

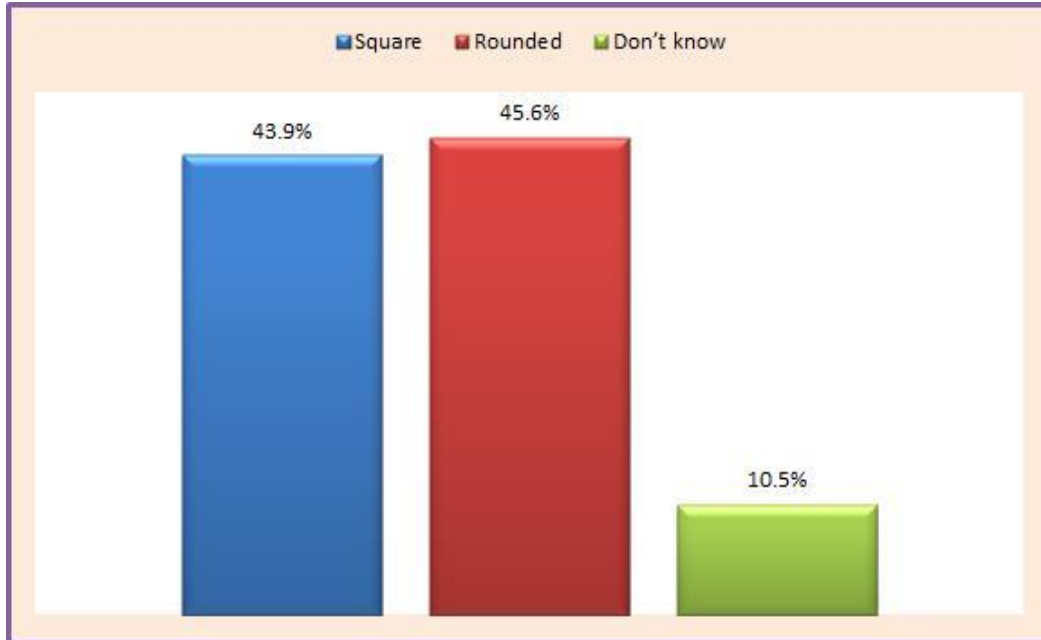
Summary of tenant consultation Tell us what you think! New website design 2021

We sent the consultation by email to our Register of Interested Tenants, Reader Panel and Tenant Panel. 334 emails were sent with a link to the Survey Monkey platform and 58 responses were received.

The response rate for the survey was **17.4%** overall.

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

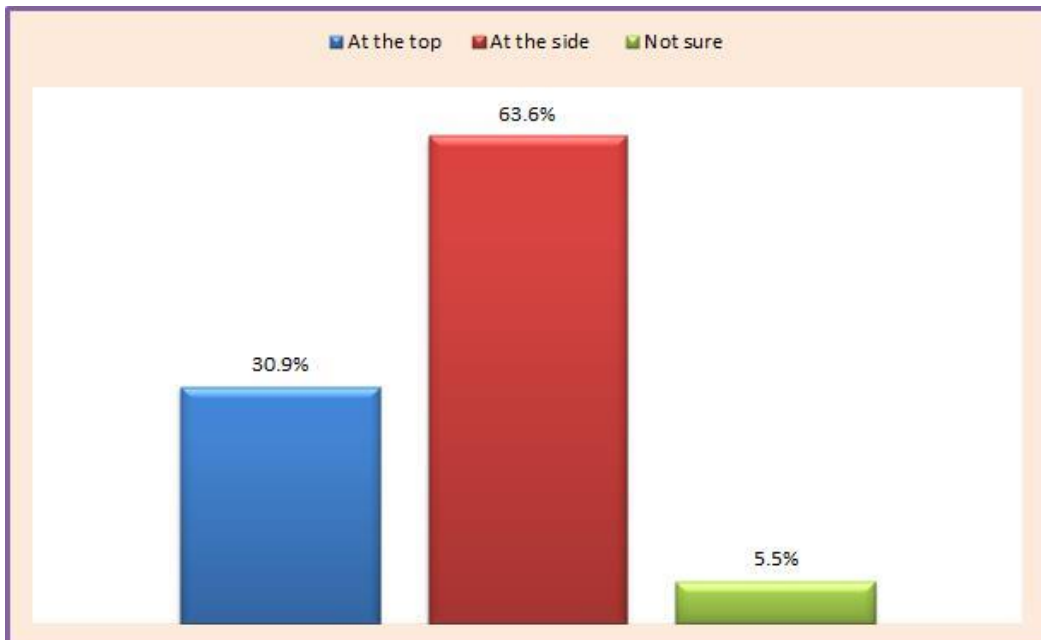
Q1 Would you prefer to see square or rounded tabs at the top (click on each letter to view examples - A & B to see square and C & D for rounded).



