

Landlord Commitments – Review Group Consultation

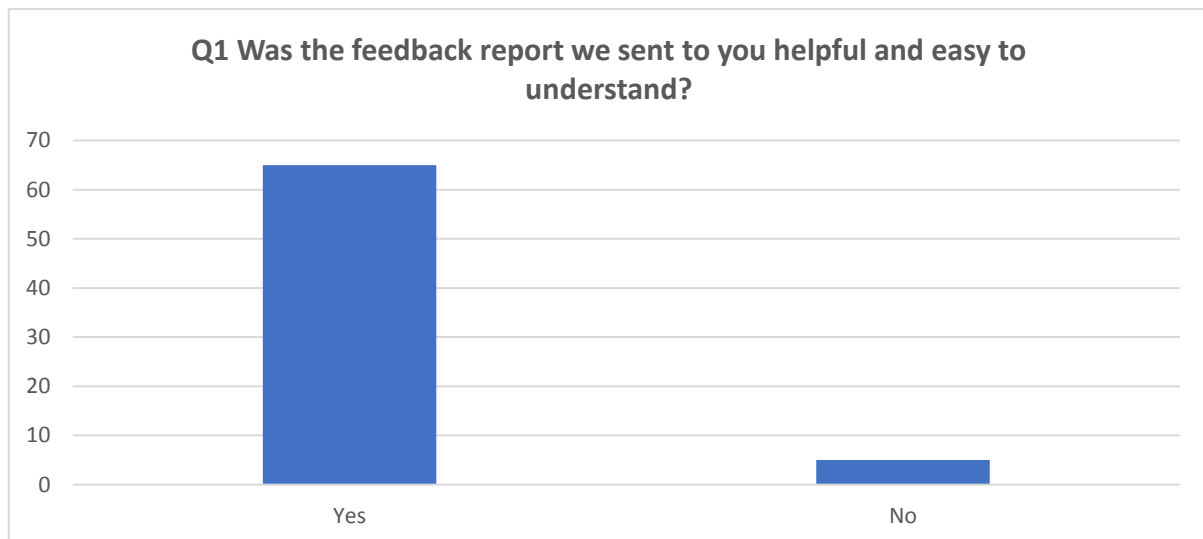
Based on feedback received in our initial consultation looking at what matters most to our customers, a set of Landlord Commitments was drafted. These Commitments, along with a report detailing the feedback received in the initial consultation, were shared with a **'Review Group'** - consisting of tenants and leaseholders who had volunteered to take part in this second stage of consultation. The two key issues we asked this Group to feedback on were:

- a) Are the draft Landlord Commitments clear and easy to understand?
- b) Do they fairly reflect what customers told us in the initial consultation?

Members of the Review Group had a choice in how to give us their feedback – via an online survey, a telephone survey, a postal survey or as part of an online focus group. All respondents answered the same questions, regardless of the feedback method chosen. We received a total of 75 responses to this second stage of the consultation, and an overview of the results is given below.

