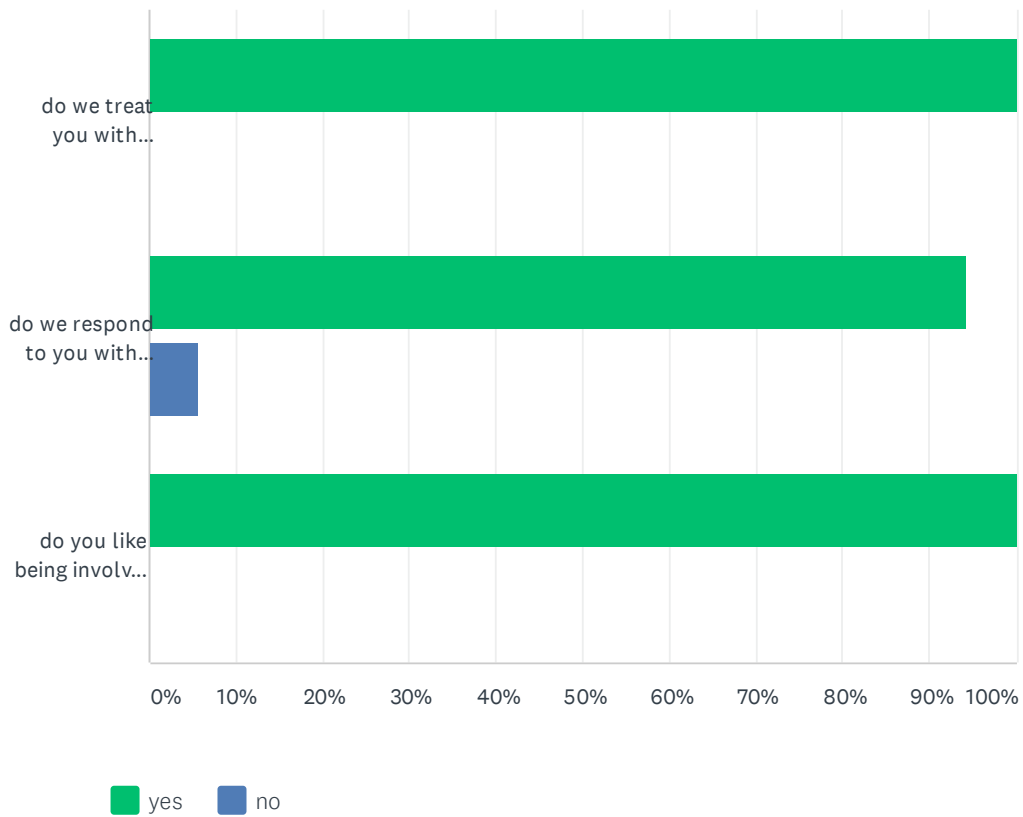


## Q1 Thinking about your own involvement in relation to the relationships standard (above).

Answered: 19 Skipped: 0



	YES	NO	TOTAL	WEIGHTED AVERAGE
do we treat you with respect during our interactions?	100.00% 19	0.00% 0	19	1.00
do we respond to you with honesty and transparency	94.44% 17	5.56% 1	18	1.06
do you like being involved with us?	100.00% 18	0.00% 0	18	1.00

## Q2 What would you like to see us do more of?

Answered: 17 Skipped: 2

#	RESPONSES	DATE
1	Somehow let tenants know the progress of the backlog of repairs. Perhaps a spreadsheet giving some kind of timeline on these repairs.	11/17/2020 2:53 PM
2	At least acknowledge you have received an e-mail sent to you	11/17/2020 2:22 PM
3	planning and updating kitchens because as they are where I live they are not fit for purpose so the tenants could help to plan this	11/17/2020 12:09 PM
4	I think that honesty and transparency could be further enhanced by BHA being even more open and 'public' in those pieces of information it is willing to share with tenants so that tenants do not think that anything at all is being "kept from them".	11/17/2020 10:28 AM
5	I enjoy the Broadlands magazine and when covid gets better it would be nice for families to enjoy special events run by Broadlands. Also continue to deal with anti social behaviour and litter	11/16/2020 7:36 PM
6	Communication when dealing with faults. There is little or no contact and what contact there is is boilerplate text messages.	11/16/2020 3:21 PM
7	Face to face meetings not everyone can use computers	11/15/2020 9:05 PM
8	When you say you're going to phone back, actually follow through on it	11/13/2020 9:38 PM
9	I would like to see the communal grounds ie) cutting of trees / hedging. Some of these are getting too high and creat a good hiding place not so pleasant people. Also I'd like to see a more active presence of the area management. It's good to be able to talk to people.	11/13/2020 9:25 PM
10	Encourage younger age groups to join a "Young Tenants Forum" Encourage Disabled Tenants/Carers to take part in a dedicated forum. Encourage inclusive engagement	11/13/2020 6:52 PM
11	Improve communication with tenants, to keep all tenants updated.	11/13/2020 6:43 PM
12	Keeping tennants up to date with complaints and problems not very good in the past	11/13/2020 6:02 PM
13	Finding new ways to help us	11/13/2020 4:33 PM
14	Understand people's financial situations have changed due to covid-19 and that bills will get paid but not always when you want so letters being sent out asking for a full amount is a bit of a non starter	11/13/2020 4:30 PM
15	Better communication amongst Broadland staff	11/13/2020 4:28 PM
16	I know things are difficult at the moment , But i would like to see more contact with Tenants . Like someone coming to visit now and again to check and talk	11/13/2020 4:23 PM
17	Out & about more. I think if you have a more visible presence on my road some of the car owners will think twice about using the road as their personal raceway.	11/13/2020 4:17 PM

