

Lead Officer	Becky Horton / Chris Capstick / Chris Twomey
Subject of consultation	Allocations & Lettings leaflets
Date Started	28/07/2008
Date Completed	14/08/2008
Who was consulted	AHA/BHA residents
Methods Used	Postal questionnaire
Number of Participants	50
Total Number of Responses	20 (40%)

Sections/Questions	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
Question 1. Please tell us what you think of the overall layout and design of the leaflets. Write your comments and any suggestions for improvements in the boxes below.				
How to get a Home Leaflet....	Very clear and good		Neither	Agree
	Very good		Neither	Agree
	It is clear, easy to read and understand		Neither	Agree
	Small simple terms and well thought out		Neither	Agree
	The leaflets are easy to follow, don't put boards outside of buildings offering flats for rent when there aren't any available.		Neither	Agree
	Eye catching, user friendly language and informative.		Neither	Agree

	A simple design and layout easy on the eye and doesn't look too over bearing.		Neither	Agree	
	Very eye catching layout and design, easy to understand, straight forward information, at a glance step by step procedure that walks you through the leaflet for anyone requesting information.		Neither	Agree	
	Fully acceptable		Neither	Agree	
	Well designed and adequate information given	Neither		Agree	
	I like the picture of the key in a lock as it reflects the whole process of owning a home. The layout is simple and therefore good.		Neither	Agree	
	I wish the titles were numbered for easy reference.	Accept		Amendments to be made in final draft	To be sent to Wilson & Cooke September 2008
	Good and easy to understand.		Neither	Agree	
	Layout straight forward and informative		Neither	Agree	
	Colourful, not boring. It was clear and easy to understand. It gave the information that you would need.		Neither	Agree	
Already a tenant? Want to move? leaflet	Very Good, Eye-catching	Neither		Agree	
	Very clear and good		Neither	Agree	
	A good incentive for tenants vacating a property clean and ready to move into for next tenant is the £50 Golden goodbye.		Neither	Agree	
	We don't want to move but don't think it would be difficult as staff are efficient.		Neither	Agree	
	Eye catching colourful, plain language, informative and understandable.		Neither	Agree	
	Well laid out and easy to read.		Neither	Agree	
	Nice leaflet, easy to follow information also nice and neat size.		Neither	Agree	

	Colourful, not boring, clear and easy to read and liked that it gave the numbers you may need if you wanted more information.	Neither	Agree	
	Straightforward and informative	Neither	Agree	
	The layout is simple and easy to read. Again maybe number the titles and sub-titles for easy reference.	Accept	Amendments to be made in final draft	To be sent to Wilson & Cooke September 2008
	Good design of booklet, information easy to understand	Neither	Agree	
Question 2. Please tell us what you think of the content of the leaflets. Is it easy to understand? Is there anything you feel needs further explanation?				
How to get a home leaflet.....	Very clear and easy to understand.	Neither	Agree	
	Need more details about the council nomination process	Reject	Leaflet needs to be simple and generic	
	Perfectly clear and easy to understand	Neither	Agree	
	Understandable, good details.	Neither	Agree	
	Says all it needs, in clear understandable language.	Neither	Agree	
	Very clear. Scheme manager at Windleshaw excels in showing future tenants the home etc. Perhaps include details of viewing properties	Reject	This process is done at application stage	
	Both leaflets were clear and easy to understand and cover what people need to know.	Neither	Agree	
	Content well explained and very easy to understand.	Neither	Agree	

	Good from the 'key in the door' opening to the area graph showing where homes are located, easy step by step details from making an application to getting keys to a new home.	Neither		
	Under types of property you can apply for should also list over 55's housing. Shouldn't it also say scheme manager instead of warden? Should also say that some scheme managers live off site.	Reject	Information on separate leaflet for sheltered accommodation	
	Straight forward and easy to understand	Neither	Agree	
	The leaflet is simple and clearly written. I think every reader will be able to understand the content.	Neither	Agree	
Already a tenant? Want to move? leaflet	If a person needs to transfer because of health reasons, it would be helpful to mention that proof of medical condition will be required.	Reject	However will place on page 5 of 'How to get a home'	
	Clear and easy to understand and cover what people need to know.	Neither	Agree	
	The content is very important and it is well presented and easy to understand.	Neither	Agree	
	Good details of what is available and the different ways of transfer and what you have to do to proceed.	Neither	Agree	
	Simply written and easy to understand	Neither	Agree	
	Where it says 'Occasionally you may not be accepted to join the list and the reasons for this include: if you don't hold an assured or secure tenancy' What does this mean???	Accept	Paragraph to be rephrased to " have not had a tenancy with us for at least 12 months"	To be sent to Wilson & Cooke September 2008

