



Annual Tenant Conference 2024

- Comments & Evaluation Form

To help us monitor the quality of the information we provide, and to ensure we give you the information you want, we would appreciate if you would take a few minutes to complete this Evaluation Form. **You should be able to answer the majority of the questions before the formal presentations take place.**

Your comments will be reported to our Management Committee and will help influence the decisions we make and the services we provide.

Completed forms should be returned to a member of staff for entry to the free prize draw at the end of the event. Your name is required to be included in the draw: if you would prefer to remain anonymous, your feedback will still be included in our reports.

Thank you for taking the time to complete this questionnaire.

YOUR VIEWS SHAPE YOUR SERVICES

Name:		
Address:		
Telephone	(Home)	(Mobile)
Email:		

ANNUAL RENT REVIEW 2024/25: Information on our rent proposals was provided alongside our winter newsletter, social media and at today's conference.

Have you read the Rent and Services 2024/25 Consultation leaflet provided with the newsletter?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, did you find this information helpful?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Do you feel that the presentations and discussions at the ATC helped you to reach a decision on the rent proposals?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Did your opinion change following participation in the ATC?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are there any other services you would like GWAH to introduce? <u>Please detail:</u>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Would you be willing to pay for these services?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Is there any additional information you wish to be shared in support of future rent consultations? <u>Please detail:</u>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

ABOUT THE ANNUAL TENANT CONFERENCE (ATC): This is our 24th Annual Tenant Conference, and our 4th hybrid event. We would appreciate your feedback, particularly regarding the format of the event. Please consider the following and use the comments box to provide any further information.

Have you been to our ATC before?	Yes	<input type="checkbox"/> (in person)	<input type="checkbox"/> (virtually)
	No	<input type="checkbox"/>	

How would you rate: (please circle as appropriate). 1 = Very Poor, 4 = Very Good

As a weeknight/evening event?	4	3	2	1
As a hybrid event (facilitating both in person and remote attendance)?	4	3	2	1
The subjects presented?	4	3	2	1
Your understanding about why we need your views?	4	3	2	1

For in-person attendees:

The location of the venue?	4	3	2	1
The layout of the room?	4	3	2	1
The catering?	4	3	2	1

For remote attendees:

The joining information	4	3	2	1
The ease of accessing the meeting online	4	3	2	1

Any other comments: (e.g. Is a weeknight suitable or would a weekend event be better? Would a different time be more suitable? Is the length of the event appropriate? Are there any other topics you would like presented?)

SERVICE PROVISION: We are exploring a few changes to our service provision and would appreciate any feedback you may have on the following proposals to help shape our decisions.

1. Reducing our newsletters to x2 per annum whilst we focus on developing complementary digital communications (e.g. social media, website).

Your feedback:

2. Extending our office closure from the current half day to a full day on a Tuesday to facilitate staff training and administration (arrangements will be in place for reporting repairs and for dealing with emergencies during this time).

Your feedback:

3. Exploring a temporary suspension of the assessment of new Housing List applications whilst we concentrate on settling new tenants to the Dover Street development (this will not affect transfers or homeless referrals from the local authority).

Your feedback:

ENGAGING WITH YOU: We host consumer panels a few times per year to discuss service issues and provide feedback from the tenant's perspective. Recent topics included our antisocial behaviour strategy and Environmental Services. We hold a list of interested parties, who will be the first point of contact for any upcoming Consumer Panels.

Are you interested in being part of this group? Yes No

Preferred contact method:

Home Telephone Mobile Email Letter

Are there any specific topics you would like the consumer panel to discuss? Please detail:

Are you interested in shaping the Response Repairs Service Priorities? Yes No

Are you interested in discussing the Estates / Concierge Services? Yes No

STRATEGY: Last year, following consultation with tenants and staff members, our MC agreed our Strategy towards our 50th anniversary in 2028.

Do you agree with our Mission?
"Homes are our purpose. Service and sustainability is our priority." Yes No

Do you agree with our Vision?
"Shaping Thriving Communities" Yes No

Do you agree with our Values?
"Inclusive, Considerate, Accountable, Resourceful and Ethical" Yes No

Do you agree with our priorities?
Customer Services; Repairs Services and Property Investment Yes No

Any other comments:

MANAGEMENT COMMITTEE (MC): Our MC volunteer their time to make decisions on the work we do by attending meetings throughout the year. It is important that our MC are representative of our tenants and our community. MC membership is also a great way to learn new skills.

Are you interested in coming along to our Committee Training Forum to find out more about the role of a MC Member? Yes No

Are you interested in joining our MC? Yes No