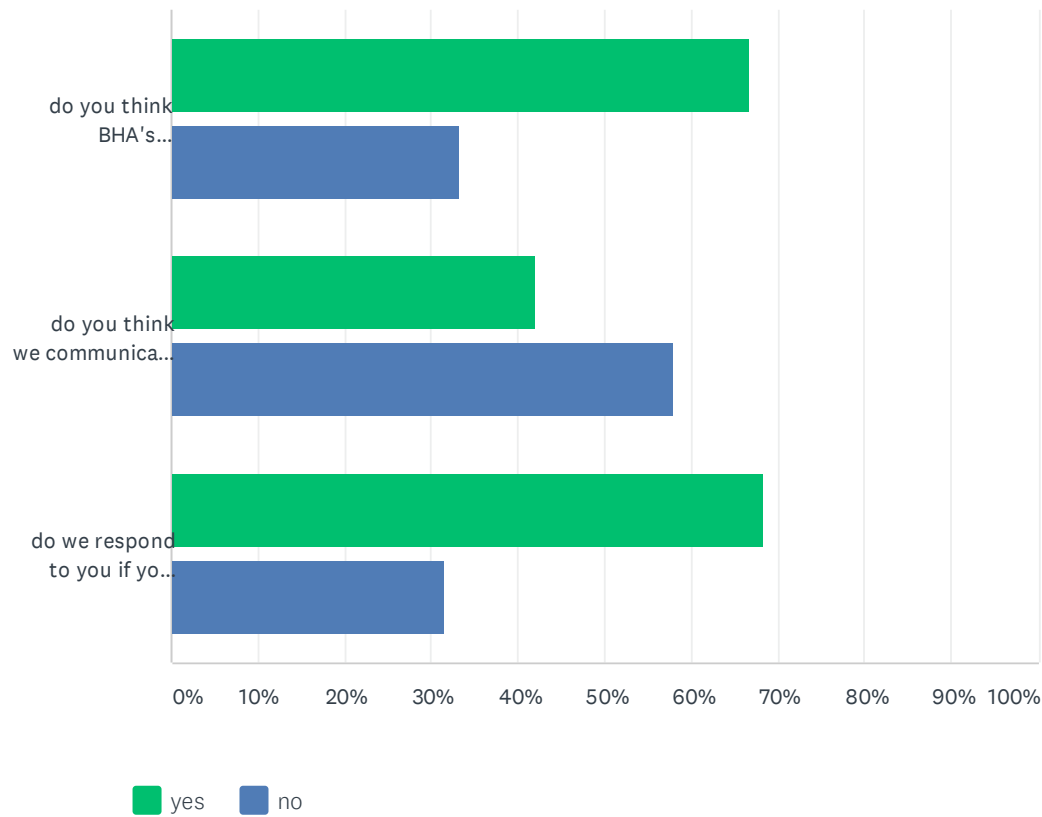
### Q3 What areas do you think we need to improve in most?

Answered: 17 Skipped: 2

#	RESPONSES	DATE
1	More interaction by Neighbourhood Officers with tenants or schemes as a whole.	11/17/2020 2:53 PM
2	Inspecting notices that are on each Floor. We have a NO DOGS notice, yet dogs and cats do live here. NO CYCLES yet there are 2. Tatty notices - Boards need to look presentable	11/17/2020 2:22 PM
3	some areas of communication need to be improved. Sometimes when a job is booked it gets into a muddle and doesn't get done so consequently you get the wrong people to do the job	11/17/2020 12:09 PM
4	I have just answered this question within my answer to Question 2 above.	11/17/2020 10:28 AM
5	anti-social behaviour	11/16/2020 7:36 PM
6	Checking work has been done to the satisfaction of the tennant	11/16/2020 3:21 PM
7	Quicker response when calling repairs on the phone	11/15/2020 9:05 PM
8	Customer services and housing officers	11/13/2020 9:38 PM
9	Other than my answer above I think you run a tight ship.	11/13/2020 9:25 PM
10	Tenant Engagement - Representation of all tenant demographics is a must do. (Not easy I know). Assurance/Scrutiny this must be addressed in the 1st Qtr. 2021	11/13/2020 6:52 PM
11	Communication	11/13/2020 6:43 PM
12	Serious anti social behaviour complaints	11/13/2020 6:02 PM
13	Regular updates when dealing with complaints and ASB	11/13/2020 4:33 PM
14	Understanding people's finances	11/13/2020 4:30 PM
15	Communication	11/13/2020 4:28 PM
16	more communications with residents	11/13/2020 4:23 PM
17	Maybe more speedy repairs	11/13/2020 4:17 PM

## Q4 Thinking about your own involvement in relation to the communication standard (above), how do you rate the following?

Answered: 19 Skipped: 0



	YES	NO	TOTAL	WEIGHTED AVERAGE
do you think BHA's communication is clear, concise and timely?	66.67% 12	33.33% 6	18	1.33
do you think we communicate enough when our services change?	42.11% 8	57.89% 11	19	1.58
do we respond to you if you raise an issue?	68.42% 13	31.58% 6	19	1.32

## Q5 What would you like to see us do more of?

Answered: 17 Skipped: 2

#	RESPONSES	DATE
1	More texts or emails with information.	11/17/2020 2:53 PM
2	Send us breakdowns of the Services where the charges have increased substantially on our yearly Bill	11/17/2020 2:22 PM
3	while most of the time communication is good its not always accurate, I can get several messages with approximate arrival times but will all differ	11/17/2020 12:09 PM
4	On some issues raised by tenants, the time for BHA to respond and/or act seems to be frustratingly slow, so BHA could do more in terms of responding more quickly.	11/17/2020 10:28 AM
5	Build up your Housing stock	11/16/2020 7:36 PM
6	Repairs in a timely manner(Pre Covid) Not just ignore faults because you don't want to do them and then ignore the tenant.	11/16/2020 3:21 PM
7	Knowing how BHA works I do know that you have your finger on the pulse in the way that has and is progressing I am very proud to have worked and see how things change over the years for the better and progressed.	11/15/2020 9:05 PM
8	Be better with your communications.	11/13/2020 9:38 PM
9	Nothing at this time	11/13/2020 9:25 PM
10	An increase of BH's community presence via Neighbourhood Officers.	11/13/2020 6:52 PM
11	Improve communication	11/13/2020 6:43 PM
12	Become more pro active when dealing with ASBs	11/13/2020 6:02 PM
13	Regular updates with ASB	11/13/2020 4:33 PM
14	N/A	11/13/2020 4:30 PM
15	Follow up complaints effectively and efficiently	11/13/2020 4:28 PM
16	More contact with tenants and more listening	11/13/2020 4:23 PM
17	Major changes would probably be best served with a more personal touch.	11/13/2020 4:17 PM

