

Housing model feedback summary May June 2023

Consultation method

Short survey asking our customers preferred Housing Model and if they would like to be involved if changes are made in the future. We also asked how they prefer to contact Wrekin with housing queries.

Details

Digital survey sent to members of Wrekin Voices via email and via update email (300+) Members of the TAG group (8) and Staff voices (12) Facebook group (60) Additional question added to the Heating transactional survey (CX) (164) Asked Wrekin tenants at events in Stirchley, Wellington, Dawley, Donnington. 78 customers responded to the survey.

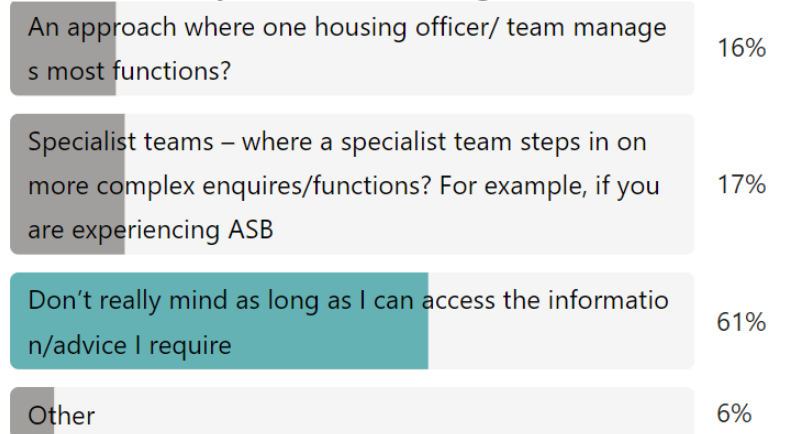
Outcomes

When asked what does your ideal housing service look like? **61% Don't really mind as long as they can access the information/advice they require.** Of those that had a preference. Specialist teams is a slight preference to a generic service. (17% /16%) Other comments included; As long as they are qualified, a 121 service and depends on what it relates to.

63% of customers preferred contact method is telephone with email at 26% with the App and other equal at 8% and 4%.

35 customers would like to be involved in focus groups if Wrekin explore changes to the housing service.

5. What does your ideal housing service look like?



6. What is your preferred way of contacting our housing service?

