

Taunton Deane Borough Council

Tenant Services Management Board – 19 March 2012

Annual Report to Tenants 2010/11 Feedback Results

Report of the Tenant Services Development Officer

(This matter is the responsibility of Executive Councillor Jean Adkins)

1. Executive Summary

<p>This report aims to inform the Tenant Services Management Board of the feedback received on the Annual Report to Tenants 2010/11.</p>
--

2. Background

Feedback forms were provided to all tenants with the Annual Report to Tenants Calendar. We received a good response rate with 600 feedback forms being returned by the 31st January 2012.

3. Feedback Results

The feedback provided was largely positive and in favour of the new calendar format with 88% of tenants finding the calendar format useful and 85% of tenants wishing to see the next annual report in calendar format. The results of the feedback are provided in appendix 1 with additional comments below.

- *Q4 – Did you find any section of the annual report of particular interest?*

Tenants found the following sections of particular interest:

- Homefinder Somerset
 - Repairs & Maintenance Facts & Figures
 - Anti- Social Behaviour
 - Disabled Facilities Grants
 - Estate Walkabouts
 - The useful contact details – telephone numbers & meeting dates
 - Tenant Involvement
 - Local Offers
- *Q5 – Is there a particular section of the annual report that you did not find of interest?*

There was not a section of the annual report that tenants reported as consistently not being of interest.

- Q6 – *Is there anything you would like to see included in a future annual report?*

Tenants would like to see the following added to future annual reports:

- Dates of planned maintenance and upgrade programmes
 - Recycling/Rubbish collection dates when affected by bank holidays
 - Right to Buy figures
 - Crime statistics for Taunton Deane
-
- Q7 – *Would you like to be involved in future housing consultation events?*
 - Q9 – *Would you like to take part in next year's production of the annual report to tenants?*

The percentage of tenants who would like to be involved in future housing consultation events at 16% or in the production of the next annual report to tenants at 13% appears low but in fact equates to:

- 98 people wanting to be involved in future housing consultation events
 - 77 people wanting to be involved in the production of the next annual report to tenants.
-
- Q8 – *Are you happy with the methods currently used by the Council to communicate with tenants?*

84% of tenants are happy with the methods used by the Council to communicate with tenants.

4. Feedback Next Steps

A record of tenants who wish to be involved in Housing Services in the future is being kept and those tenants will be invited to future consultation events and included in future surveys. The feedback from this year's annual report will also be used to improve the next annual report to tenants.

A winner for the £100 prize draw for returning feedback by the 31st January 2012 will be selected by Stephen Boland, Housing Services Lead.