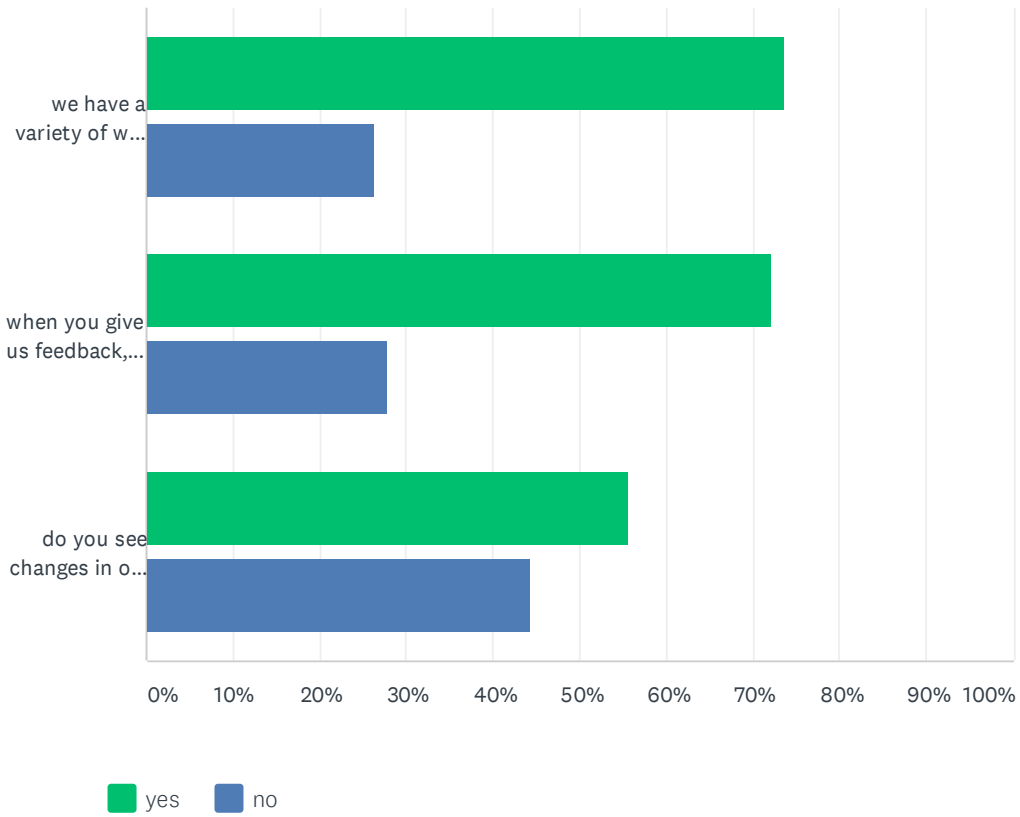
## Q6 What areas do you think we need to improve most in?

Answered: 16 Skipped: 3

#	RESPONSES	DATE
1	Technology. Lot of tenants do not have broadband but have a basic mobile phone that can receive texts.	11/17/2020 2:53 PM
2	Having frequent inspection of our grounds that continue to look so uninviting	11/17/2020 2:22 PM
3	while we are well served in my area there's always room for improvement	11/17/2020 12:09 PM
4	I have answered this question in my response to Question 5.	11/17/2020 10:28 AM
5	anti social behaviour and litter	11/16/2020 7:36 PM
6	Repairs and site changes information.	11/16/2020 3:21 PM
7	More consultation with tenants not only on the computer but by hone and in the group's tgat you provide	11/15/2020 9:05 PM
8	Communication	11/13/2020 9:38 PM
9	No comment at this time	11/13/2020 9:25 PM
10	Digital Inclusion - For those excluded through lack of "IT" tenants school children for example. (increasing the BH community presence) New Build programme -increased provision of homes for social rent . Customer Services: Language and Listening: - Hear the Person - Understand the Person. Training for all (front line) staff to be BH ambassadors.	11/13/2020 6:52 PM
11	Communication	11/13/2020 6:43 PM
12	As above	11/13/2020 6:02 PM
13	Updates on issues	11/13/2020 4:33 PM
14	Understanding	11/13/2020 4:30 PM
15	Communication and delivering a better service for repairs	11/13/2020 4:28 PM
16	Helping Residents with some Decoration needs as some are elderly or disabled	11/13/2020 4:23 PM

## Q7 Thinking about your own involvement in relation to the voice and influence standard (above), how do you rate the following?

