

Lead Officer	Lorraine Black
Subject of consultation	Tenant Handbook Questionnaire 2008 Leaflets 9 - 11
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				
Leaflet 9: Repairs and Maintenance Please have a look at pages 1 - 7 and answer the questions.						
Q1. In your opinion is wording clear and understandable?						
	9					
Q2. Do you think they cover all the information that is needed?						
	9					
Q3. If you answered no to either of the above questions, please tell us why in the box below.						
Please look at pages 8-14 and answer the following questions.						
Q4 In your opinion is wording clear and understandable?						
	9					

Q5. Do you think it covers all the information that is needed?						
	8	1				
Q6. If you answered no to either of the above questions, please tell us why in the box below.						
	How did you arrive at the cost of £250.00 as the maximum cost under the right to repair scheme?		Accept	This is the limit set in the legislation and guidance	Have changed the wording of the leaflet to make this clear	
Please have a look at pages 15 - 21 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?						
	9					
Q9. If you answered no to either of the above questions, please tell us why in the box below.						
Leaflet 10: Racial Harassment & Hate Crimes. Please have a look at pages 1 and 2 and answer the following questions.						
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.					
Please have a look at pages 3, 4 and 5 and answer the following questions.					
Q13. In your opinion is wording clear and understandable?					
	9				
Q14. Do you think it covers all the information that is needed?					
	8	1			
Q15. If you answered no to either of the above questions, please tell us why in the box below.					
	Who will pay for the security provisions costs? Is there any limit to the amount the association can pay for the security costs? What happens to these provisions if the tenant decides to move from the property?		Neither	Request for information	We work in partnership with the Police and other agencies to provide and fund support for complainants. The support provided will be appropriate to the nature of the case rather than being restricted to a set formula. Some of the provisions are temporary and can be removed from the property if the tenant moves on.
Leaflet 11: Moving On Please have a look at sections 1-4 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.					
Please have a look at the sections 5-8 and answer the following questions.					
Q19. In your opinion is wording clear and understandable?					
	8				
Q20. Do you think it covers all the information that is needed?					
	8				
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?					
	Pictures should be added if English is not first language.	Reject		The handbook needs to be kept short and neat and so the graphics have been limited to those leaflets where it was particularly useful to use them. For example, there are pictures of household items in the repairs leaflet to assist with repair recognition (not sure what type of pictures in particular are being suggested here).	

	Under repairs, responsibility ours/yours there is no responsibility placed (by means of a 'tick') for 'heating and hot water heaters' Leaflet 9 Page 5.	Accept		Omission	Have amended this mistake
	Table of Content' is essential for 'repairs and maintenance leaflet' for easier reading or reference.	Reject			
	Neighbourhood nuisance and noise	Accept		Covered in one of the other leaflets	
	I think leaflets enclosed were well covered, however I think the tenants had book should also contain information on payment of rent; it is therefore essential that there is a leaflet on payment of rent.	Accept		Covered in one of the other leaflets	
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.					
	The layout and style is perfect and handy.	Neither			
	The general layout is good, I would not change a thing. All the information is vital, clearly written and easy to understand.	Neither			
	Clear wording and well presented.	Neither			
	The general layout of the leaflets is simple and clear.	Neither			