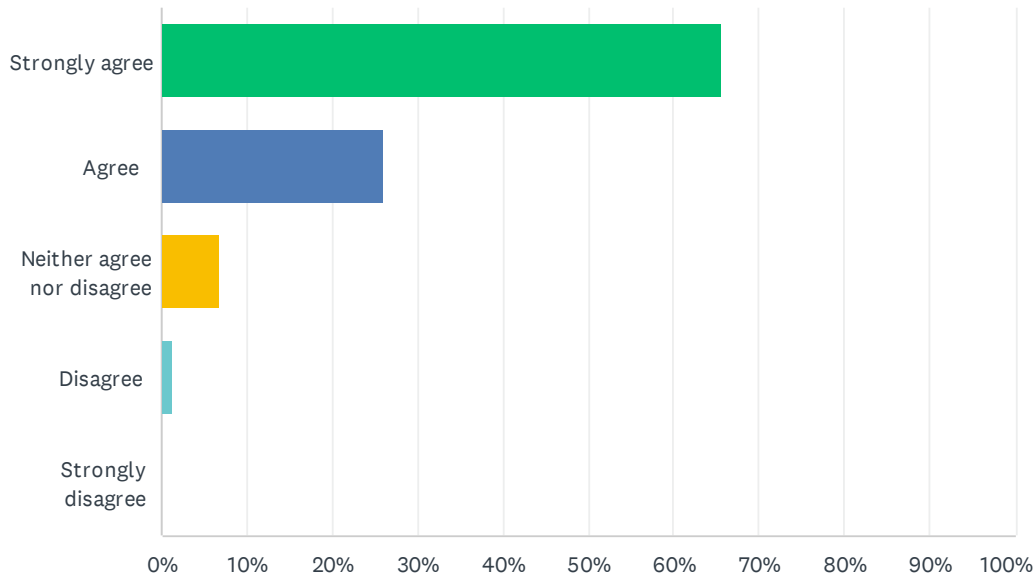


# Q1 Do you agree Objective 1 is important? Objective 1 Ensure we deliver a service that meets the needs and wishes of our tenants, whilst keeping them safe.

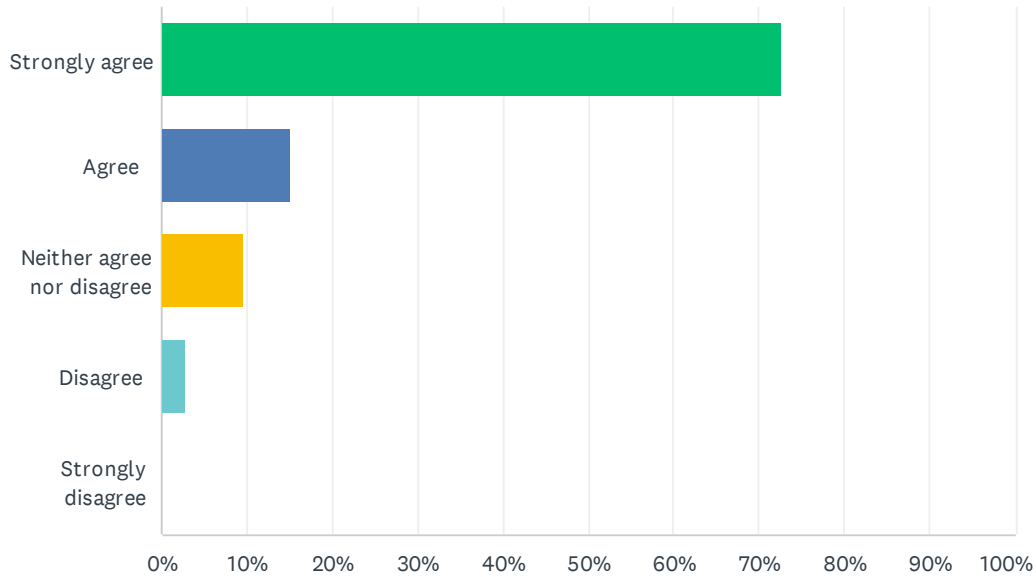
Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	65.75%	48
Agree	26.03%	19
Neither agree nor disagree	6.85%	5
Disagree	1.37%	1
Strongly disagree	0.00%	0
<b>TOTAL</b>		<b>73</b>

## Q2 Do you agree Objective 2 is important? Objective 2 Make sure we have checks and balances in place to deliver our service well

