

Involvement Survey 2012

Hello, my name is *** and I am calling from the resident involvement team at Croydon council. I would like to ask you a few questions about opportunities to give your views to us about housing services. It will only take a minute or two.**

Q1 How important is it that the council gives tenants a say in their housing services?	<table border="0"> <tr> <td>Very important</td> <td>71.4%</td> </tr> <tr> <td>Fairly important.....</td> <td>28.6%</td> </tr> <tr> <td>Not very important</td> <td>0.0%</td> </tr> <tr> <td>Not important at all.....</td> <td>0.0%</td> </tr> </table>	Very important	71.4%	Fairly important.....	28.6%	Not very important	0.0%	Not important at all.....	0.0%	<table border="0"> <tr> <td>Attend an evening question time session with senior housing managers and councillors in the town hall</td> <td>16.7%</td> <td>33.3%</td> <td>27.4%</td> <td>22.6%</td> </tr> <tr> <td>Attend an estate fun day</td> <td>20.0%</td> <td>47.1%</td> <td>16.5%</td> <td>16.5%</td> </tr> <tr> <td>Attend a tenants conference in central Croydon to discuss housing services</td> <td>11.8%</td> <td>35.3%</td> <td>29.4%</td> <td>23.5%</td> </tr> <tr> <td>Attend training courses for tenants to help you learn new skills & become more involved</td> <td>12.9%</td> <td>29.4%</td> <td>30.6%</td> <td>27.1%</td> </tr> <tr> <td>Join a group of residents to monitor or inspect housing services</td> <td>14.1%</td> <td>32.9%</td> <td>30.6%</td> <td>22.4%</td> </tr> <tr> <td>Meet with tenants from other parts of the country or with different landlords to share ideas for improving housing services</td> <td>10.7%</td> <td>36.9%</td> <td>26.2%</td> <td>26.2%</td> </tr> </table>	Attend an evening question time session with senior housing managers and councillors in the town hall	16.7%	33.3%	27.4%	22.6%	Attend an estate fun day	20.0%	47.1%	16.5%	16.5%	Attend a tenants conference in central Croydon to discuss housing services	11.8%	35.3%	29.4%	23.5%	Attend training courses for tenants to help you learn new skills & become more involved	12.9%	29.4%	30.6%	27.1%	Join a group of residents to monitor or inspect housing services	14.1%	32.9%	30.6%	22.4%	Meet with tenants from other parts of the country or with different landlords to share ideas for improving housing services	10.7%	36.9%	26.2%	26.2%							
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**Agenda Item 7 Appendix 1
Tenants' & Leaseholders' Panel
24 July 2012**

Q5 What do you think would be the best ways to publicise our events, meetings and activities (please select your top 3)?

<i>Letters to residents</i>	59.0%
<i>Email</i>	27.7%
<i>Text message</i>	36.1%
<i>Open House newsletter</i>	37.3%
<i>On the council's website</i>	12.0%
<i>Telephone calls to residents</i>	28.9%
<i>Posters/flyers on estates</i>	38.6%
<i>Adverts in the local press</i>	15.7%

Q6 Can you think of any other ways we could publicise our events, meetings and activities (please state)?

100.0%

Q7 Are there any other ways you would wish to be involved that I have not already mentioned (please state)?

100.0%

Q8 Would you like more information about the involvement options you have expressed an interest in?

<i>Yes</i>	57.1%
<i>No</i>	42.9%

Q9 If answer to Q8 is yes, please insert tenants name, address & contact number from your list. Also ask for their email address.

100.0%

Q10 Are you?

<i>16-24</i>	4.9%
<i>25-34</i>	24.4%
<i>35-44</i>	23.2%
<i>45-54</i>	20.7%
<i>55-64</i>	11.0%
<i>65+</i>	14.6%
<i>Do not wish to say</i>	1.2%

Q11 What is your ethnic group?

<i>White British (English, Welsh, Scottish, North Irish)</i>	58.0%
<i>White Irish</i>	0.0%
<i>Any other White background</i>	3.7%
<i>Mixed White and Black Caribbean</i>	2.5%
<i>Mixed White and Black African</i>	0.0%
<i>Mixed White and Asian</i>	0.0%
<i>Any other mixed/multiple ethnic background</i>	1.2%
<i>Asian or Asian British - Indian</i>	0.0%
<i>Asian or Asian British - Pakistani</i>	3.7%
<i>Asian or Asian British - Bangladeshi</i>	0.0%
<i>Chinese</i>	0.0%
<i>Any other Asian background</i>	0.0%
<i>Black or Black British Caribbean</i>	17.3%
<i>Black or Black British - African</i>	13.6%
<i>Any other Black background</i>	0.0%
<i>Any other ethnic group</i>	0.0%

Promote tenants conference. Thank you for completing this questionnaire.