

# Housing Service Consultation

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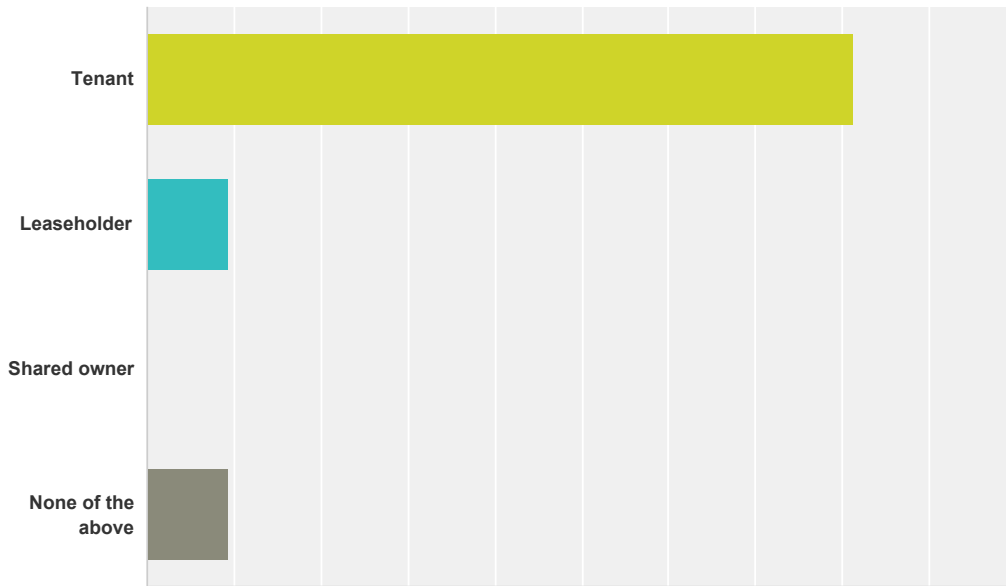
## Results Report



**WELWYN  
HATFIELD**

# Question 1

Are you a tenant, a leaseholder or a shared owner?

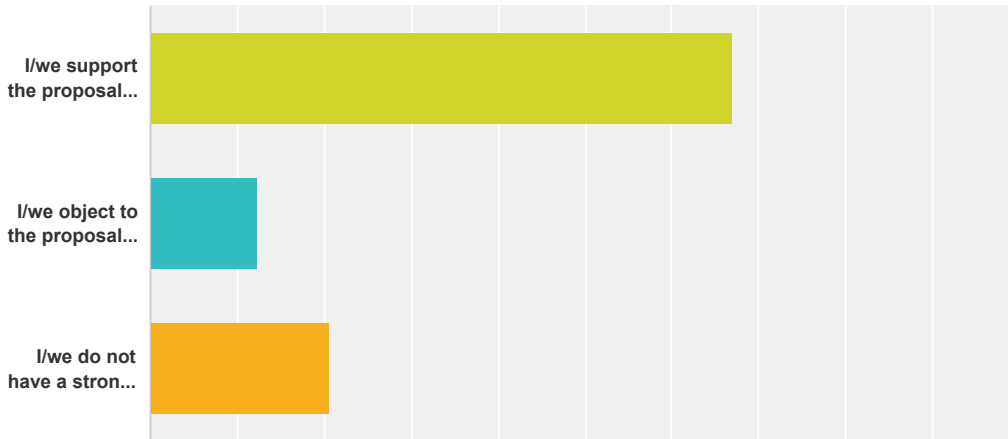


Answer Choices	Responses	
Tenant	81.29%	113
Leaseholder	9.35%	13
Shared owner	0.00%	0
None of the above	9.35%	13
<b>Total</b>		<b>139</b>



# Question 2

Which of the following statements do you agree with most?



Answer Choices	Responses	
I/we support the proposal to bring housing services back into the council	66.98%	71
I/we object to the proposal to bring housing services back into the council	12.26%	13
I/we do not have a strong feeling either way about the proposal to bring housing services back into the council	20.75%	22
<b>Total</b>		<b>106</b>



## Question 3

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What services currently provided by the Housing Trust do you most value?

Top three answers were:

1. Repairs and maintenance
2. Support provided by staff - e.g. dealing with queries, support from Scheme Managers etc.
3. Grass and hedge cutting



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## Question 4

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What changes to your housing services, or in your local neighbourhood, would you like to see in the future?

Top three answers were:

1. Improved repairs and maintenance
2. Grassed areas and verges maintained better
3. Cleaner streets



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## Question 5

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What other types of activities could the Tenants' Panel become involved in, to strengthen their role in quality-checking the housing service and having a say in the development of new services?

Top three answers were:

1. Quality checking/visits to neighbourhoods.
2. More direct communication with tenants' and a higher profile
3. More influence to see things through to resolution - e.g. repair issues