PLEASE LEAVE ANY COMMENTS HERE:

Thank you for your comments, these are being reviewed internally.

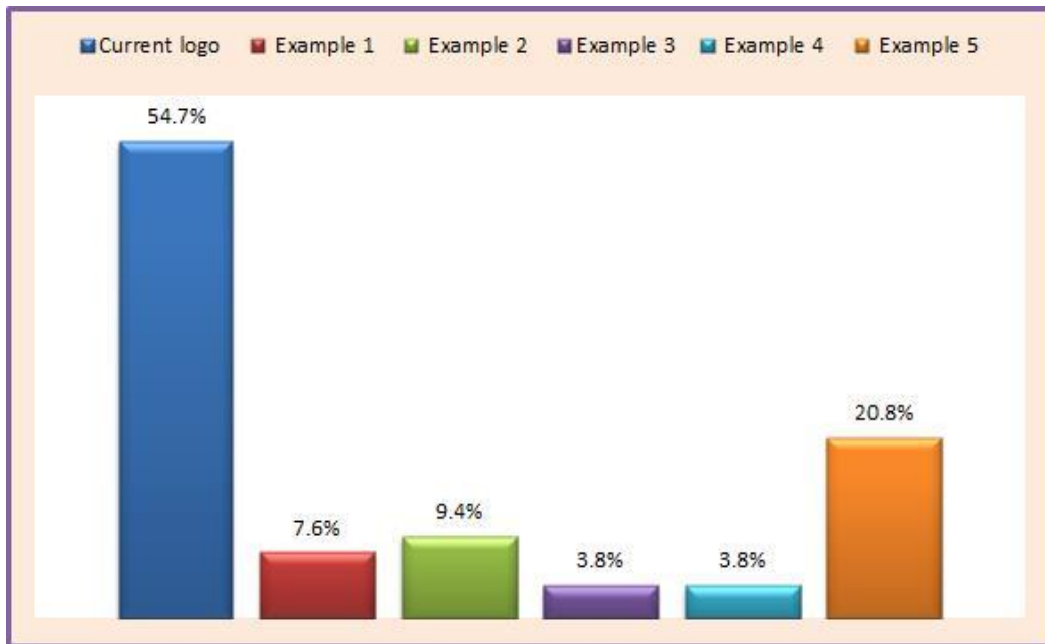
Q2 Would you prefer our logo to be at the side of the buttons or at the top? (click A (top), B (side), C (side), D (side)).



PLEASE LEAVE ANY COMMENTS HERE:

Thank you for your comments, these are being reviewed internally.