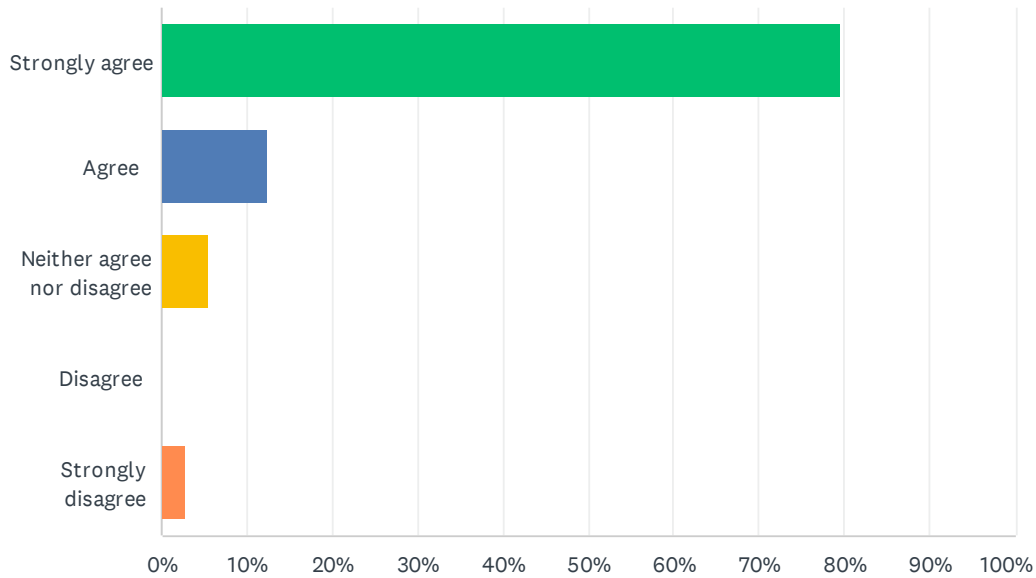
Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	72.60%	53
Agree	15.07%	11
Neither agree nor disagree	9.59%	7
Disagree	2.74%	2
Strongly disagree	0.00%	0
<b>TOTAL</b>		<b>73</b>

### Q3 Do you agree Objective 3 is important? Objective 3 Provide well maintained, safe, affordable homes and neighbourhoods, where people are proud to live that supports their health and wellbeing

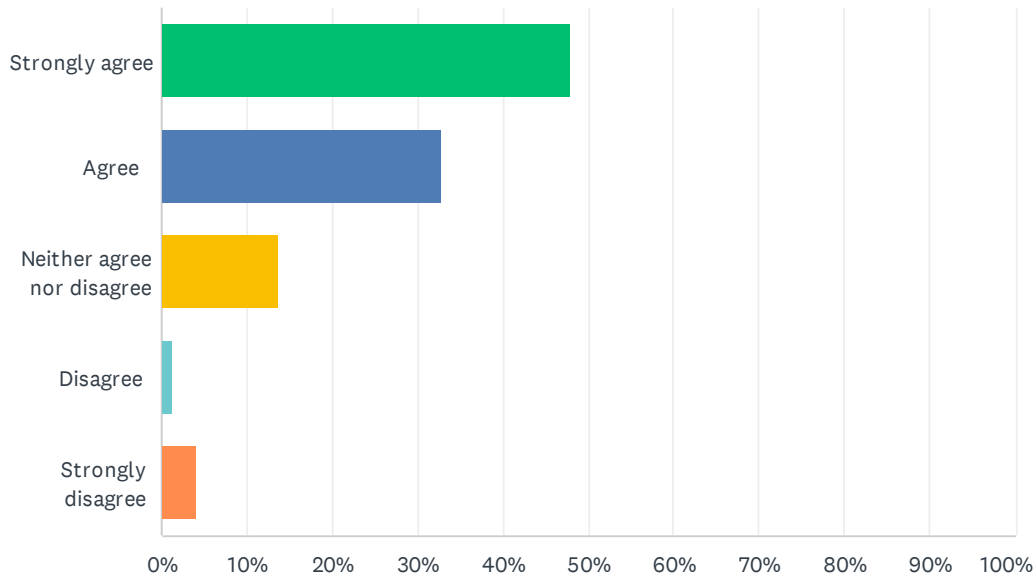
Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	79.45%	58
Agree	12.33%	9
Neither agree nor disagree	5.48%	4
Disagree	0.00%	0
Strongly disagree	2.74%	2
<b>TOTAL</b>		<b>73</b>

