

TENANT FEEDBACK

WHAT YOU TOLD US!

We ran our Re-engineering Engagement Project between August - November 2024 with the help of Tenant Participation Advisory Services (TPAS). This included a tenant survey and focus groups.

The survey was very important to us and helped us to understand what you would like to see and be engaged with in the future. The survey was advertised in the annual report, on social media, on our website and posters displayed across various locations in the district.

We are now using this information to plan our next steps and to develop a tenant engagement and influence strategy which is being developed with a group of involved tenants.

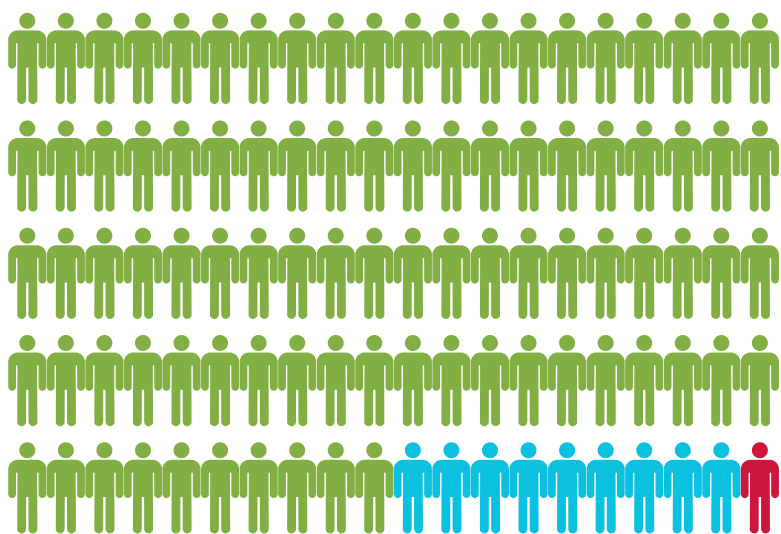
This leaflet tells you the main findings from the project (including the survey and focus groups). If you have any questions about the results or if you would like to be involved in the next steps of this project you can contact the Housing Transformation team; get-involved@sholland.gov.uk or call 01775761161



Overall results

90%

Think its important or very important that tenants are involved with shaping the service that the council delivers to its tenants.



No preference

Not important or not at all important

Its good to know that tenants think its important that they are involved in shaping the services that the council delivers.



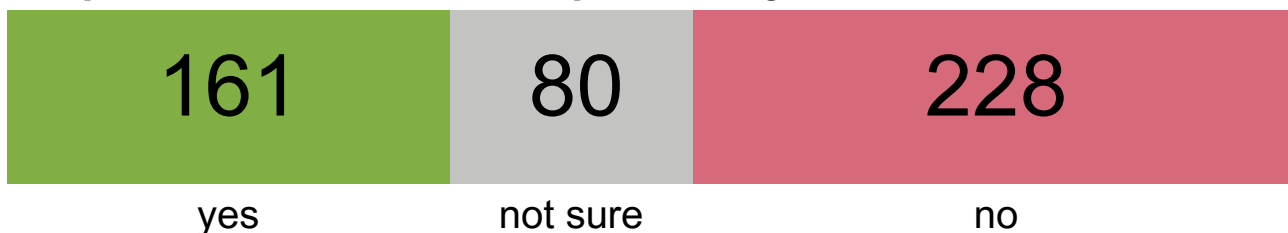
The main reasons tenants seemed to think this was important when they answered this question were:

- So tenants have a voice
- Because decisions impact you
- To be kept informed
- To be listened to

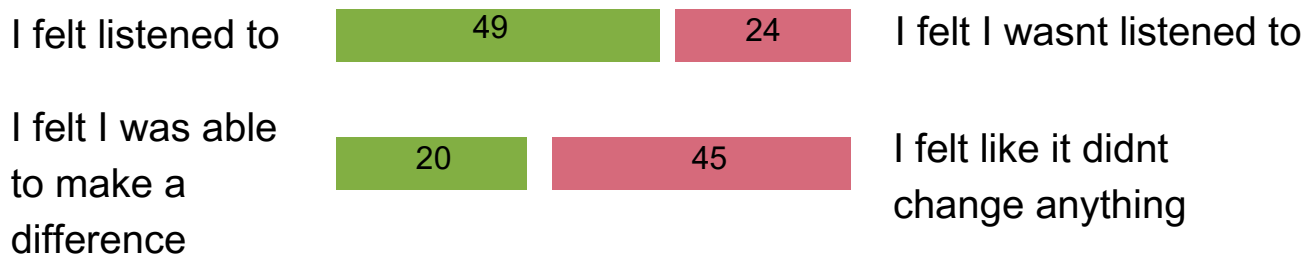
We can provide this information in other languages and formats for example, in large print, in Braille, on CD or audio cassette. Please email info@sholland.gov.uk or phone 01775 761161.

Being involved

We asked tenants, have you taken part in an activity to shape the landlord service previously?



We asked tenants, how did you find this activity?



We asked tenants, why you have not taken part in an activity before?

Didn't know about activities

Didn't know how to take part

Disabilities meant you were unable to take part in certain activities

We asked tenants, what could the Council do to increase the number of tenants getting involved?

Communicate and advertise

Listen

Be honest

We asked tenants, if you had 1 wish for your community what would it be?

Community events

To be listened to

Improved safety

Environmentally friendly initiatives

We would like to thank all of you who took the time to take part in this project so far. The information collected will be used to develop our tenant engagement and influence strategy

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