



Your Views

You may have noticed that we seek your opinions through a range of surveys. These include:

- New tenant surveys.
- Repairs customer satisfaction surveys.
- Home improvements surveys.
- Specialist surveys for instance those on sheltered housing.

In addition, we also collect your views by various other methods such as:

- Responses to consultations.
- Your input from tenant's days.
- Responses from focus groups (small one-off groups of tenants who provide their opinions on services to housing staff).
- Complaints.
- Appeals.
- Comments arising from requests on footnotes on letters.

Your views are very important to us and allow us to assess whether there are things we could do to improve our services.

We look closely at the information you provide and consider this alongside relevant policies and service areas.

For instance, we ask about whether repairs were carried out quickly and to a high standard, if a tenant advises this was not the case we visit and investigate. Equally, when we ask about improvements done to your homes we are interested to know whether you are happy with this and what you thought of the choices. For instance, where we put in new kitchens it is helpful to us to know whether the choice of styles we offered were liked and whether tenants felt they were able to have some input to their home that was to their taste.

If tenants advise us that there are areas which could be improved we take this seriously. Equally, we are pleased when we are told that something is working well. Then we know not to change it.

We provide information, on request, in different formats such as large print, audio-format or in Braille and Moon. In addition, information can be made available in other languages on request. We also provide interpretation services where required. We also look closely at requests for information in different formats and languages. We

see how many requests we have had, how long it took us to respond and what the cost was. We use this information to make sure that our services remain tailored to the needs of our tenants and other service users.

Therefore, your views are important to us and the information you provide is used to continually improve our services.

If you require help to complete surveys, Housing Services can help you with this.

We always provide a reply-paid envelope to help you return your completed form.

Thank you for taking the time to help with this process.

Contacts

Housing Services, Council Offices, School Place, Kirkwall.

Telephone: 01856873535.

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