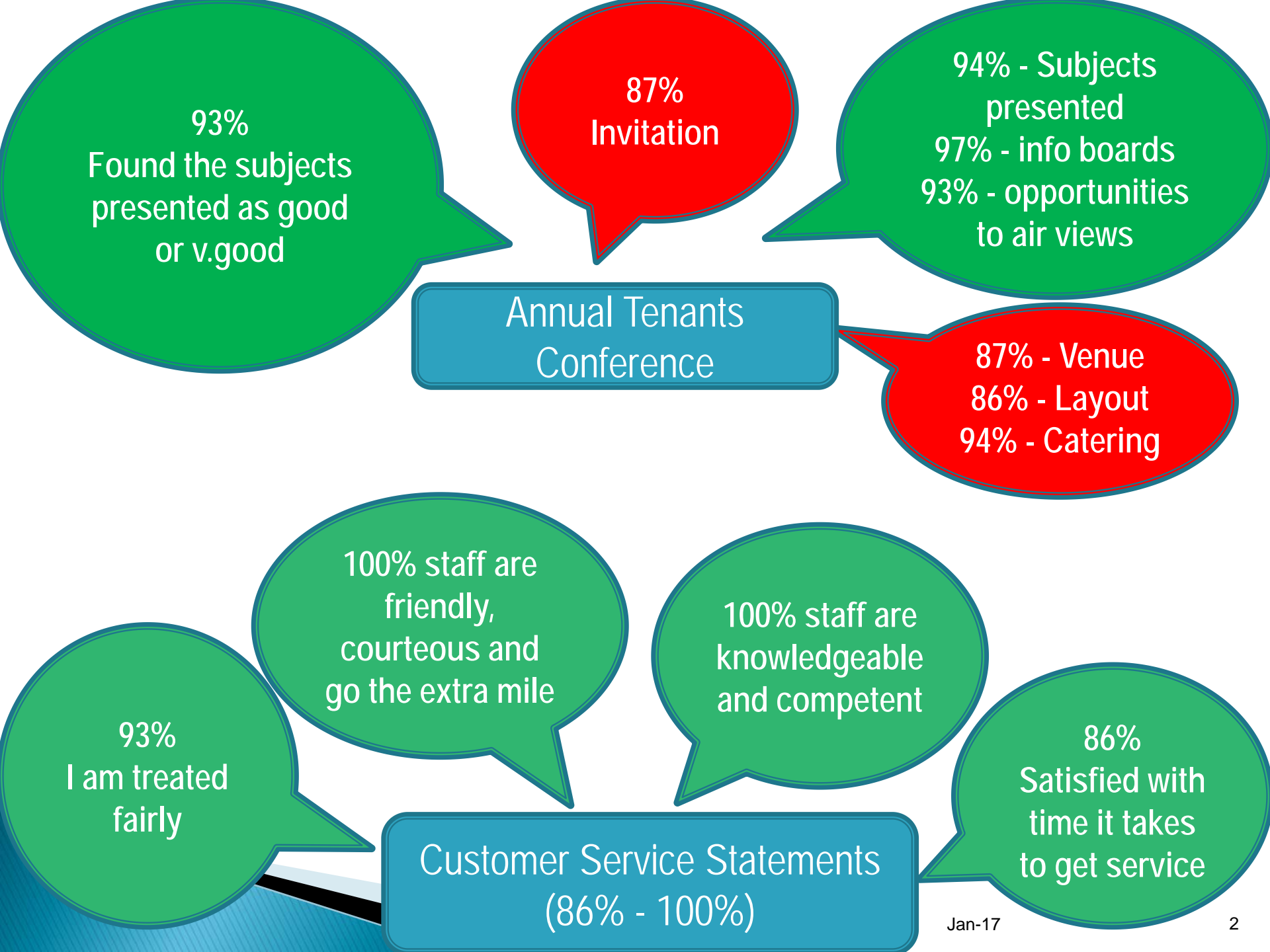




ATC 2017 FEEDBACK



2017/01/21



Annual Tenants Conference

87% Invitation

93% Found the subjects presented as good or v.good

94% - Subjects presented
97% - info boards
93% - opportunities to air views

87% - Venue
86% - Layout
94% - Catering

Customer Service Statements (86% - 100%)

93% I am treated fairly

100% staff are friendly, courteous and go the extra mile

100% staff are knowledgeable and competent

86% Satisfied with time it takes to get service

RENT RESTRUCTURING: FEEDBACK

Factors influencing rent charge	Yes (%)
No of bedrooms	90
Type of Property	86
Room size	71
Age	69
Location	65
Garden	62
Heating Type	43
Lift	37
Concierge	36
Shower	36

No.1 Priority

Affordability 28%

Fairness & Consistency 22%

Sustainable 18%

Acceptable to Tenants 18%

Transparency 7%

Value for Money 7%

NEW INITIATIVES: FEEDBACK

SAVE WITH RENT

" This is a great idea"

"Very good initiative"

"Good idea"

"Very positive"

OUR POWER

"More info on Smart Meters please"

"leaflet information would be good "

"£1,500 good value if will make a difference to tenant & promoted"

MENS GROUP

"A great idea help with mental ill health as men do not find it easy to open up"

"Great idea as men don't talk about their feelings"