

APPENDIX C – ANALYSIS OF CONSULTATION RESPONSES

Public consultation on the draft Tenant Engagement Strategy began on the 16 July and closed on 20 August 2024 (a period of 6 weeks). An online survey was used to gather feedback from tenants. A £50 gift voucher was offered as an incentive to encourage participation.

A total of 42 responses were received, out of these, 23 stated they were a Fareham Housing tenant.

The following summarises the feedback received, based on the questions in the online survey.

Have you read the draft Tenant Engagement Strategy 2024-2029?

- 95% answered yes
- 5% responded no

How easy was it to understand the information in the strategy?

- 69% of respondents found the information either very easy or mostly easy to understand.
- 28% of respondents remained neutral.

After reading this strategy, is it clear how Fareham Housing plans to improve how we listen to and work with our tenants?

- 85% responded yes.
- 15% said no.

How much do you agree that objective 1 is the right approach?

- 86% of respondents answered positively with either 'agree or strongly agree'.
- 10% answered neutral.
- 6% stated they either 'disagreed or strongly disagreed'.

How much do you agree that objective 2 is the right approach?

- 73% of respondents answered positively with either 'agree or strongly agree'.
- 18% answered neutral.
- 11% stated they either 'disagreed or strongly disagreed'.

How much do you agree that objective 3 is the right approach?

- 83% of respondents answered positively with either 'agree or strongly agree'.
- 13% answered neutral.
- 5% disagreed.

Do you think these are the right objectives to restart our engagement journey with?

- 90% responded yes.
- 13% said no.

Comments

Respondents had the opportunity to comment any final remarks or if highlight anything missing from the Strategy. No key themes emerged from the comments received.

Themes	Comments
How will the strategy be implemented to meet a wide and varied community.	3
Concern that engagement with tenants may vary and could be difficult.	2
There's a need for face-to-face presence.	2
Promote tenant responsibilities in their property and community.	2
Implement a yearly monitoring system to highlight any issues from either side.	1
Suggestion to change some of the terminology and to include more imagery to make it more reader friendly.	1
Most topics are covered	1
More clarity to differentiate between those who are still council tenants and those who have brought their council property (especially flats).	1