

# Taunton Deane Borough Council

## Tenant Services Management Board – 21st May 2013

### Tenants' and Leaseholders' Open Day 2013 Feedback

**Report of – Steven Clarke Tenant Services Development Officer**

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

#### 1. Executive Summary

This report highlights the feedback received from tenants and leaseholders following the Tenants' and Leaseholders' Open Day that was held at the Somerset County Cricket Ground on the 15th April 2013.

The feedback, which is detailed in Appendix 1, highlights the most popular stands visited from those who responded and their opinion of the event.

#### 1.0 Background

The third Tenants' and Leaseholders' Open Day was held at the Somerset County Cricket Ground on the 15th April 2013 between 10am and 5pm. 129 people attended the open day, an increase from the 2012 event (123 attendees) and 2011 event (100 attendees).

18 stalls were available including various departments of Taunton Deane Borough Council (TDBC) and representatives from external organisations who were able to answer questions on a wide variety of housing related issues and other matters.

A questionnaire was circulated in order to seek the views of those attending the event, the results of which are contained in Appendix 1.

#### 2.0 Prize Draw

- 1<sup>st</sup> Prize = Oxford Place
- 2<sup>nd</sup> Prize = Monmouth Road
- 3<sup>rd</sup> Prize = Holway Road

### **3.0 Recommendations**

It is recommended the Tenant Services Management Board:

- Receive and note this report and analysis of feedback contained in Appendix 1
- Provide feedback on their experiences of the event
- Provide ideas on how the event can be improved, especially in terms of:
  - Whether to use the same venue
  - Hold the event over a longer or shorter time period
  - Whether there are anyother exhibitors to invite, inside or outside of TDBC
  - How to attract more tenants and leaseholders to the event
  - Whether to hold the event on a different day

### **Contact officer**

Steven Clarke, Tenant Services Development Officer

Direct Dial No. 01823 356327

E-mail : [s.clarke@tauntondeane.gov.uk](mailto:s.clarke@tauntondeane.gov.uk)

## Tenants' and Leaseholders' Open Day 15<sup>th</sup> April 2013

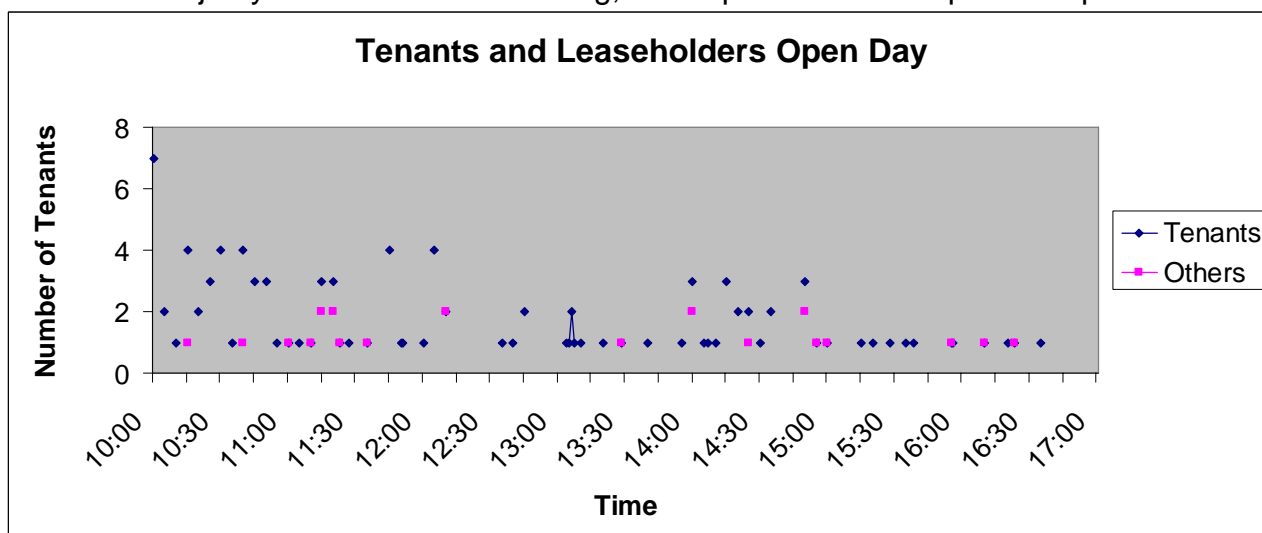
### 1.0 Introduction

All attendees were given feedback sheets to make comments and suggestions about the day. 28 feedback sheets have been returned and the replies are analysed below.

The organisations attending the event were:

ALCHO	TDBC Revenue and Benefits
TDBC Repairs team	Leaseholders Forum
TDBC Housing Property Services	TDBC Estate Management
Age UK	TDBC Lettings/ASB Team
TDBC Environmental Health	Avon & Somerset Police
TDBC Development team	Tenants' Forum
TDBC Deane Helpline	Somerset Savings and Loan
Citizens Advice Bureau	TDBC Supported Housing
Devon and Somerset Fire and Rescue Service	
TDBC Somerset West Private Sector Housing Partnership	

The chart below shows the break down of the time when people attended the event. It shows the majority attended in the morning, with a peak between 2pm and 3pm.



## 2.0 How tenants and leaseholders learnt of the event:

100% of tenants attended as a result of receiving an invitation letter.

## 3.0 Whether tenants and leaseholders thought there were enough departments at the event:

No attendees answered this question on the feedback form.