Answered: 19 Skipped: 0



	YES	NO	TOTAL	WEIGHTED AVERAGE
we have a variety of ways to get your voice heard, do you think we listen to you?	73.68% 14	26.32% 5	19	0.53
when you give us feedback, do you think we listen and act?	72.22% 13	27.78% 5	18	0.56
do you see changes in our services following feedback or attending a meeting?	55.56% 10	44.44% 8	18	0.89

## Q8 Do you have a suggestion on what else we could be doing to ensure that we hear tenant's point of view?

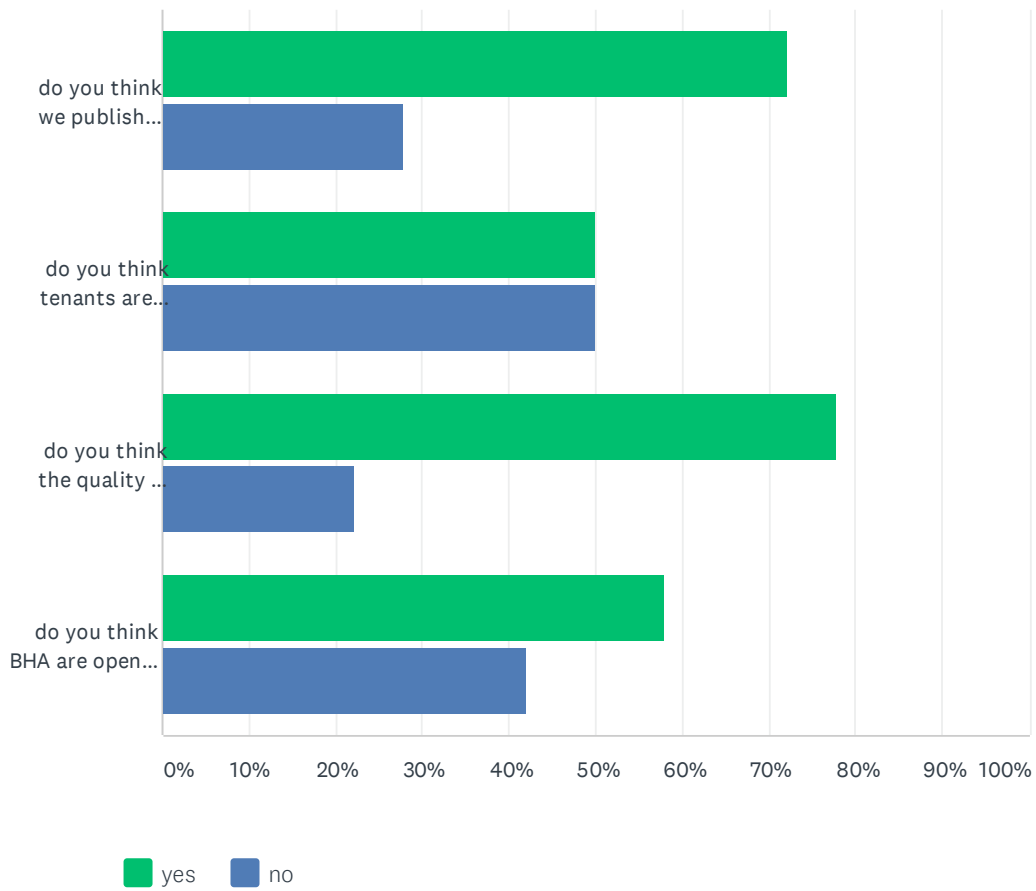
Answered: 17 Skipped: 2

#	RESPONSES	DATE
1	More personal interaction with tenants by Neighbourhood Officer.	11/17/2020 2:53 PM
2	You need to act on resolving the issue of our security door at the rear entrance, where a tenant has a wire leading from his mobility car, usually 5pm - half midnight 2-3 times a week	11/17/2020 2:22 PM
3	any changes don't affect me so don't notice it so much	11/17/2020 12:09 PM
4	I think that BHA should consider for itself which ADDITIONAL PROACTIVE approaches could be pursued to ensure that tenants' points of views are heard	11/17/2020 10:28 AM
5	send us feed back as a result of the surveys	11/16/2020 7:36 PM
6	Add them to the portal number them and add broadlands response to each one.	11/16/2020 3:21 PM
7	More in door to door magazine about what meetings have been going and feed back	11/15/2020 9:05 PM
8	I think the zoom meetings are a good way of hearing what we think	11/13/2020 9:38 PM
9	No	11/13/2020 9:25 PM
10	"Tenant's point of view". circa 40 regularly engaged tenant's do not provide a large enough sample. A well planned, well funded outreach campaign focused at an identified tenant demographic. This is in my opinion the only method to "hear tenants points of view" See tenants as customers, use all BH data sets to access them.	11/13/2020 6:52 PM
11	Do more survey such as this but open to all tenants in all ways to include those tenants without any internet (if they wish to take part)	11/13/2020 6:43 PM
12	Improve the distribution of door to door so that tennants who are not on line can keep up-to-date with current information	11/13/2020 6:02 PM
13	Being back regular neighbourhood officers calls eg 1/4 yearly	11/13/2020 4:33 PM
14	This covid-19 will be here for minimum one more year so you will have to plan around it as there will be thousands of jobs lost over this time or people in and out of work due to close contact or contracting it at the moment you expect same as normal	11/13/2020 4:30 PM
15	As explained earlier, your communication and response to repairs/problems is very slack	11/13/2020 4:28 PM
16	at this point you could call or write to residents	11/13/2020 4:23 PM
17	Listening!	11/13/2020 4:17 PM



## Q9 Thinking about your own involvement in relation to the accountability standard (above)?

Answered: 19 Skipped: 0



	YES	NO	TOTAL	WEIGHTED AVERAGE
do you think we publish enough information about the quality of services you can expect from us?	72.22% 13	27.78% 5	18	1.28
do you think tenants are consulted about the decisions we make that affect their homes?	50.00% 9	50.00% 9	18	1.50
do you think the quality of our homes and services are good?	77.78% 14	22.22% 4	18	1.22
do you think BHA are open to tenants reviewing the services we provide you?	57.89% 11	42.11% 8	19	1.42

