emails	Website
Website	SMS
SMS	Tenant Portal

Q7. Thinking about your relationship with the council, as a tenant, what is it you value the most?

(Wordle generated from all responses with more frequently used text appearing larger)



Common Themes from Values comments:

- Being able to speak to someone when needed
- Getting repairs done quickly and to a good standard
- Security of tenancy and affordable rent
- Good communication and access to information
- A safe, roof over my head
- Friendly, honest, polite, helpful, and professional staff
- To have my views heard and respected