

Questions 2, 4, 6, 8, 10 and 12 – Are there any other activities you think we should be doing...

Question No. and Strategic Objective	No. of respondents that answered "Yes"	Suggestions/comments
Q2. Relates to Strategic Objectives 1 and 3 (Provide high quality affordable homes, Deliver value for money)	26	Kitchens and bathrooms need upgrading; Kitchens are not in good condition; New bathrooms and wardrobe doors; Showers, as it helps reduce the usage of water; (2) Sound proofing at party walls; Back garden fencing (2), skirting and door frames; New windows and bathrooms; Garden assistance including trees; Better care of gardens – trees and hedges; Play areas for children; Solar panels, extended driveways; Porch cover with new door (Johnsburn); Solar heating; Fix garden slabs and driveways; Painting of canopies and cills; Condition of walls in older housing; Cavity wall insulation; Support with home decorating and odd jobs; Windows resealed or vents replaced; More smaller housing (for single people) New doors and windows (front doors and inside doors)

Q4. Relates to Strategic Objective 2 (Engage effectively with our tenants and service users)	4	More frequent communication and updates for tenants on transfer waiting list; Replacement of internal doors in older housing; Neighbour dispute – note both sides before concluding
Q6. Relates to Strategic Objective 4 (Be innovative and risk aware)	2	Contractor performance and quality needs monitoring, unmarked vans, no I.D., no contact just turn up
Q8. Relates to Strategic Objective 5 (Build and contribute to effective partnerships)	1	Issues relating to noise (including cars) late at night, litter, etc
Q10. Relates to Strategic Objective 6 (Use resources efficiently and effectively)	6	Not always best to go for cheapest quote, some works not up to standard; Tenant youth employment/train young school leavers in handyman and admin areas of the housing association; Provide or encourage tenants to get bulk uplift; Try and get corporation to clean the street at househillwood shops; Cost effectiveness is important but so is quality of items being provided e.g.doors, windows and kitchens; Older houses need updated – draughts at window. Not good trying to heat house going into Winter
Q12. Relates to Strategic Objective 7 (Achieve the highest standards in all that we do)	0	