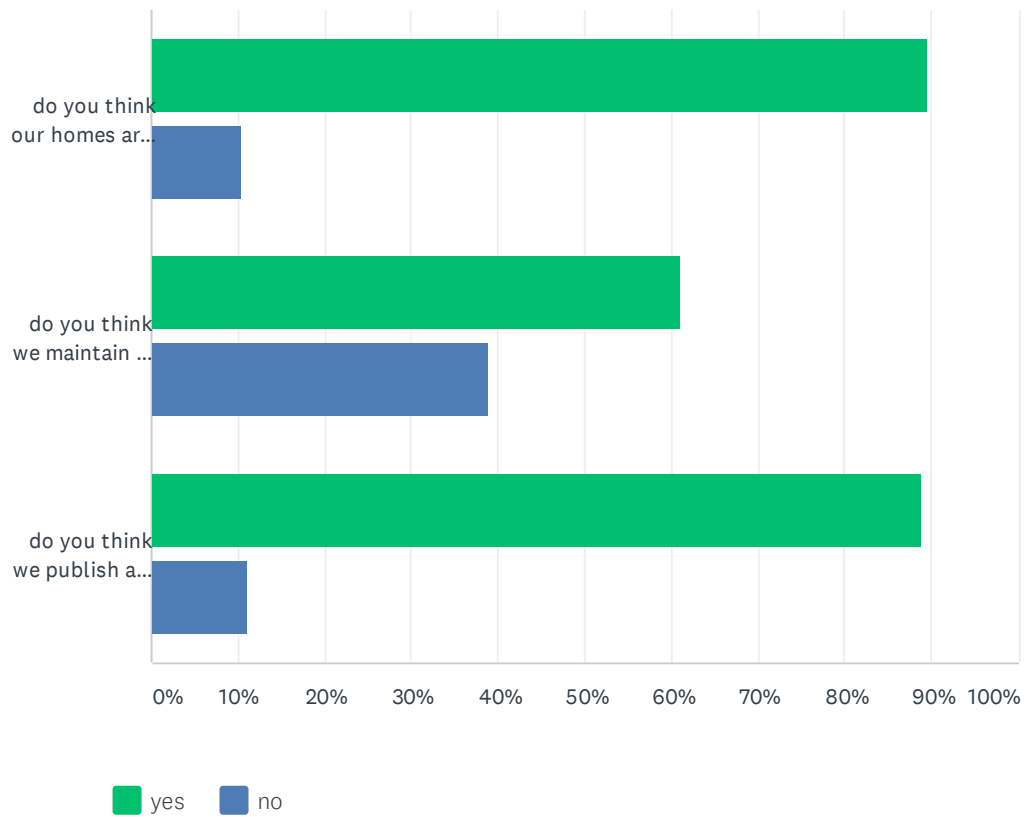
## Q10 What more do you think we can do, or should be doing?

Answered: 17 Skipped: 2

#	RESPONSES	DATE
1	Tenants not using technology should be talked to more often for their views. They often do not know what is happening.	11/17/2020 2:53 PM
2	Check that outstanding issues have been resolved	11/17/2020 2:22 PM
3	don't know the answers to the first 2 questions but i would hope tenants are consulted	11/17/2020 12:09 PM
4	I think that BHA should endeavour to give greater emphasis to suggestions made by tenants, especially in cases in which the tenants making the suggestions have thought them through thoroughly in carefully considered fashions.	11/17/2020 10:28 AM
5	Continue to provide good standard of repairs	11/16/2020 7:36 PM
6	Ask, review and change process if required; while informing the customers of the decision.	11/16/2020 3:21 PM
7	Keep going forward with rabants and Broadland as partners	11/15/2020 9:05 PM
8	I don't feel we are told anything which involves our homes and improvements	11/13/2020 9:38 PM
9	Nothing at this time	11/13/2020 9:25 PM
10	BHG have signed up to external organisations Accreditations, Charters and Commitments. They need to be followed through, you can not cherry pick. Assurance/Scrutiny by tenants forms a part of the above. The issue is on the table, but for over two years. Must be seen as a priority.	11/13/2020 6:52 PM
11	Select at random a number of tenants and ask the questions direct via a telephone conversation.	11/13/2020 6:43 PM
12	See previous comments	11/13/2020 6:02 PM
13	Regular updates either thru door to door or text or enail on things that that are changing	11/13/2020 4:33 PM
14	N/A	11/13/2020 4:30 PM
15	Speaking through personal experience problems raised with Broadland housing are very dismissive and communication and follow ups are very poor	11/13/2020 4:28 PM
16	Listen and Act	11/13/2020 4:23 PM
17	Repairs should be done more quickly. (I know they cannot at the moment because of Covid).	11/13/2020 4:17 PM

## Q11 Thinking about your own involvement in relation to the quality standard (above)

Answered: 19 Skipped: 0



	YES	NO	TOTAL	WEIGHTED AVERAGE
do you think our homes are good quality?	89.47% 17	10.53% 2	19	1.11
do you think we maintain our homes to a good standard?	61.11% 11	38.89% 7	18	1.39
do you think we publish and make tenants aware of safety in their homes?	88.89% 16	11.11% 2	18	1.11

