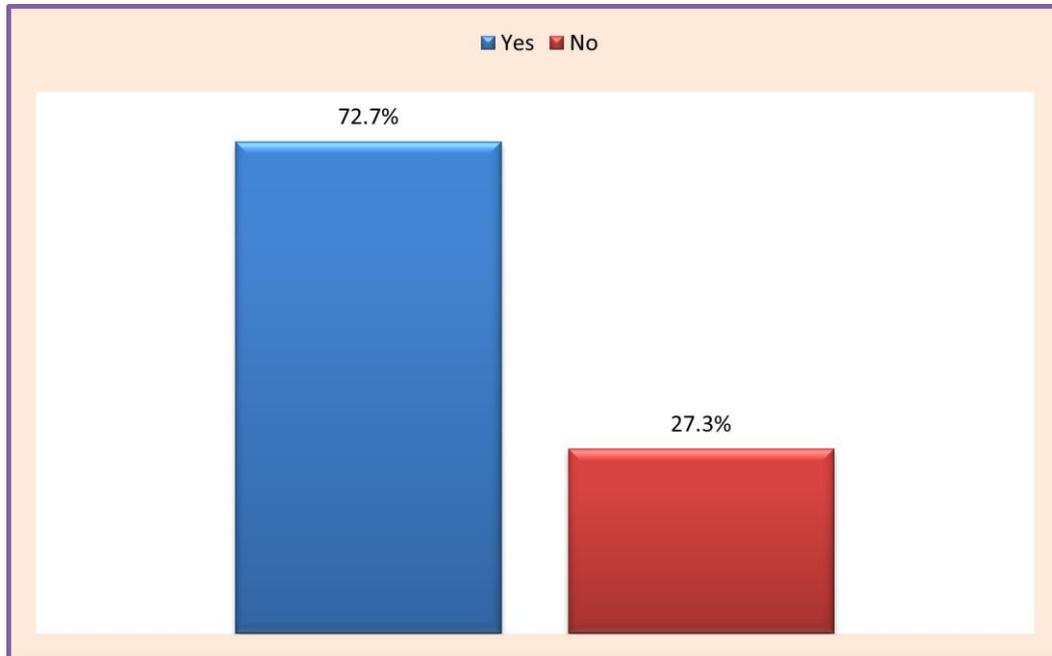


Summary of Langstane Promise, Customer Commitment and Customer Care Policy 2024 – tenant approval

The consultation was sent by email and hard copy to tenants on our Reader Panel and Scrutiny group. A total of 118 emails and one hard copy were sent. We received 12 responses in total giving a response rate of **10.1%** overall.

The consultation took the form of four questions, the results of which have been summarised below.

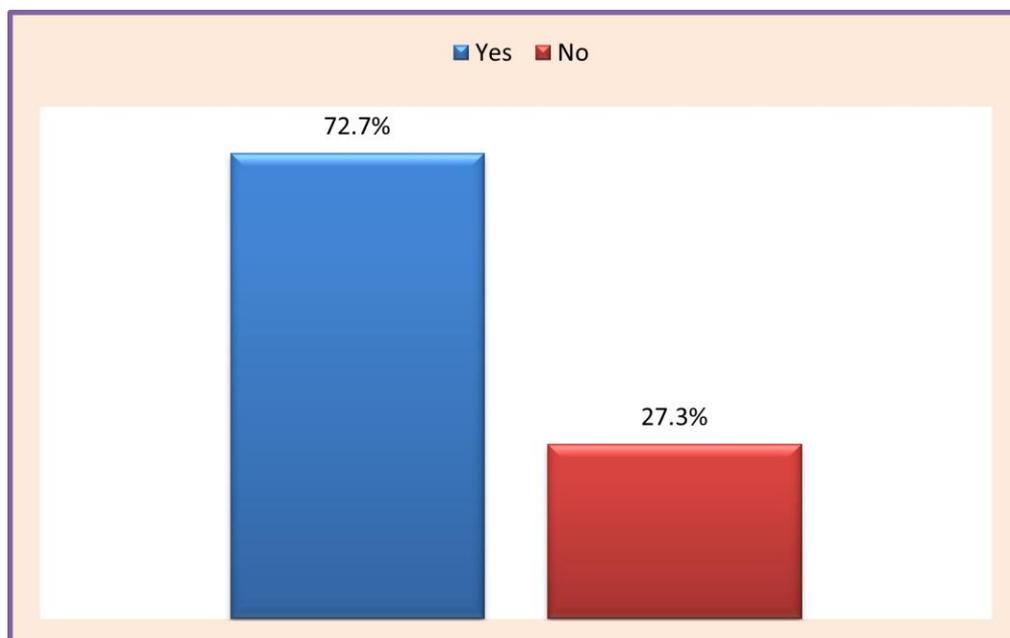
Q1 Does our Langstane Promise communicate clearly what we are hoping to achieve?



