

## Customer Standards Review Group: Feedback on the consultation report June 2021

**1. Was the feedback report we sent to you helpful and easy to understand? Yes/No**

If no – what would have made it more helpful / easier to understand? (we are asking this so we can improve what we do on any future projects we consult on in this way).

**2. Are the draft new Landlord Commitments easy to understand? Yes/No**

If no, what could we do to make them easier to understand?

**3. Having looked at the feedback report, do you think that the draft new Landlord Commitments fairly reflect what customers have told us are their priorities? Yes/No**

If no, why not? (Have we missed something? Have we included something which you think customer feedback shows customers don't want?)

**4. Are there any other comments you want to make about the new Landlord Commitments, or about how this consultation has been done?**

**5. Would you like us to keep your contact details and contact you in the future if there is another project, we think you might be interested in being involved in? If yes, please fill in the details below:**

**NAME:**

**EMAIL:**

**TELEPHONE:**