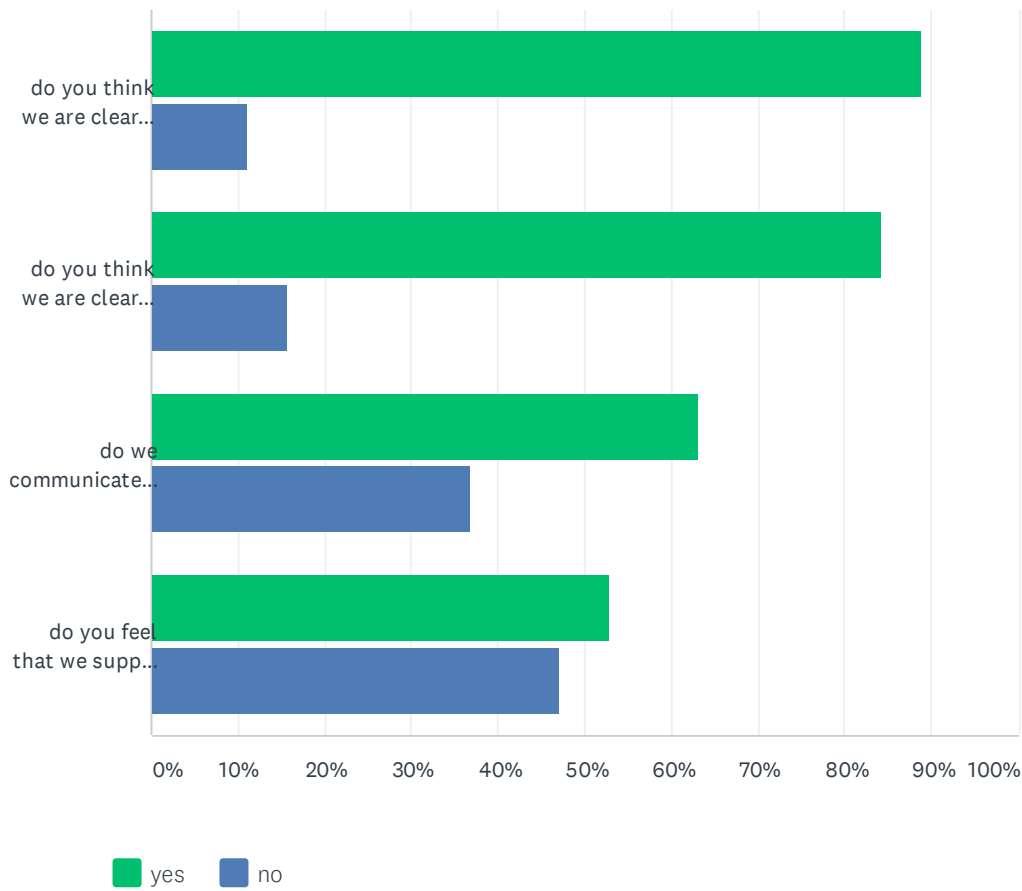
## Q12 What more do you think we should do to improve our communication around the safety and maintenance of our homes?

Answered: 15 Skipped: 4

#	RESPONSES	DATE
1	Not sure about this one.	11/17/2020 2:53 PM
2	Give us a yearly update of what has been happening or will change around maintenance of our homes	11/17/2020 2:22 PM
3	haven't seen much in the way that you publish in safety information	11/17/2020 12:09 PM
4	In terms of safety, I think that it might be a good idea for BHA to publish more documentation on actions that tenants could pursue for themselves to keep their homes safe: for example, information on keeping walkways clear, avoiding trailing electrical leads and avoiding hoarding.	11/17/2020 10:28 AM
5	The Broadlands magazine is a way of providing information or letters	11/16/2020 7:36 PM
6	Example. Fire alarm system has been changed in our development. No one has been informed of the changes. Does the new system shut off the boilers? Do we need to inform the repairs line of the fire alarm going off. Does someone still need to come out and reset the alarm.	11/16/2020 3:21 PM
7	Keep moving forward	11/15/2020 9:05 PM
8	Email or send letters to all the homes you're expecting to do work on a few months before the work is due to be done to warn people	11/13/2020 9:38 PM
9	I'm not sure at the moment but will give this some thought	11/13/2020 9:25 PM
10	Gas Safety and annual inspections. Access is often an issue. Increased and improved educational material when requesting access. "Dont forget its FREE"	11/13/2020 6:52 PM
11	Sadly due to covid 19 repairs have been delayed such as window replacement, boiler replacement, kitchen replacement, etc ...there are tenants who may be in urgent need of these being replaced, it would be good if tenants were asked this even a number of tenants choosen at random would help.	11/13/2020 6:43 PM
12	There's quite a lot of information available but I'm not sure if everyone is aware of how to access it	11/13/2020 6:02 PM
13	Make use of text, Facebook, email and letter drops.	11/13/2020 4:33 PM
14	Follow up complaints efficiently... my back door is rotten and this was confirmed three years ago... I'm still waiting for the replacement and have made several complaints about the poor service and I'm still waiting for someone to get back to me!! It's not acceptable to have to be in a home that doesn't keep the warmth in due to a rotten door and also the security through this problem is very concerning to the point I will take it to the housing ombudsman!!	11/13/2020 4:28 PM
15	Yes very much So,	11/13/2020 4:23 PM

### Q13 Thinking about your own involvement in relation to the standard, when things go wrong (above), how do you rate the following?

Answered: 19 Skipped: 0



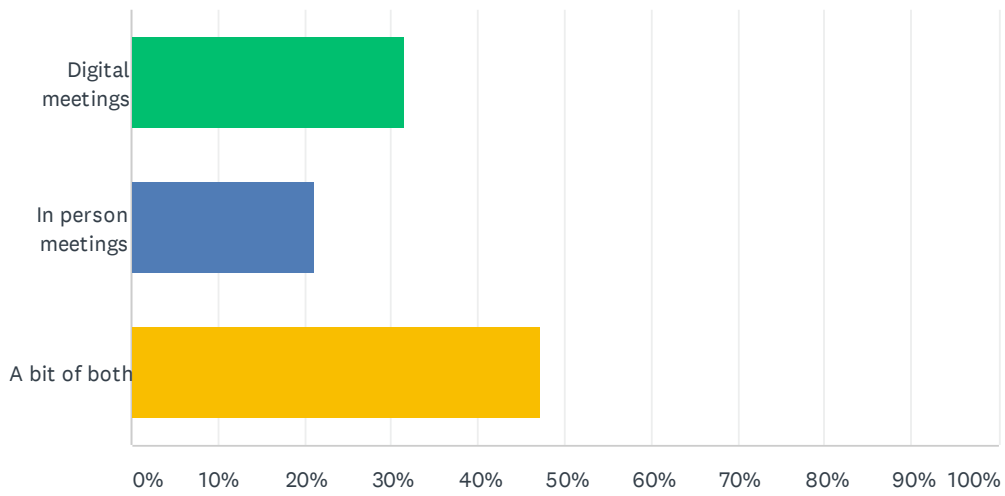
	YES	NO	TOTAL	WEIGHTED AVERAGE
do you think we are clear about how you can tell us if something has gone wrong?	88.89% 16	11.11% 2	18	1.11
do you think we are clear about the different ways you can tell us when something has gone wrong?	84.21% 16	15.79% 3	19	1.16
do we communicate with you in a timely and concise manner when we are dealing with an issue or complaint?	63.16% 12	36.84% 7	19	1.37
do you feel that we support you enough during the complaints process?	52.94% 9	47.06% 8	17	1.47