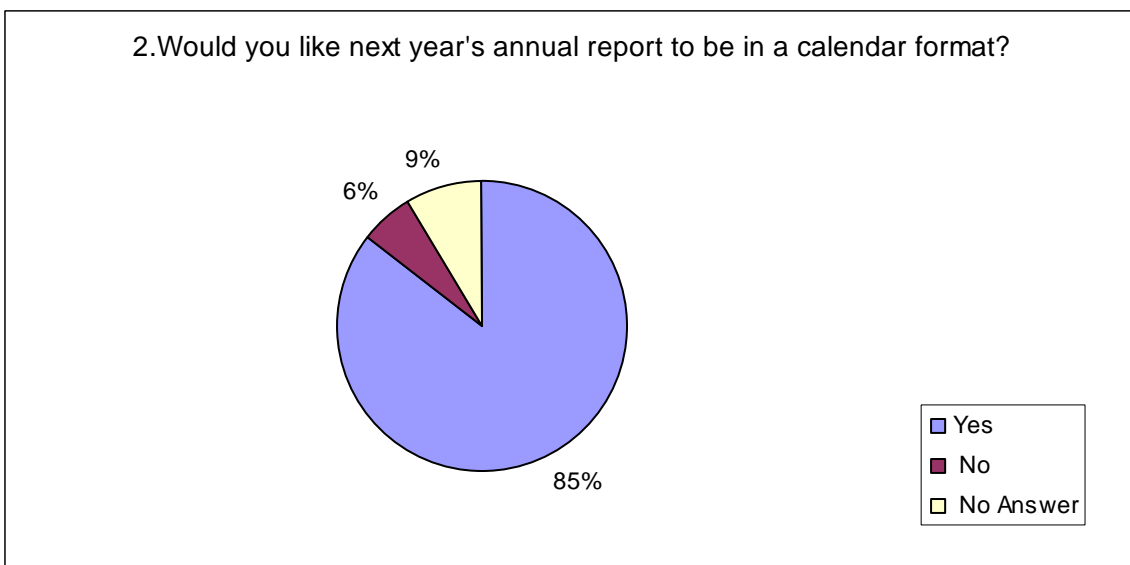
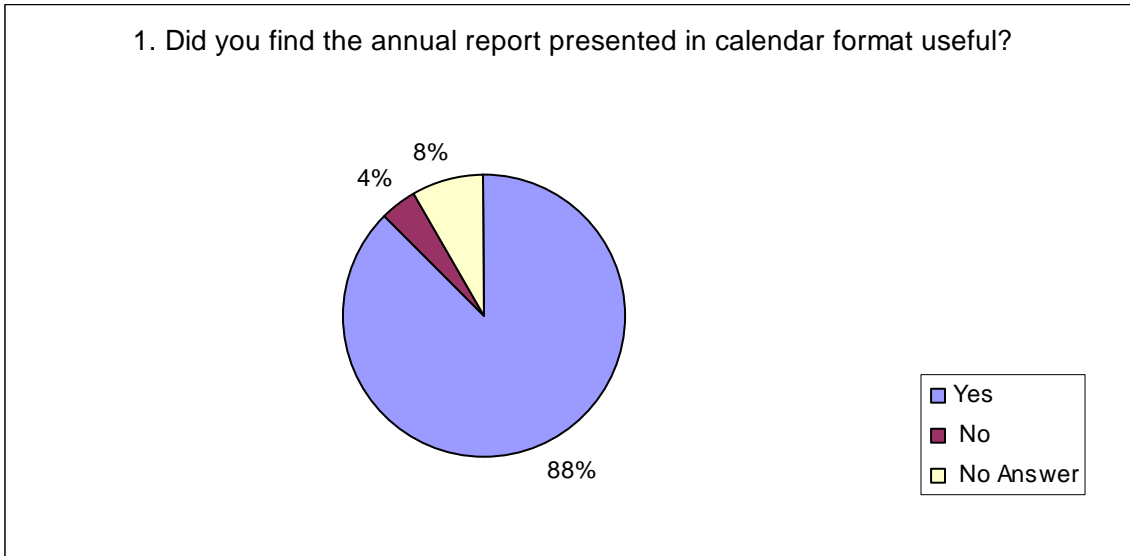
5. Recommendations

Tenant Services Management Board is asked to note the contents of the report and comment on the feedback received from tenants.

Contact:

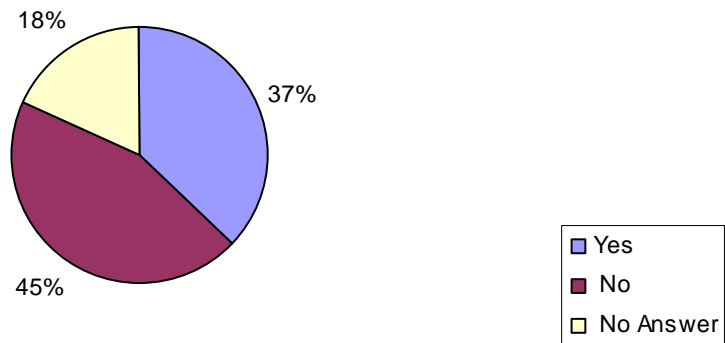
Officer Name	Rosie Reed
Direct Dial No	01823 356 327
e-mail address	r.reed@tauntondeane.gov.uk

