

## Customer Survey re Tenant Engagement – Analysis of online results

At the time of drafting this summary, **201 responses** have been received online.

**Q1.** On a scale of 1-10 (1=not at all, 10=very), how interested are you in being involved?

Average score = 7.30

**Q2.** Does anything prevent you from being involved?

Yes = 49%, No=51%

**If yes, what prevents you?**

Work commitments =	29 respondents
Medical / disability issues =	28
Feel the Council won't listen =	11
Don't know how to =	9
Carer responsibilities =	5

**Q3.** How interested are you in the following ways of getting involved (1=not at all, 10=very)

Online surveys=	7.5 average score
Meetings with officers=	6.7
Online forum=	6.4
Customer Focus Groups=	6.1
Telephone surveys=	4.9
Via local TARA=	4.8

**Q4.** Are there any other ways of getting involved which you would be interested in?

Want the Council to listen to tenants=	8 respondents
Local residents meetings=	5
FaceBook=	5
Email=	3
Text messages=	2
Local Councillors=	1
Coffee mornings=	1

**Q5.** Are you interested in knowing more about the outcomes of engagement?

Yes = 94%, No=6%

**Q6.** How suitable for you are the following methods of communication (1=not at all, 10=very)

E-bulletin:	7.6 average score
Website:	7.1
Face-to-face meetings:	6.2
Via TARA:	4.7

**Q7.** Are there any other methods of communication you would be interested in?

Printed newsletter: 15

Local radio:	6
FaceBook:	5
Mobile app:	5
Posters:	2
Text:	1

**Q8. Is there anything else you want to say about tenant engagement?**

Common issues / comments raised were:

- Working hours are a barrier
- Not knowing how to be involved
- Feel like the council don't listen
- Involvement needs improving
- A few negative comments about TARAs