Together with Tenants - feedback on our progress so far

#	DO YOU HAVE ANY COMMENTS? OR DO YOU HAVE AN EXAMPLE WHEN YOU RATED US WITH A NO THAT YOU WILL SHARE WITH US?	DATE
1	I* have not had to make a complaint.	11/17/2020 2:53 PM
2	there are some questions I can't answer as I haven't had the experience of it, so no doubt there could be improvement in some areas but I don't know	11/17/2020 12:09 PM
3	I would appreciate it if BHA could communicate in a more timely manner when dealing with an issue.	11/17/2020 10:28 AM
4	I have reported a leak in my ceiling 3 times since Feb 2020. My roof still leaks I have seen no one turn up to fix the problem. I have had two people take photos of the problem at different times. I have has sms messages saying you are coming 4 times, I have booked time off work to be here and to date NO ONE has ever arrived to do the job. My complaint for this was closed with NO ONE even speaking to me. I wrote this in the survey after the complaint was closed and I still have not spoken to anyone. In the mean time my roof still leaks my printer won't work because the paper has too much water in it and it now jams.	11/16/2020 3:21 PM
5	No	11/15/2020 9:05 PM
6	I called to complain to my housing officer and have done all this year, the problem has been ignored all year and still being ignored now	11/13/2020 9:38 PM
7	None	11/13/2020 9:25 PM
8	Unable to answer the last question as fortunately all issues have been resolved in a timely manner.	11/13/2020 6:52 PM
9	Due to suffering longterm ASB, I recently have unfortunately had to myself submit a few complaints .... My complaints were dealt with in a timely matter. One of these did go to stage two, (after a panel appeal) I was satisfied. The other complaints were dealt with very fairly and did not need to goto stage 2. There has definetely been a great improvement in complaint handling, the process is much smoother and greatly improved.	11/13/2020 6:43 PM
10	You have improved your complaints procedures but I feel the is still room for improvement	11/13/2020 6:02 PM
11	More following up on complaint and more updates	11/13/2020 4:33 PM
12	See previous answer... your complaints procedure is absolutely disgusting If I'm honest	11/13/2020 4:28 PM
13	??	11/13/2020 4:23 PM

## Q14 During lockdown we switched to digital meetings for our tenant panels, but which do you prefer?

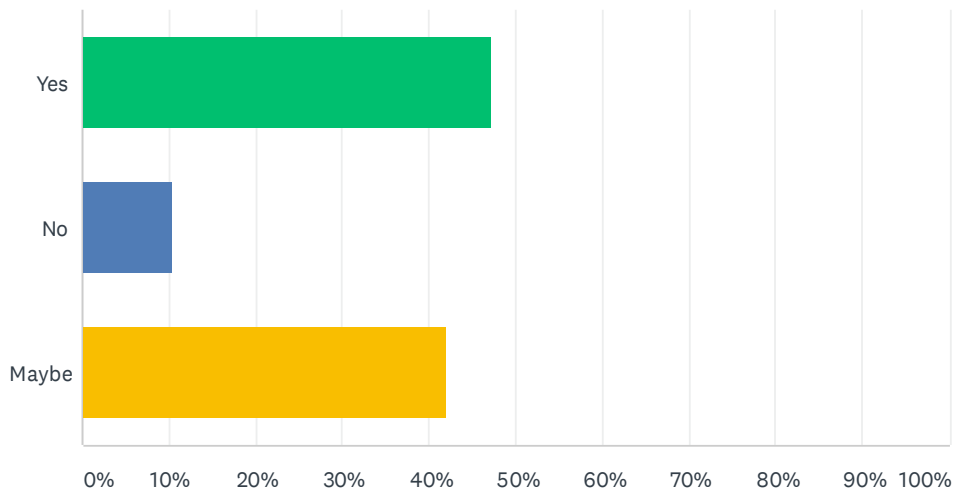
Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
Digital meetings	31.58%	6
In person meetings	21.05%	4
A bit of both	47.37%	9
<b>TOTAL</b>		<b>19</b>

### Q15 Do you think more tenants would want to be involved digitally, if we were to provide the technical devices (for example a tablet)?

