

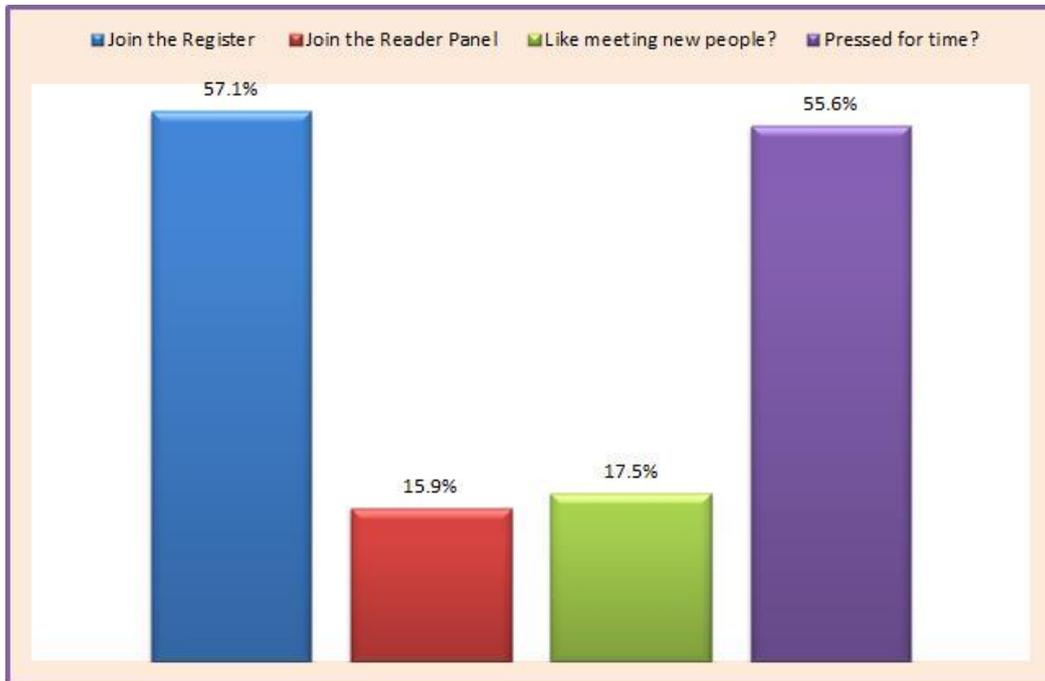
Summary of Langstane News winter insert 2021 - tenant consultation

We sent the consultation by hard copy and email to all tenants with our Winter Newsletter 2021. Emails were sent with a link to the survey monkey platform and any bounce backs were sent a hard copy. We sent 797 hard copies and 1,693 emails.

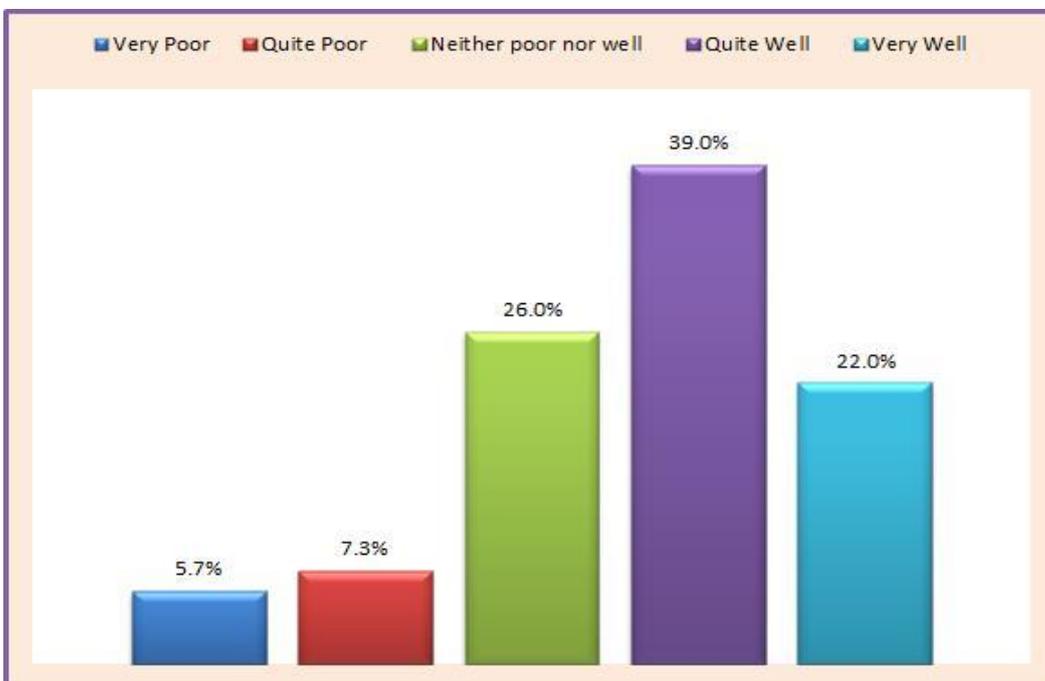
A total of 129 responses have been received giving a response rate of **5.2%** overall. The consultation consisted of eight questions, the results of which are summarised below.