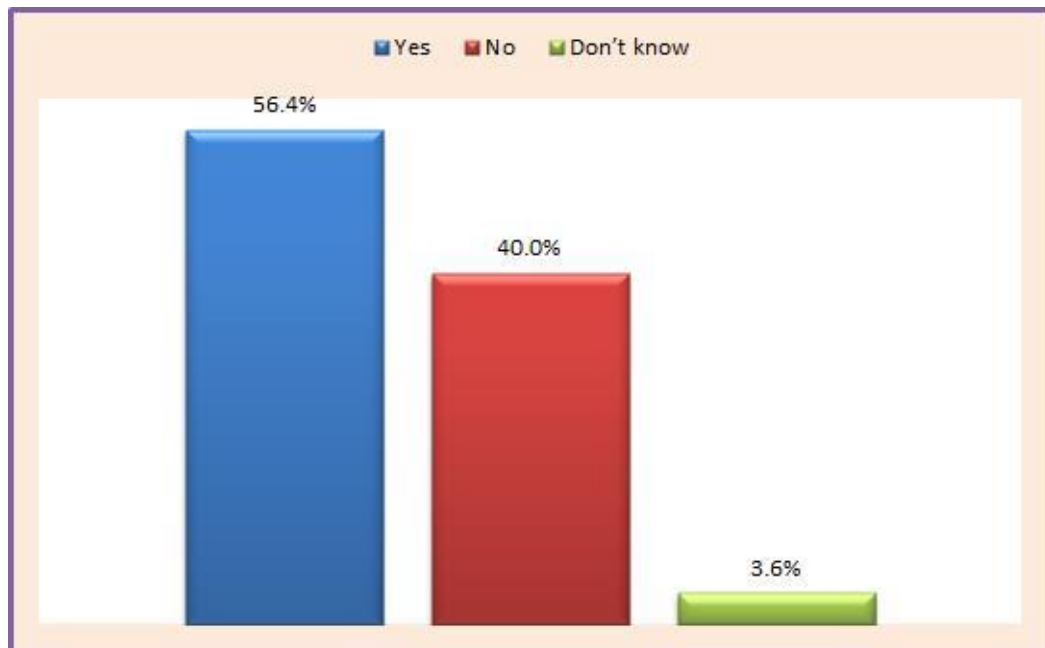
Q3 We are considering re-designing our logo - please click here and tell us which you prefer?



PLEASE ADD ANY COMMENTS HERE:

Thank you for your comments, these are being reviewed internally.

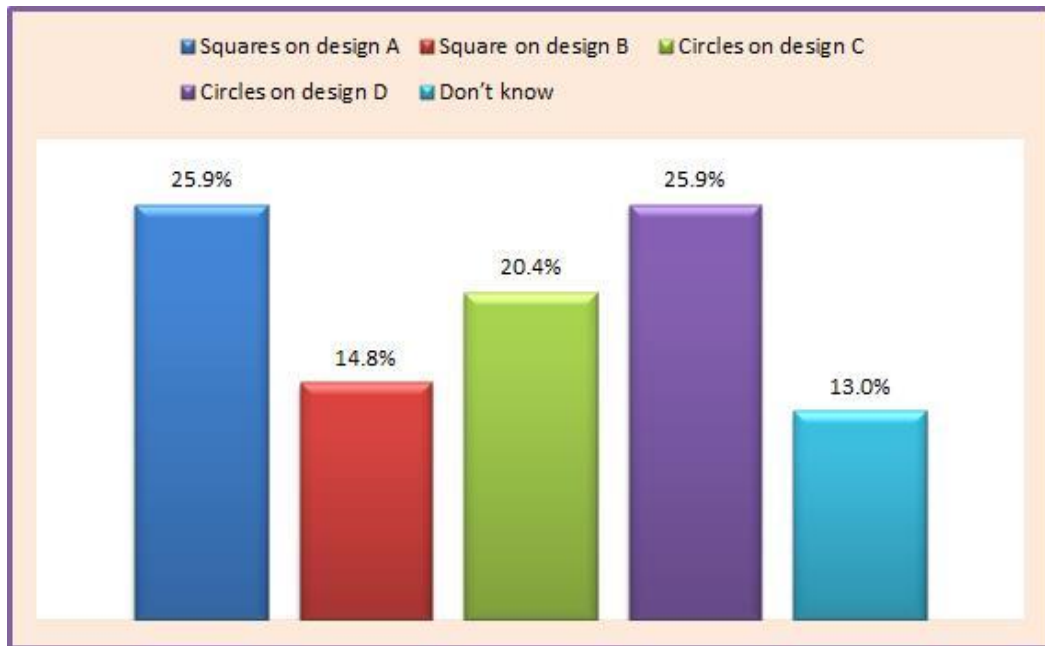
Q4 Two of the top bar buttons on the example designs read: Apply for Home Make Complaint Do you think we should change them so they read? Apply Complaints/Feedback.