Appendix 1 – Feedback Results

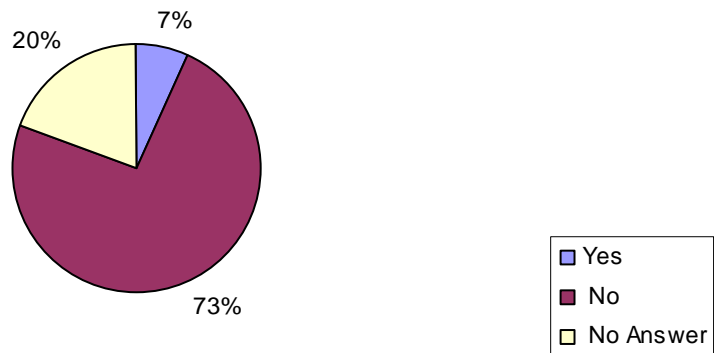


Q3. – What did you think about the annual report calendar to tenants?	No of Tenants
Too Long	12
About Right	350
Too Short	3
Too Much Information	14
About the Right Amount of Information	276
Not Enough Information	14
Very Well Presented	308
Fairly Well Presented	116
Not Well Presented	1
Very Easy to Understand	244
Fairly Easy to Understand	128
Difficult to Understand	8

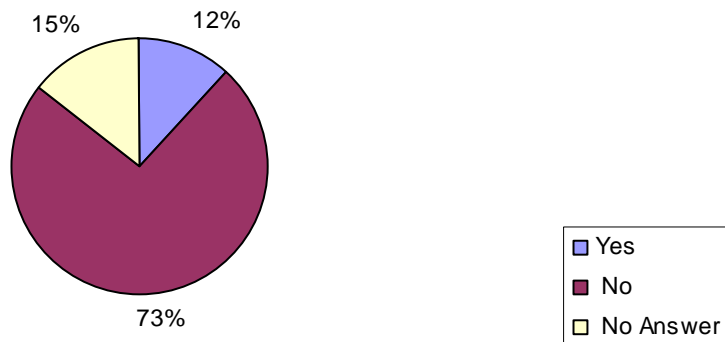
4. Did you find any section of the annual report of particular interest?



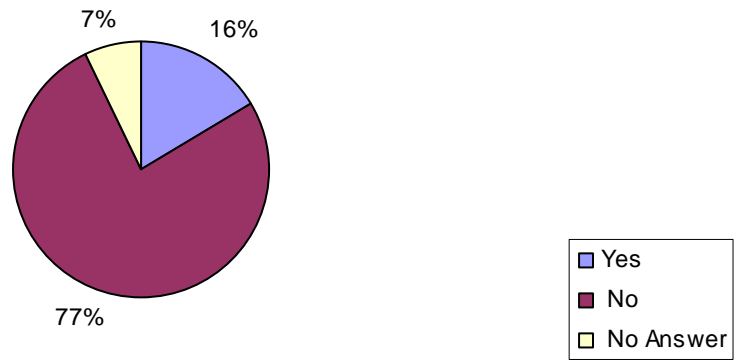
5. Is there a particular section of the annual report that you did not find of interest?



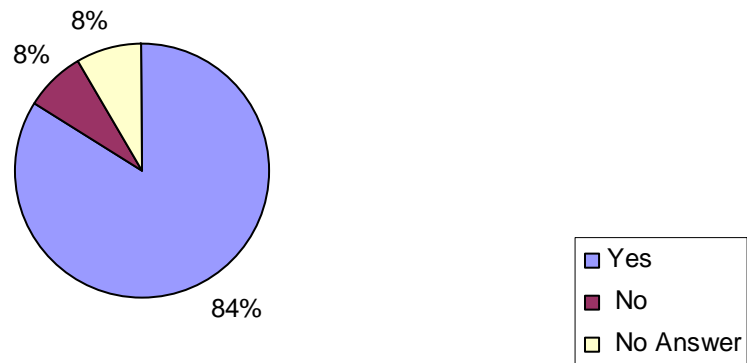
6. Is there anything you would like to see included in a future annual report?



7. Would you like to be involved in future housing consultation events?



8. Are you happy with the methods currently used by the Council to communicate with tenants?



9. Would you like to take part in next year's Annual Report to Tenants?

