

Annual Charter Report Survey Report – November 2023

In October 2022, we issued our Annual Charter Report about our performance for this year. The majority of our reports were issued digitally to tenants by email with the remainder being issued by post.

When issuing the survey we wanted to check that the format of the report was easy to understand and we issued a short online survey, with a paper survey issued along with the reports being issued by post.

The survey remained open until 17th November 2023 and we received a total of 152 responses, this is nearly 12% of our tenants.

Main Question

Our main purpose for the survey was to check that the report was easy to understand, in doing this we asked the question “We try to keep our Annual Charter Report straight forward and easy to understand, do you find the report easy to understand?”

We received **151 responses** to this question and **149 (99%)** of responses said “Yes” with **2 responses 1%** saying “No”. This breaks down of this is shown below.



Where a tenant said they did not find the report easy to understand, the comments are detailed below:

- *Too many big words that are complicated*
- *No access to survey, therefore I couldn't do it.*

Other Comments

We also asked tenants to provide any comments on how we could improve the report. These are detailed below:

- *Phone numbers should be private. Not everyone is happy to disclose.*
- *The report should be simpler for the occupants to understand*
- *Easier to read for people who aren't good with technology so possibly an option for a paper copy*
- *It looks fine to me*
- *Your report should be separated on different issues*
- *There could be a numbered contents section at the start of the report.*
- *Use bigger letters for more important news, like benefits, grants, or cooperation*

- *I like how straight forward it is and you have clearly worked hard on making it as simple as possible. Maybe some more bullet points of information to make information clearer.*
- *It's nice and simple*
- *Adding a simple questionnaire could keep us interested*
- *Use 1 column instead of 2, and too many images that are not required*
- *Use plain language, no complicated words*
- *its fine as it is*
- *I think that everything is great*
- *Good format, nothing to improve, everything is clear*
- *I think the format is standard, easy to read, and understand*
- *You should show bad as well as the good.*
- *The report is certainly doctored and biased in a poor attempt to show PHA in not too bad a light.*
- *Too much to see directly on a phone I reckon split it up and make a little more space between everything on the report as too much stuff is happening at once.*
- *Most of it but the A and B scorings are a bit confusing to me and a lot of other people maybe.*
- *more of plans*

Anything else to include in the report

- *Failure to respond effectively to complaints regarding waste disposal and vermin.*
- *Would be possible to appoint a responsible person (for example, one for the whole house) who would be a contact between the association and the residents of the house. Because we cannot contact one person to resolve issues accordingly.*
- *No mention of garden maintenance issues*
- *Meeting and exchange views with the tenants*
- *Respond to the office visits or phone calls be made more thorough.*
- *Many Many suggestions for many issues that are pragmatic so therefore will fall on deaf ears.*
- *It is alright as I see it but you could tell us which address the flower in the pages 6/7 and housing maintenance please.*

Do you have any other comments

We asked our tenants if they had any other comments and the responses are detailed below:

- *When tenants get told getting new kitchens then plans fall through they should get done as soon as it can.*
- *Many thanks for your efforts and humble job*
- *It is a pretence that anyone as PSHA actually cares a jot about their tenants opinions hence the reason why you receive feedback from a very small percentage of us!*
- *No I don't think so, very through thanks.*

Conclusion

The overall data shows that the report was understandable to our tenants, but there are doubtless areas of the report which can be improved and the comments will be taken on board when publishing the report in October 2024.