

Lead Officer	Lorraine Black
Subject of consultation	Tenant Handbook Questionnaire 2008 Leaflets 1 - 4
Date Started	10/11/2008
Date Completed	01/12/2008
Who was consulted	Tenants
Methods Used	Postal Consultation
Number of Participants	
Total Number of Responses	6

Sections/Questions	Responses		Suggestions / Comments / Questions	Accept/Reject/ Neither (If neither, please give reason)	Reason (e.g. already covered by existing policy/procedures or request for information)	Action with timescale
	Yes	No				
Leaflet 1 Welcome to Adactus Housing Association. Please have a look at the sections 'About Adactus Housing Association' and 'Who runs the Association?' and answer the questions below.						
Q1. In your opinion is wording clear and understandable?						
	6					
Q2. Do you think they cover all the information that is needed?						
	6					
Q3. If you answered no to either of the above questions, please tell us why in the box below.						
Please have a look at the sections 'Where do we get our money?', 'Want to know more?' and 'Mission Statement' and answer the questions below.						

Q4 In your opinion is wording clear and understandable?					
	6				
Q5. Do you think it covers all the information that is needed?					
	6				
Q6. If you answered no to either of the above questions, please tell us why in the box below.					
Leaflet 2 Moving in and staying safe in your home. Please have a look at the sections entitled 'Your Housing Officer', 'Tenancy Support Officer' and 'Moving In' and answer the questions below.					
Q7. In your opinion is wording clear and understandable?					
	6				
Q8. Do you think they cover all the information that is needed?					
	6				
Q9. If you answered no to either of the above questions, please tell us why in the box below.					
Please have a look at the sections entitled 'Change of Address', 'Your benefits' and 'Health, safety and security in your home and how to report concerns' and answer the questions below.					
Q10. In your opinion is wording clear and understandable?					
	6				

Q11. Do you think it covers all the information that is needed?						
	6					
Q12. If you answered no to either of the above questions, please tell us why in the box below.						
Leaflet 3 Your Tenancy Agreement Please have a look at the sections 'About Your Tenancy', 'Starter Tenancies's and 'Your Rights' and answer the questions below.						
Q13. In your opinion is wording clear and understandable?						
	5	1				
Q14. Do you think it covers all the information that is needed?						
	6					
Q15. If you answered no to either of the above questions, please tell us why in the box below.						
	Q: Can I swap my home with another tenant? In this section it says see the 'moving on' leaflet for more details. Check name of revised leaflet. If the leaflet name has been changed why not put new leaflet name in this booklet instead of telling new tenant to find out name of new leaflet.		Accept	This was a note to the writer not the tenant	Now removed	
Please have a look at the section 'Your questions answered' and answer the following questions.						
Q16. In your opinion is wording clear and understandable?						
	5	1				

Q17. Do you think it covers all the information that is needed?					
	6				
Q18. If you answered no to either of the above questions, please tell us why in the box below.					
	As above				
Leaflet 4 Data Protection and Access to Personal information. Please have a look at pages 1 and 2 and answer the following questions.					
Q19. In your opinion is wording clear and understandable?					
	6				
Q20. Do you think it covers all the information that is needed?					
	5	1			
Q21. If you answered no to either of the above questions, please tell us why in the box below.					
	You should not tell people what they can do via your web site until you can actually do it!		Reject	All services advertised in the leaflet are available	
Please have a look at pages 3 and 4 and answer the questions below.					
Q22. In your opinion is wording clear and understandable?					
	6				
Q23. Do you think it covers all the information that is needed?					
	6				
Q24. If you answered no to either of the above questions, please tell us why in the box below.					
Q25. Is there anything else that you feel should be added to any of the leaflets enclosed?					

	In leaflet 2 - keeping your garden tidy should also include backyards - especially for cleanliness ie not full of bags of rubbish? Also being updated of change of housing officer.	Accept	First half of comment accepted. Not sure what is meant by the second half of the comment?	Leaflet changed
	No all the letters seem to cover everything.	Neither		
Q26. Finally, what do you think about the general layout and style of the documents? Is there anything you would change? Please tell us below.				
	The layout and style is very good.	Neither		
	White print on coloured paper cause problems for some people.	Reject		