**Q4 Do you agree Objective 4 is important?Objective 4 The voice of our tenants is at the heart of everything we do and every decision we make. In order to ensure tenants are involved and informed**

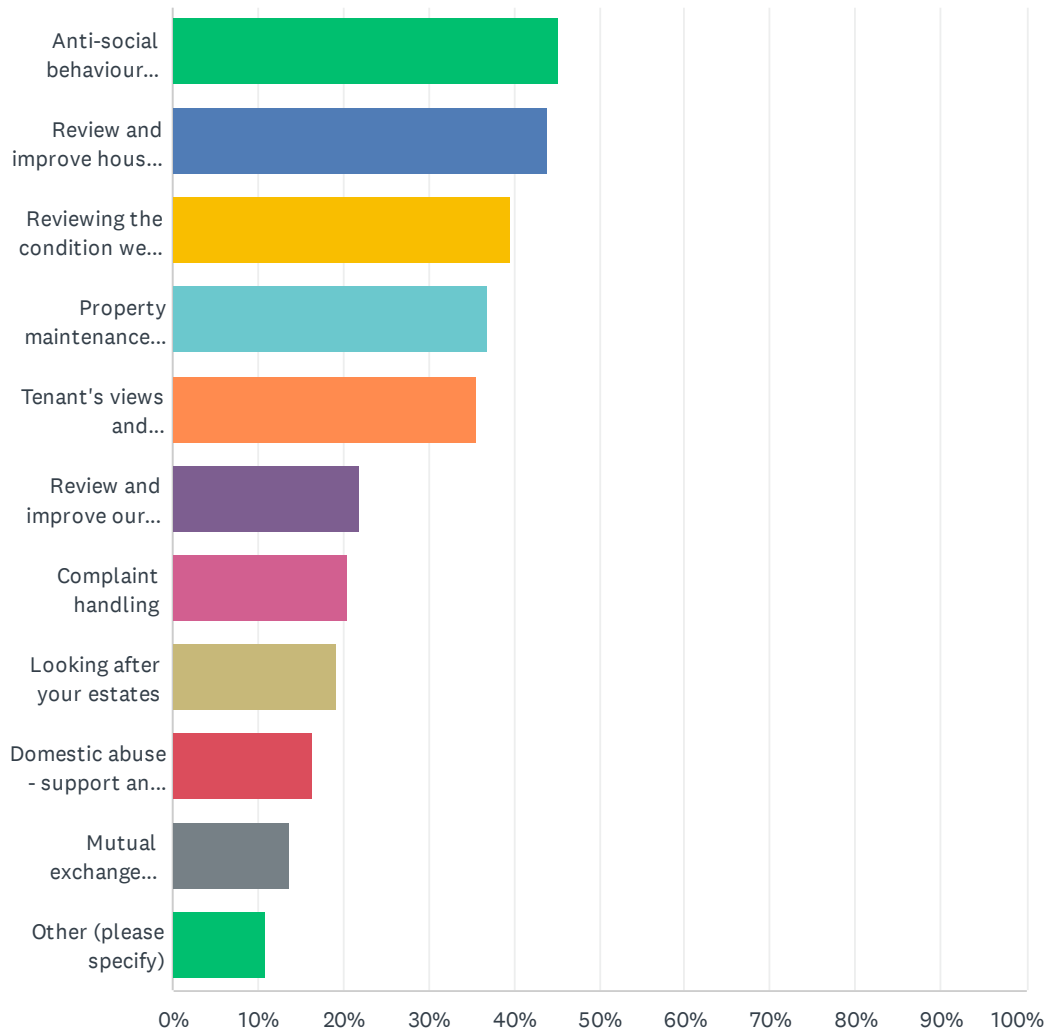
Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	47.95%	35
Agree	32.88%	24
Neither agree nor disagree	13.70%	10
Disagree	1.37%	1
Strongly disagree	4.11%	3
<b>TOTAL</b>		<b>73</b>

### Q5 From the list below, tick the three issues which you think are the most important for the Council as a Housing Landlord to prioritise? (Tick three only)