Q1 We need to hear the opinions of our tenants. It really helps us provide services that work. Would you like to become an involved tenant, helping us shape services and make decisions? Here's how you can do it.

Join the 441 tenants who help us improve our services. Take part in a way that suits you. You can help review our policies, complete online surveys, or check our publications are easy to read and understand. This can happen from the comfort of your own home!



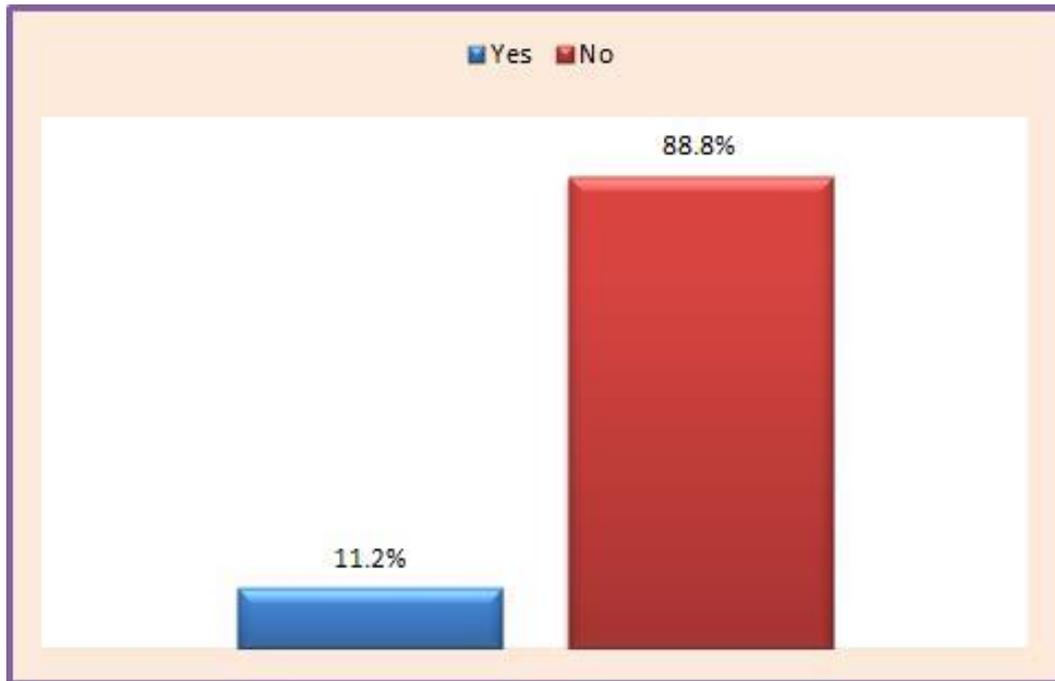
Q2 How well do you think the Association adjusted services during lockdown?