<p>Question 3. Do you think the leaflets are helpful and informative? Please write your comments and any suggestions for improvements in the box below.</p>				
<p>How to get a home leaflet....</p>	<p>Helpful and informative. The only people who would have a problem with it would be those with learning difficulties.</p>	<p>Reject</p>	<p>Staff / support worker will explain or help when needed</p>	
	<p>Very helpful and informative.</p>			
	<p>Very helpful, I now know the areas the houses are situated in which area.</p>			
	<p>Very informative I have learned more from the information given.</p>			
	<p>When we moved in August 05 we were very grateful for the assistance from Adactus staff in helping us to get settled in.</p>			
	<p>Both leaflets were informative in an understandable way. Helpful and clear.</p>			
	<p>Excellent, fantastic handbag size and book style, modern design.</p>			
	<p>Page 5 - 2nd paragraph 'It is important that you respond..' Suggest this is highlighted.</p>	<p>Accept</p>	<p>Will be amended for final draft</p>	<p>To be sent to Wilson & Cooke September 2008</p>
	<p>The leaflet covers all one needs to know about how to get a home. However, you will need to ensure that the content of this leaflet is updated and reviewed regularly.</p>			
	<p>Gives a good insight into acquiring accommodation</p>			
<p>Already a tenant? Want to move? leaflet</p>	<p>Very helpful and informative.</p>			

	State on forms if a garden property is offered it must be maintained by the tenant, if not prepared to do this a property without a garden should be offered.	Reject	Discussed in tenancy agreement	
	Both leaflets were informative in an understandable way. Helpful and clear.			
	Again well written short and to the point leaflet which tells you all the facts.			
	Plenty of thought has gone into the display of the leaflet, eye catching and provides the relevant information if you are a current tenant wanting to move.			
	I thought it was very informative.			
	The leaflet is helpful as it covers moving and what the tenant would need to know.			
	The If you leave without giving notice section should be highlighted as VERY important information.	Accept	Change the last sentence to "this will affect your credit rating and inflict on any future applications for rented accommodation	
Question 4. Is there any other information you feel we should include in the leaflets? Please write your comments below.				
How to get a home leaflet.....	No other information required at this stage			
	Local councils information should be provided			
	The leaflets help a lot. I can share with friends who are looking for houses. You need to ensure that they are available to anyone wanting a home.	Accept	To be distributed to all area offices and available online	As soon as final version is printed.

	Please state which properties you are able to have pets in, very large dogs would be a problem in properties without gardens.	Reject	Leaflet is designed to give a general overview	
	Sizes of properties in all the areas managed/owned not only total number will help to decide areas best for tenants applying.	Reject	Provided through prospects	
	You should apply to your preferred scheme or contact Head Office.	Reject	set up at local level	
	Perhaps a tear-off form on the blank back page so people could contact by post.	Reject	An application will be with the leaflet	
	Instead of a general office telephone number there should be direct line to every office and a dedicated person to take the calls.	Reject	This is already the case	
	It is unclear under what circumstances an application is either not accepted or suspended. Are these two different things? Suggest changing the wording to : 'If your application is not accepted or suspended we will write to you and give you the reason/s why'.	Reject	The information is clear to reasons why	
	Under rent levels should give brief summary of ways you can pay your rent.	Reject	Individuals are told during interview process	
	What if I'm unhappy with the service - not sure a prospective tenant would be interested in launching a complaint?	Neither	Allocations are transparent and clear	
	What about if they reject an offer, would they be treated as a new applicant or would their place on the waiting list change?	Neither	Comes later in the process	
	Perhaps include some information about neighbour nuisance and appropriate ways to behave.	Neither	done later in the process	
Already a tenant? Want to move? leaflet	No other information needed			

	There should be a standard template form given to tenants when they move in that they can fill in and give their months notice.	Neither	Notice to Quit forms are ready available	
	Instead of a general telephone number there should be direct line to every office and a dedicated person to take the calls	Neither	Already implemented	
	A few questions you will need to consider: Who decides that the house is in good decorative condition? What is good decorative condition, what does this mean? Does this make the out-going tenant responsible for wear and tear? A person who is on Housing Benefit maybe able to claim benefits on both properties but what about people who are not on benefits? How will they afford the rent on both houses?	Neither	CT is going to raise where appropriate and Adactus have do not have rights to change the benefit system	
Question 5. If you have any further comments or suggestions for either of the leaflets please write them below.				
How to get a home leaflet...	Leaflet good as it is.			
	All okay.			
	Give managers name to contact for each area office.	Reject	Managers are available on the general office numbers.	
	In most leaflets that Adactus send out you include your e-mail address but some people do not have access so maybe a list advising of places where the general public can gain access to email e.g. library etc?	Reject	To many areas to cover, advice can be found through office	

	I was invited to the property where I now live for my interview which was more convenient than having to travel to an area office. Also the leaflet has pictures which reflect a modern kitchen, not all properties are the same age, state of repair and the leaflet should have a genuine report on interiors.	Neither	It is a reflection of some of our properties	
	On the whole the leaflet is easy to understand and therefore helpful. It is a well written leaflet and the authors deserve a pat on the back.	Neither		
	Sheltered housing don't all have resident wardens. Also suggest mentioning maintenance charges on some properties.	Neither	Information on separate leaflet for sheltered accommodation	
Already a tenant? Want to move? leaflet	Leaflet good as it is.	Neither		
	Not true about Golden Goodbye. I moved from flat 2 to flat 3 spent over £7,000 on flat 2 done same in flat 3 and got nothing.	Neither	issue being resolved - Right to improve	
	In both leaflets state where schools, transport stops are approximately so tenants are able to decide if it is suitable location.	Neither	Generic leaflet	
	It is a well written and easy to understand leaflet. The authors have put a lot of work in. Well done! Keep it up.			