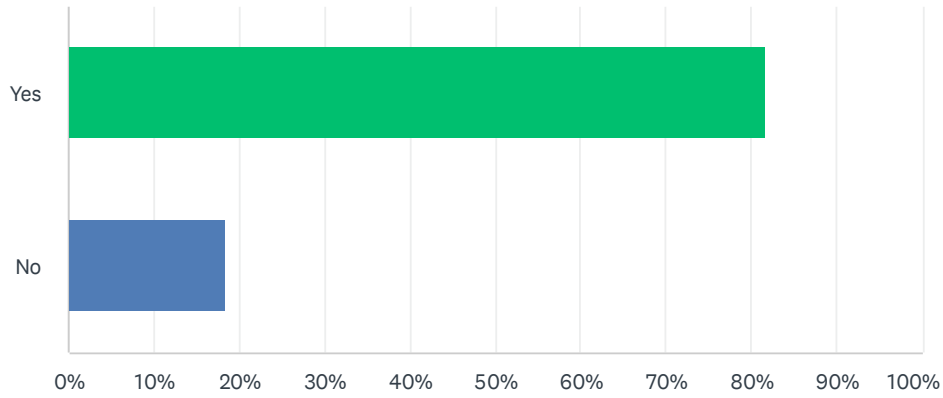
Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
Anti-social behaviour management	45.21%	33
Review and improve housing repairs service (e.g appointment times)	43.84%	32
Reviewing the condition we handover our properties to new tenants in (voids standard)	39.73%	29
Property maintenance (e.g kitchen and bathroom refurbishments)	36.99%	27
Tenant's views and satisfaction	35.62%	26
Review and improve our disabled aids and adaptations offering (e.g installing grab rails and wet rooms for disabled tenants)	21.92%	16
Complaint handling	20.55%	15
Looking after your estates	19.18%	14
Domestic abuse - support and advice for victims	16.44%	12
Mutual exchange process and how we support tenants with this	13.70%	10
Other (please specify)	10.96%	8
Total Respondents: 73		

## Q6 We would like to set a vision of the service we deliver as a landlord. Do you think we should involve tenants with writing this?

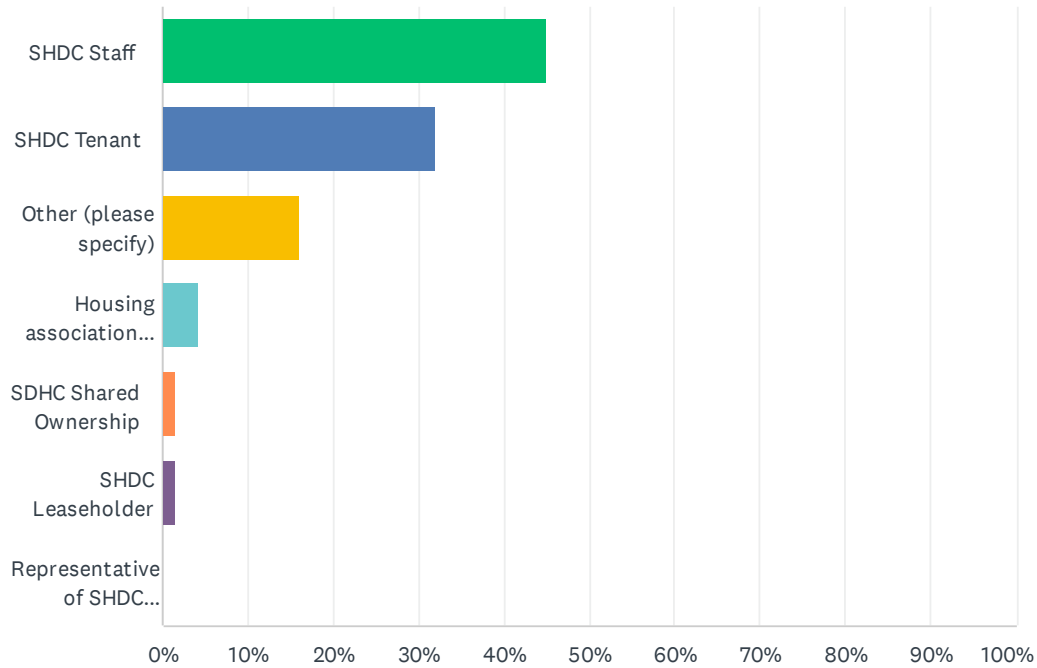
Answered: 71 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	81.69%	58
No	18.31%	13
TOTAL		71

### Q7 We would like to understand how you engage with the service. About you, are you responding as,

Answered: 69 Skipped: 4



ANSWER CHOICES	RESPONSES	
SHDC Staff	44.93%	31
SHDC Tenant	31.88%	22
Other (please specify)	15.94%	11
Housing association tenant	4.35%	3
SDHC Shared Ownership	1.45%	1
SHDC Leaseholder	1.45%	1
Representative of SHDC Tenant/Shared Ownership/Leaseholder	0.00%	0
<b>TOTAL</b>		<b>69</b>