

# Taunton Deane Borough Council

## Tenant Services Management Board – 22 May 2012

### Tenants' and Leaseholders' Open Day 2012 Feedback

#### Report of 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 held at the Somerset County Cricket Ground on the 23<sup>rd</sup> April 2012.

The feedback includes details of the most popular stands visited from those who responded and suggestions from tenants to improve any future events.

## 2. Background

The Second Tenants' and Leaseholders' Open Day was held at the Somerset County Cricket Ground on the 23<sup>rd</sup> April 2012. 123 tenants attended the open day, an increase from the 2011 event (100 attendees).

Twenty stalls were available including various departments of Taunton Deane Borough Council and representatives from partner agencies and external organisations who were able to answer on a wide variety of housing related issues and other matters.

A questionnaire was circulated in order to seek the views of tenants and leaseholders who attended the event.

Results as follows:-

## 3. Tenants Feedback Questionnaire – Your Opinion counts!

38 respondents returned the questionnaire, the responses have been analysed and are available below:-

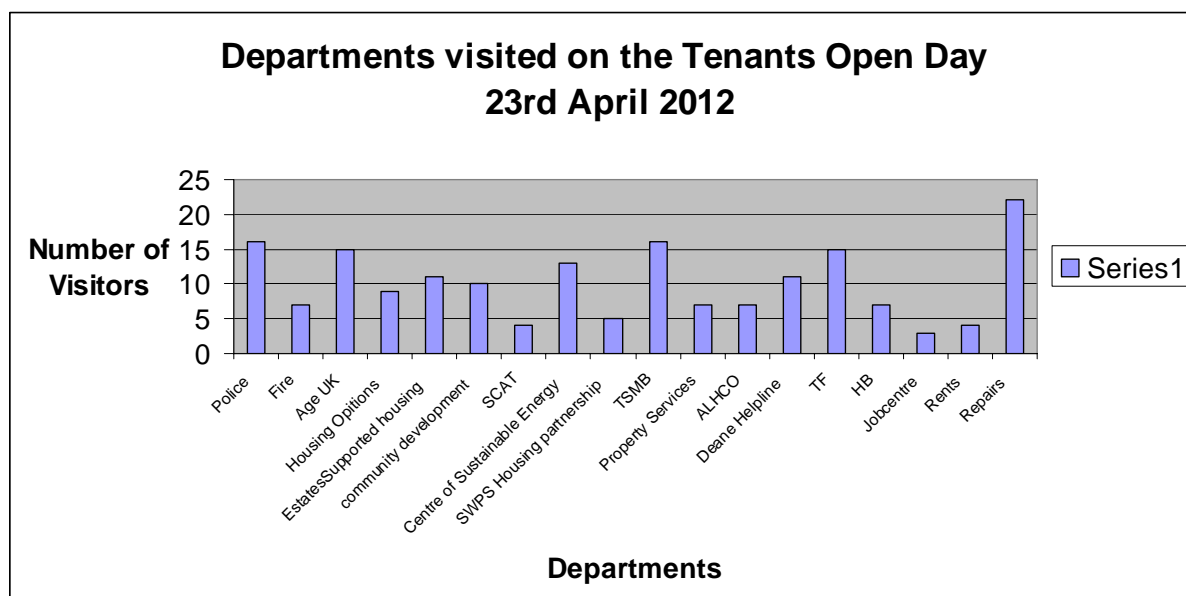
**Question 1. Where did you hear about the event?**

The most popular way of hearing about the event was by way of invitation letter (92%) followed by other (5%) and Taunton Deane Borough Council Website (3%). No respondents indicated they heard about the event via the Housing Officer, the newspaper article or neighbours.

**Question 2. This Tenants’ and Leaseholders’ Open Day was organised to bring both housing services and housing related services together – do you think there were enough departments here?**

All the respondents stated there were enough departments represented.

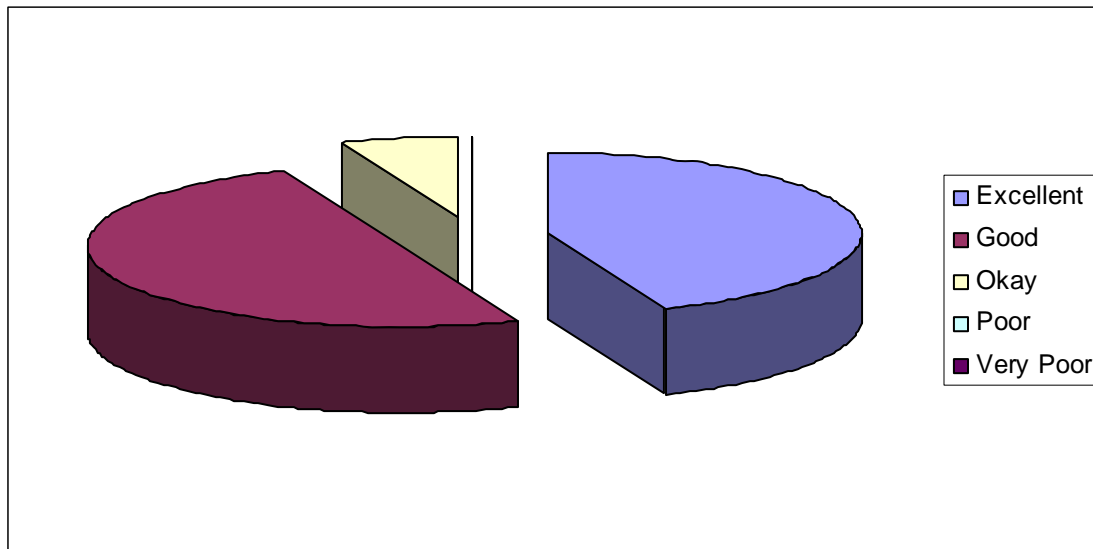
**Question 3. From the following organisations/departments, please list all those you visited on the day**



From the respondents who completed the forms it shows the most popular organisation/department visited were the Repairs Section of

Taunton Deane Borough Council followed by Avon & Somerset Police, Age UK and Tenants Service Management Board.

#### Question 4. How would you rate the Tenants' Open Day?



36% of respondents rated the day as 'excellent' 42% as good. 2 respondents ticked okay and no respondents ticked poor or very poor.

#### Question 5. Do you have any suggestions to improve the event in the future?

2 respondents replied to this question

1. More repair assistants as the stall was very busy on when they went there.
2. More councillors should be there.
3. Some of the stalls went home early.

#### Question 6. If you attended the Tenant Services Management Board AGM, how did you find it?

80% of respondents did not attend the meeting, 13% replied it was very informative, 10% stated it was informative. No respondents commented it was 'Just Okay', 'Poor' or 'Very Poor'.

## 4. Prize Draw

The locations of the prize draw winners are as follows:-

- 1st Prize = Treborough Close, Taunton
- 2nd Prize = Moorland Place, Taunton
- 3rd Prize = Upper Wood St, Taunton

## 5. Recommendations

It is recommended the Tenant Services Management Board:

- Receive and note this report in particular the comments received to improve any future Tenants' and Leaseholders' Open Day.

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