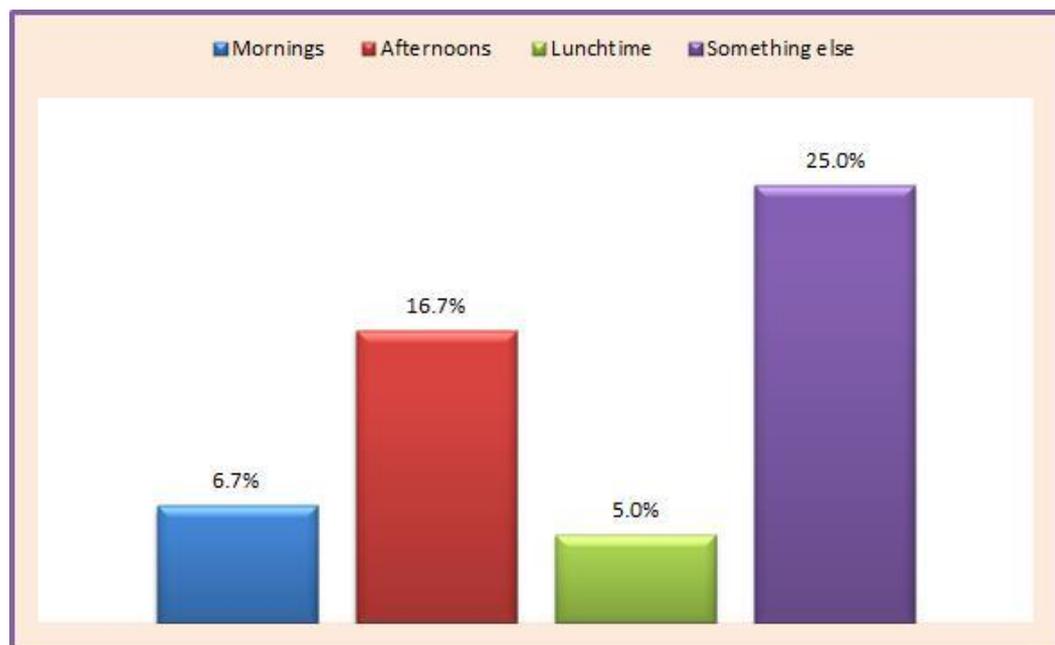
Q3 What more could we have done to make the lockdown experience better for you as a tenant?

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

Q4 Do you ever come into our offices to see the staff or pay your rent?



Q5 If yes, what time of day do you usually come in?



IF SOMETHING ELSE PLEASE PROVIDE DETAILS:

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

Q6 We might decide to have certain times when we are open to office visits rather than being open 9am to 5pm.

What times are you most likely to come and visit the office? (Please tick all that apply)



IF SOMETHING ELSE PLEASE PROVIDE DETAILS:

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

Q7 We might decide to offer virtual appointments with staff if you want to talk to us about your tenancy. Would you be happy to meet with a member of staff using a live video appointment rather than coming in to the office?



Q8 We may also decide to introduce a Freephone number to replace 01224 423000 - would you be happy with this change?



Summary

The majority of those who responded stated they felt Langstane had dealt either 'Quite well' or 'neither poor nor well' during the lockdown with 39% voting for quite well. However, almost 6% voted for 'Very poor'. 94 responses were left for question three regarding what more the Association could have done for tenants. The responses were a mix of people asking for better communication regarding services, not happy they can't get through on the phone, better communal area checks and a suggestion about providing hand sanitiser in communal areas. Other comments included those happy with what was done, stating that a lot of things were out of the Associations hands and when they either received or made contact they were happy with the service.

From question four we asked about changes to our services. Regarding tenants visiting the office, only 11% said they did visit the office with almost 89% saying they didn't. Question five looked at when tenants make these visits. 'Afternoons' were the most popular at almost 17%. There were 38 responses to the 'something else' option with many saying they were too far away or their method of contact and rent payment is by phone or direct debit.

Question six asked if people felt different hours would be a good idea. 'Restricted opening hours' were the top choice at almost 43% with 30% choosing 'an extra evening open until 7pm'. 10% left various responses, under the 'something else' option. These included; request for a chat function on Langstane's website, open offices 10am till 6pm and happy to receive emails and phone calls.

Question seven asked about whether people would engage in virtual appointments with 61% saying yes they would and almost 39% saying no. Question eight related to changing the main office number to a Freephone number. Respondents were in favour of this change with 89% voting yes and almost 11% voting no.

Outcome of consultation

The feedback is incorporated into planning service delivery from 2022.