Answered: 19 Skipped: 0

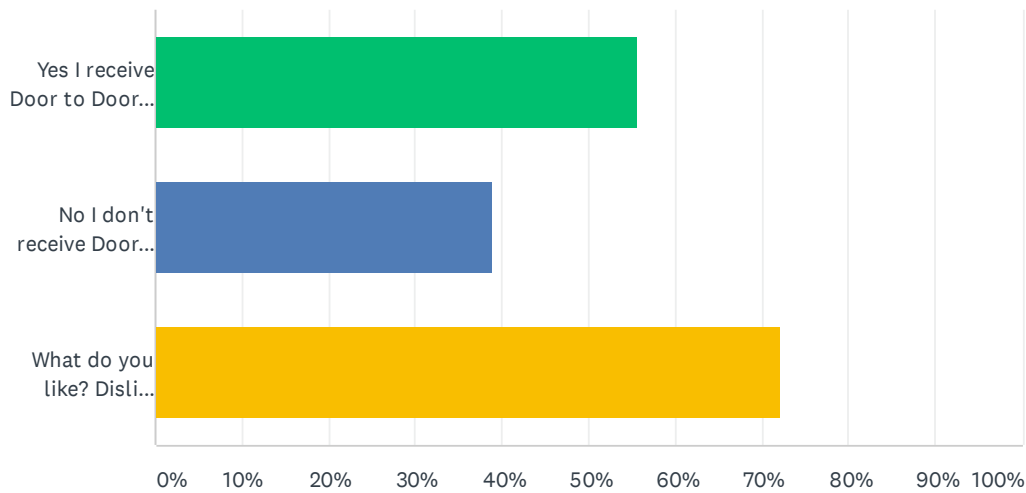


ANSWER CHOICES	RESPONSES	
Yes	47.37%	9
No	10.53%	2
Maybe	42.11%	8
TOTAL		19



## Q16 Do you get a copy of our Door to Door magazine? What do you like, dislike, want more of?

Answered: 18 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes I receive Door to Door in the post	55.56% 10
No I don't receive Door to Door	38.89% 7
What do you like? Dislike? Want more of?	72.22% 13
Total Respondents: 18	

#	WHAT DO YOU LIKE? DISLIKE? WANT MORE OF?	DATE
1	It is already a very interesting newsletter. New tenants should be given a copy on signing up.	11/17/2020 2:53 PM
2	i get my copy digitally	11/17/2020 12:09 PM
3	I like the sort of content published in Door To Door and would hope that it could continue in this vein.	11/17/2020 10:28 AM
4	Continue to provide us with information via the magazine and letters or digital	11/16/2020 7:36 PM
5	More of what you are willing to do, less of how great you are.	11/16/2020 3:21 PM
6	I like to see other tenants getting together to do their community projects	11/13/2020 9:38 PM
7	No comment	11/13/2020 9:25 PM
8	Digital copy. Community Reporters both young and old.	11/13/2020 6:52 PM
9	Would like to receive the door to door in the post once again, please?	11/13/2020 6:43 PM
10	Interesting magazine with lots of useful information	11/13/2020 6:02 PM
11	More use on service updates and safety and competitions and communication of past events news and future calender of events that we can get involved in.	11/13/2020 4:33 PM
12	I feel this is a total waste of tenants money	11/13/2020 4:28 PM
13	All of it is good.	11/13/2020 4:17 PM

## Q17 Do you have suggestions on different ways we can involve our tenants, that we aren't currently doing (perhaps something like Facebook live)?

Answered: 16 Skipped: 3

#	RESPONSES	DATE
1	Facebook live would be one way.	11/17/2020 2:53 PM
2	Tenants here do not seem to be interested in meetings, yet some are always complaining about issues but do nothing about it. They don't want to get involved it seems	11/17/2020 2:22 PM
3	don't do facebook much but don't mind online meetings as I live a long way away	11/17/2020 12:09 PM
4	Yes, Facebook Live would be a good idea. Also, BHA could find out which other social media and social networking applications are popular amongst BHA tenants and use these too.	11/17/2020 10:28 AM
5	Face book would be good as long as it was monitored	11/16/2020 7:36 PM
6	Act on things you are being told.	11/16/2020 3:21 PM
7	Not all tenants have or like computers	11/15/2020 9:05 PM
8	I think maybe the meetings should be in early evenings, maybe 7-8.. so then people who are working can join in	11/13/2020 9:38 PM
9	No	11/13/2020 9:25 PM
10	More targeted groups: Young Tenants. Carers/Disabled. etc.	11/13/2020 6:52 PM
11	Select at random a number of tenants and communicate by telephone (because not every tenant has internet access) to ask if they are happy and if they have anything that they would like to ask about or any concerns.	11/13/2020 6:43 PM
12	Contact all those Tennant's who don't use your internet services and offer hard copies perhaps use volunteers to deliver them	11/13/2020 6:02 PM
13	Yes make use of Facebook live for safety briefing on: Gas service Electric service Service updates How u can help us And introduce our neagbour offices with q & a	11/13/2020 4:33 PM
14	Facebook would be great!	11/13/2020 4:28 PM
15	More involvement with the residents and any commitees	11/13/2020 4:23 PM
16	Some people don't use social media so they might feel excluded	11/13/2020 4:17 PM

## Q18 Do you have anything else you would like to tell us about the way we engage with our tenants?

Answered: 13 Skipped: 6

#	RESPONSES	DATE
1	You still have the difficulty of those tenants who do not engage in technology.	11/17/2020 2:53 PM
2	No	11/17/2020 2:22 PM
3	no	11/17/2020 12:09 PM
4	I think that the answers I've given to the preceding questions in this survey effectively convey what I'd like to tell BHA about the way it engages with its tenants.	11/17/2020 10:28 AM
5	No	11/16/2020 7:36 PM
6	Carry on doing what you are doing	11/15/2020 9:05 PM
7	No	11/13/2020 9:38 PM
8	No	11/13/2020 9:25 PM
9	Tenant engagement is good for those who are engaged. 2020 is the year of digital engagement throughout UK housing. 8 months in and we are still talking about Tenant Exclusion. "Engaged tenants are excluded". We can do better.	11/13/2020 6:52 PM
10	No	11/13/2020 6:02 PM
11	Getting better all the time	11/13/2020 4:33 PM
12	Your communication/ repairs/ complaints / follow up calls are very poor	11/13/2020 4:28 PM
13	no	11/13/2020 4:23 PM