

Lead Officer	Lorraine Black
Subject of consultation	Tenant Handbook Questionnaire 2008 Leaflets 12 - 15
Date Started	10/11/2008
Date Completed	1.12.2008
Who was consulted	Tenants
Methods Used	Postal Consultation
Number of Participants	
Total Number of Responses	7

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 12: How we set your rent and service charge Please have a look at the enclosed leaflet and answer the following.						
Q1. In your opinion is the wording clear and understandable?						
	7					
Q2. Do you think they cover all the information that is needed?						
	7					
Q3. If you answered no to either of the above questions, please tell us why in the box below.						
Leaflet 13 Rent and Service Charge. Please have a look at the enclosed leaflet and answer the following questions						
Q4. In your opinion is wording clear and understandable?						

	7				
Q5. Do you think it covers all the information that is needed?					
	7				
Q6. If you answered no to either of the above questions, please tell us why in the box below.					
<u>Leaflet 14 Guide What is supporting people</u> Please look at the sections entitled 'What is supporting people?', 'What are housing related support costs?' and 'Is everyone entitled to this grant' and answer the questions below.					
Q7. In your opinion is wording clear and understandable?					
	7				
Q8. Do you think they cover all the information that is needed?					
	7				
Q9. If you answered no to either of the above questions, please tell us why in the box below.					

<p>Please have a look at the sections entitled 'What about new tenants?', 'What if you transfer into a new property', 'How do you claim supporting people grant?' and 'What do support plans have to do with supporting people?' and answer the following questions.</p>						
<p>Q10. In your opinion is wording clear and understandable?</p>						
	8					
<p>Q11. Do you think it covers all the information that is needed?</p>						
	8					
<p>Q12. If you answered no to either of the above questions, please tell us why in the box below.</p>						
<p><u>Leaflet 15 Guide - Protecting people from abuse</u> Please have a look at the sections 'Everybody has a right to be safe', 'Abuse or mistreatment can be:' and 'Who might be at risk?' and answer the following questions.</p>						
<p>Q13. In your opinion is wording clear and understandable?</p>						
	8					
<p>Q14. Do you think it covers all the information that is needed?</p>						
	8					

Q15. If you answered no to either of the above questions, please tell us why in the box below.					
Please look at sections 'Who might be the perpetrator?', 'What to look out for', and 'What can Adactus do to help?' and answer the following questions					
Q16. In your opinion is wording clear and understandable?					
	8				
Q17. Do you think it covers all the information that is needed?					
	8				
Q18. If you answered no to either of the above questions, please tell us why in the box below.					
Q19. Is there anything else that you feel should be added to any of the leaflets enclosed?					
	One cannot appreciate the security and safety from crime and loneliness which is paramount for infirm and elderly. I would recommend the system to all. There is no need to feel isolated in a world rapidly changing.	Neither			
	I think the leaflets cover everything, I lived in Moss Side with family housing assoc but lasted only 9 months after being burgled. All things that were available to help me into my new property have been answered.	Neither			

Q20. Finally, what do you think about the general layout and style of the documents? Is there anything you would change? Please tell us below.				
	All the leaflets are very clear and no I would not change anything.	Neither		
	The leaflet about the rent and service charges could be brighter and have a photo on the front.	Reject		
	No changes.	Neither		
	I do not have any changes. They are alluring and it is very easy to read.	Neither		