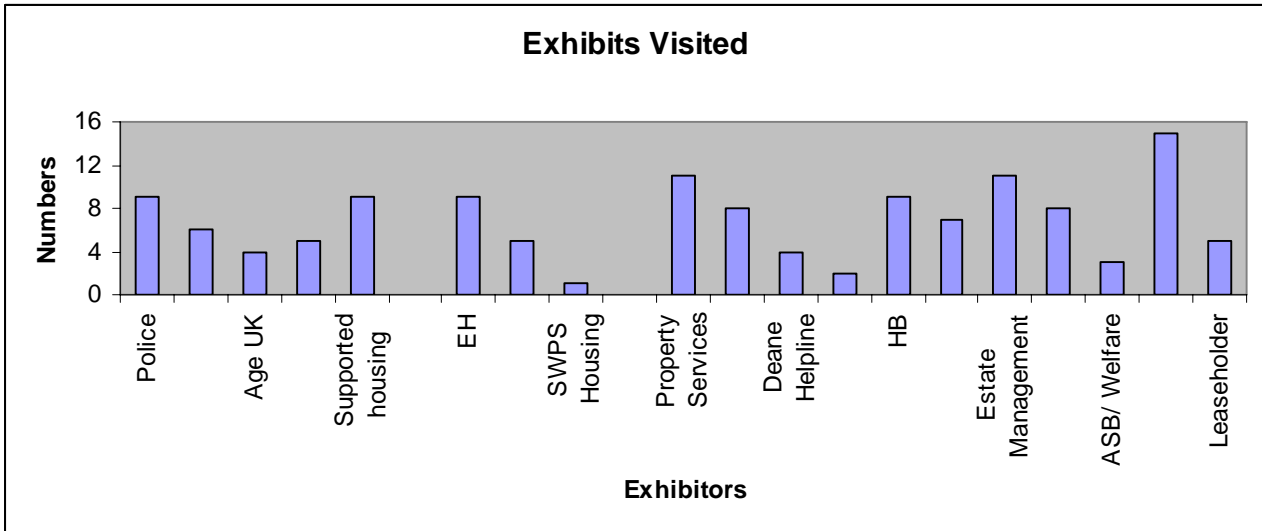
## 4.0 Exhibitors visited on the day:

The table and chart below show the number of visitors to each of the exhibitor's stalls.

Exhibitor	Visitor numbers
Police	9
Devon & Somerset Fire Service	6
Age UK	4
Somerset Savings and Loan	5
Supported Housing	9
Citizens Advice Bureau	0
Environmental Health	9
Centre for sustainable energy**	5
Somerset West Private Sector Housing Partnership	1
Housing Property Services	11
ALCHO	8
Deane Helpline	4
Tenants' Forum	2
Revenue and Benefits	9
Development team	7
Estate Management	11
Lettings	8
ASB/ Welfare Reform	3
Repairs	15
Leaseholders	5

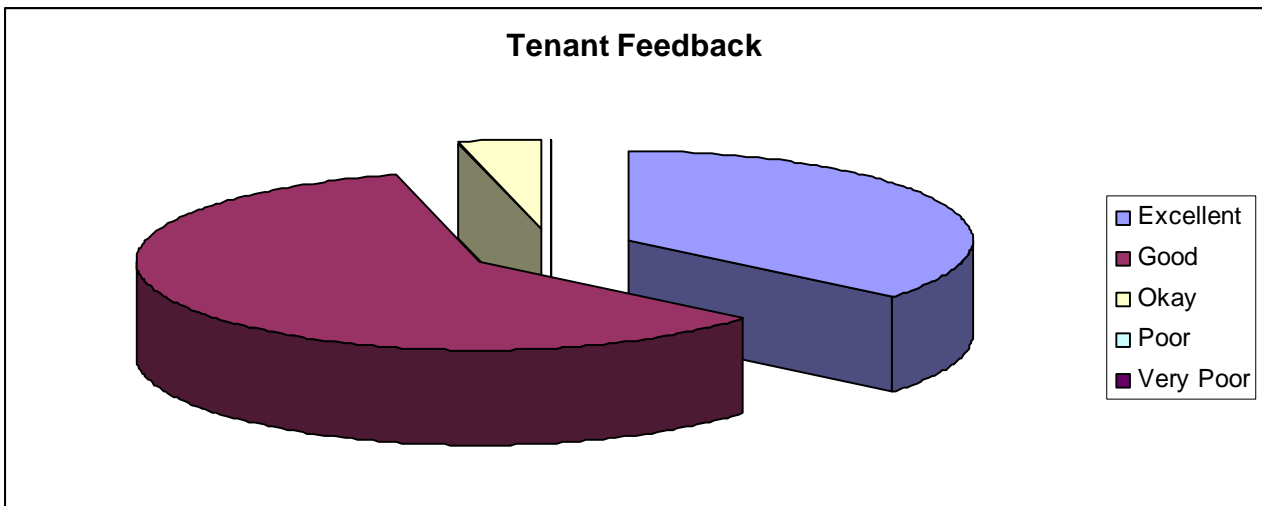
\*\*Please note that the Centre for sustainable energy did not attend the event

**Chart 2**



(The above information is only from the feedback sheets returned and not from all attendees to the event)

**5.0 Feedback from attendees**



24 visitors rated the open day as excellent or good, with no respondents stating poor or very poor.

**6.0 Suggestions from attendees on how to improve the event in the future:**

No attendees answered this question on the feedback form.

### **7.0 Feedback on TSMB Annual General Meeting:**

8 visitors who attended the TSMB AGM rated it as either very informative or informative.

### **8.0 Comments from exhibitors at the event**

- The majority thought the event went well, but were disappointed by the lack of tenants and leaseholders attending.
- A number of exhibitors felt better arrangements could have been made for refreshments for visitors attending the event.
- A more enclosed area, away from the exhibitors, to eat lunch would have been better.
- Changing the event to another day in the week. Monday tends to be the busiest day of the week for many organisations and TDBC departments.
- Some suggested remaining open later into the evening.