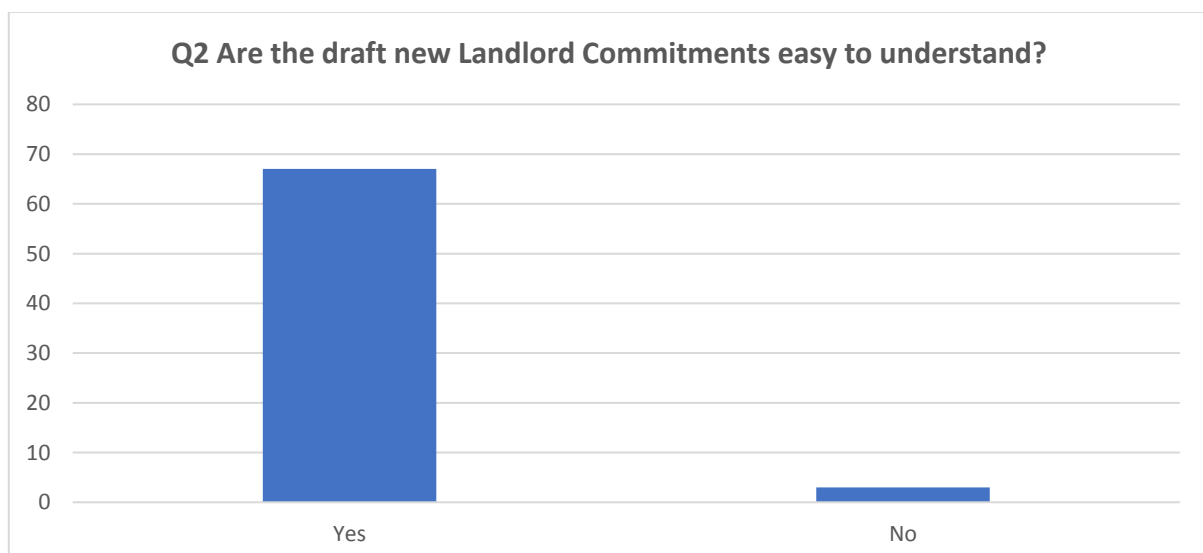
Survey Results

Q1: Was the feedback report we sent to you helpful and easy to understand?



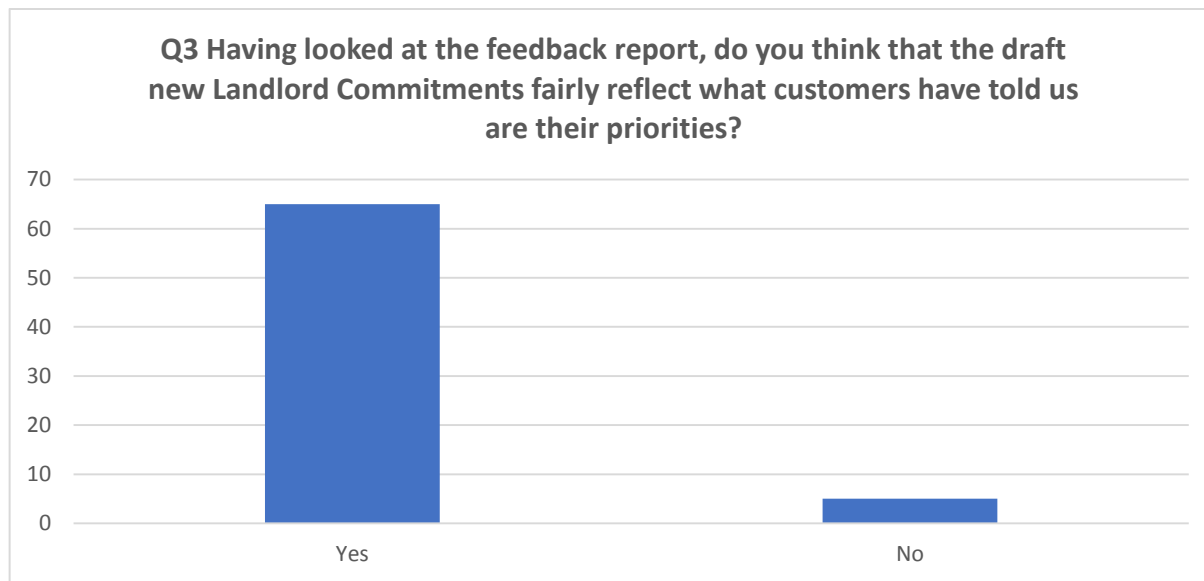
93% felt that the feedback report was helpful and easy to understand. A small number found the format and layout a little hard to follow; This shows differences in personal preference as to how information is presented and we will take that into consideration for future reports.

Q2: Are the draft new Landlord Commitments easy to understand?



96% felt that the new Landlord Commitments are easy to understand, and there was a general preference for the title “Landlord Commitments” rather than “Customer Standards”. One respondent felt that the Commitments are oversimplified.

Q3 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?



93% felt that the draft Landlord Commitments fairly reflect what customer have told us are their priorities. There were some additional comments that related to specific issues individuals had experienced eg. trying to contact the service, issues with repairs and anti-social behaviour in the area where they live.

Q4 Are there any other comments you want to make about the new Landlord Commitments, or about how this consultation has been done?

Positive comments were made in general about the new Commitments. Most of the additional comments related to scepticism about the Council delivering on the Commitments, and also about the timescales - with customers wanting quick implementation. Other comments related to specific individual issues, as well as some very positive comments about the overall consultation process.