

Tenant Involvement Strategy Review

You Said, We Did

The final strategy has been informed by tenant feedback. We have considered over 30 responses from the strategy consultation survey, 961 responses to the recent Survey of Tenants & Residents (STAR) and held community events in different Caredig estates throughout April and May 2024.

We asked how people felt about the content and the format of the proposed strategy and this is what we heard:

On what people want to see, hear and feel in our commitment to Tenant Involvement; the overwhelming themes are:

- Caredig staff need to be more visible
- Communicate (even if no updates or there is bad news)
- Feedback
- Tenants want to have a say on local level issues "I'm happy to complete online questionnaires and surveys. I am also happy to attend and feedback at the Focus group meetings at local level" "I think everything is ok as it is , but I like today's consultation event"

On the draft strategy content and format:

Tenants have told us the draft strategy document was too long and "A lot of information to absorb" and would prefer an easier to read version.

In response to the feedback, we overhauled the draft version and made changes to the strategy content and format:

- The length has been reduced, with more focus and clarity on what we are committing to do and achieve
- Less jargon
- It has been redesigned to be more 'visual' and easy to read
- Local issues and Caredig staff being visible are now included in the body of the strategy and part of the action plan