IF NO, DO YOU HAVE A SUGGESTION:

Thank you for your comments and suggestions, these are being reviewed internally.

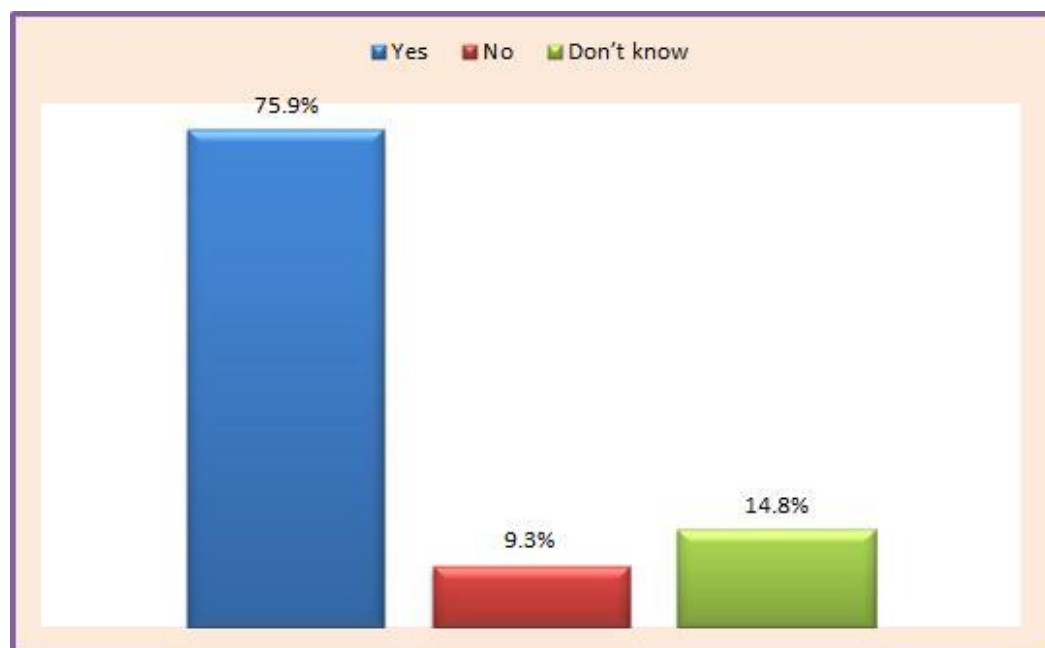
Q5 Would you like to see squares or circles for the 'noticeboard' section of the page? (click A & B to see square and C & D for circles)).



PLEASE LEAVE ANY COMMENT HERE:

Thank you for your comments and suggestions, these are being reviewed internally.

Q6 We would like to include performance information and a link to current social media posts. Do you think this is a good idea?



IF NO, WHAT ELSE WOULD YOU LIKE TO SEE:

Thank you for your comments and suggestions, these are being reviewed internally.

Q7 Do you have any other comments about the overall design?

Thank you for your comments and suggestions, these are being reviewed internally.

Q8 Please leave your contact information in case we need to follow up on any comments.

Contact information has been removed from this summary for confidentiality.

Summary

The majority of those who responded were positive towards our move to a fresh website.

For question one the majority of respondents were split between the two options, however the rounded design received one extra vote. For question two, 63% of respondents would prefer the logo to sit at the top of the page. Question three highlighted that the majority (almost 55%) would like us to keep our current logo. Question four indicates the majority in favour of our proposition to change the top bar buttons to 'Apply' and 'Complaints/Feedback', however there was 40% who disagree and many comments/suggestions about what should be displayed. Voting on question 5 was very closely split across the options, however overall, 'circles' received more votes and option D was clearly the preference. Question 6 highlighted that respondents would like to see performance information and links to social media, although some reservations were clear from the comments.

A large number of comments were made across all questions throughout the survey which include relevant observations and suggestions, positive comments about the new website and queries about why we are proposing some changes.

Any none related queries will be followed up.

Outcome of consultation

All feedback will be incorporated into planning and implementing the new Langstane website.