

Lead Officer	Lorraine Black
Subject of consultation	Tenant Handbook Questionnaire 2008 Leaflets 5 - 8
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	9

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				
<b>Leaflet 5 Resident Involvement: Our menu of Involvement</b> Please have a look at the sections 'Why get involved' and 'Your Menu of involvement' and answer the questions below.						
<b>Q1. In your opinion is wording clear and understandable?</b>						
	9					
<b>Q2. Do you think they cover all the information that is needed?</b>						
	9					
<b>Q3. If you answered no to either of the above questions, please tell us why in the box below.</b>						
<b>Please have a look at the sections 'Local Focus', 'Improving your environment and social life' and 'How we support residents who get involved' and answer the questions below.</b>						

Q4 In your opinion is wording clear and understandable?					
	9				
Q5. Do you think it covers all the information that is needed?					
	9				
Q6. If you answered no to either of the above questions, please tell us why in the box below.					
<b>Leaflet 6. Suggestions and Complaints</b> Please have a look at pages 1, 2, 3 and 4 and answer the questions.					
Q7. In your opinion is wording clear and understandable?					
	9				
Q8. Do you think they cover all the information that is needed?					
	8	1			
Q9. If you answered no to either of the above questions, please tell us why in the box below.					
	I have not seen the attached tear off complaints form with this leaflet		Accept	Ommision	Form will be included as part of final pack
<b>Please have a look at pages 5, 6, 7 and 8 and answer the questions.</b>					
Q10. In your opinion is wording clear and understandable?					
	9				
Q11. Do you think it covers all the information that is needed?					

	9				
Q12. If you answered no to either of the above questions, please tell us why in the box below.					
<b>Leaflet 7: Tackling Anti-Social Behaviour</b> Please have a look at pages 1, 2 and 3 and answer the questions.					
Q13. In your opinion is wording clear and understandable?					
	9				
Q14. Do you think it covers all the information that is needed?					
	9				
Q15. If you answered no to either of the above questions, please tell us why in the box below.					
<b>Please have a look at pages 4, 5, 6 and 7 and answer the questions.</b>					
Q16. In your opinion is wording clear and understandable?					
	9				
Q17. Do you think it covers all the information that is needed?					
	9				

Q18. If you answered no to either of the above questions, please tell us why in the box below.					
<b>Leaflet 8: Equality &amp; Diversity policy</b> Please have a look at the leaflet and answer the following questions.					
Q19. In your opinion is wording clear and understandable?					
	9				
Q20. Do you think it covers all the information that is needed?					
	9				
Q21. If you answered no to either of the above questions, please tell us why in the box below.					
Q22. Is there anything else that you feel should be added to any of the leaflets enclosed?					
	You seem to have covered everything.	Neither			
	In all the leaflets I think that everything is covered clearly and concisely and cannot think of anything else that could be added. Things are put in way that can be easily understood.	Neither			
	The leaflets could have pages numbered eg 1 - 8 as some people would call the first page as the cover.	Reject	This is a question about the method of consultation rather than		
	Not really I think Adactus keep all tenants well advised so I don't think there is any need for anything to be added.	Neither			
Q23. Finally, what do you think about the general layout and style of the documents? Is there anything you would change? Please tell us below.					

	<b>General layout and style of the documents is very good and well worded, I don't think you will have to change anything in the leaflets.</b>	Neither		
	<b>The layout of the leaflets is good. Using different colours for each leaflet was a good way of indicating it was a different leaflet.</b>	Neither		
	<b>The layout is clear, and most people would find it to be understandable because of the straightforward language used.</b>	Neither		
	<b>It is neat and clear and understandable and the print is clear for myself but may be difficult for others.</b>	Reject	Text follows our tenant-led standards for clarity of design	
	<b>The layout of the documents is nice and easy to understand and all the relevant information is easy to understand.</b>	Neither		
	<b>Very good well laid out and understandable.</b>	Neither		