

Customer Survey re: Tenant Engagement - Analysis of the ViewPoint Survey (Calls) results

At the time of drafting this summary, 146 **responses** have been received via Viewpoint telephone surveys conducted. Please note as these were telephone survey, we received many more view/comments around similar themes.

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

Average score = 5.30

Q2. Does anything prevent you from being involved?

If yes, what prevents you?

Theme –

Work commitments =	14 respondents
Lack of Time =	14
Medical / disability issues =	24
Age =	8
Feel the Council won't listen =	5
Don't know how to =	9
Carer responsibilities =	9

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

Online surveys =	4.1 average score
Meetings with officers =	4.4
Online forum =	4.2
Customer Focus Groups =	4.7
Telephone surveys =	4.7
Via local TARA=	4.0

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

Want the Council to listen to tenants =	5 respondents
Local residents meetings =	2
FaceBook =	2
Email =	2
Text messages =	2
Local Councillors =	0
Coffee mornings =	3

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

No data

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

E-bulletin:	4.2 average score
Website:	4.2
Face-to-face meetings:	4.7

Via TARA: 4.5

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

Printed newsletter:	11
Local radio:	3
FaceBook:	4
Mobile app:	3
Posters:	1
Text:	3

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

Common issues / themes/ comments raised were:

- Getting through to the council to via the call centre is an issue
- Issues Tenant Engagement - Contact only when you have done something wrong.
- Feel like the council don't listen - Surveys when done don't get acted upon them.
- Working hours are a barrier for a large number of tenants