If you answered no, please tell us why and what else you think we should include:

Thank you for your comments and suggestions; these have been reviewed internally.

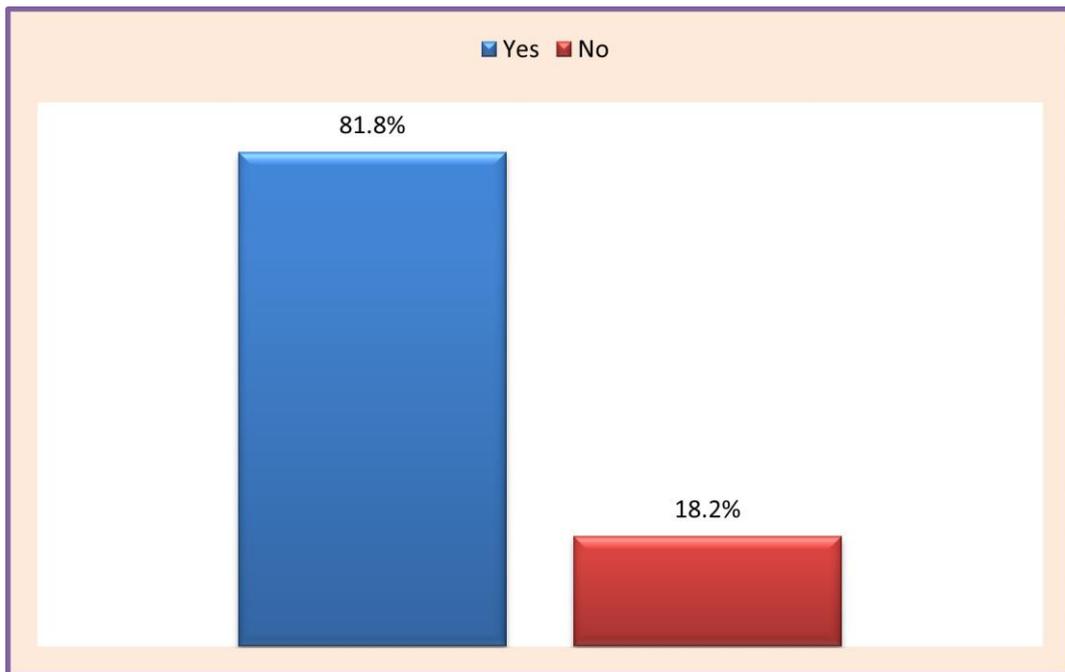
Q2 Does our Customer Commitment explain clearly what the Association expects of our customers?



If you answered no, please tell us why?

Thank you for your comments and suggestions; these have been reviewed internally.

Q3 In terms of design, is our promise and commitment clear and easy to read?



If no, tell us what we can do to improve the design and layout.

Thank you for your comments and suggestions; these have been reviewed internally.

Q4 Does our Customer Care Policy tell you clearly the Association’s position in terms of our customer service culture developments, communicating with and receiving communication with tenants and handling your feedback as laid out in the policies aims and objectives.

Please leave your comments below:

Thank you for your comments and suggestions; these have been reviewed internally.

Feedback from tenant via email

Thank you for your comments and suggestions; these have been reviewed internally.

Summary

The majority of respondents were happy with the content of the Langstane Promise and Customer Commitment, in terms of our aims and expectations of what is expected from Langstane staff and our customers.

There was 80% tenant satisfaction with the design and layout of the documents meaning the publication is clear and easy to read. There were no suggestions made for improvements.

In response to Q4, which related to the overarching Customer Care Policy, there was a mixture of comments. Some stated areas of specific dissatisfaction with service delivery and other comments were complimentary towards staff. There was also feedback on the structure of the policy.

Action taken

All tenant feedback will be used to finalise the documents before they are passed for final approval by our Board of Management.