

New Tenant Welcome Pack

Thursday 13 June 2024



Purpose

When it comes to moving house, there are so many things to think about. It can become stressful and overwhelming.

We want to help tenants make the experience as hassle free as possible by providing them with a helpful, easy to use guide to moving in, so they get the most of out living in their new home.

After receiving feedback that the Tenant Welcome Pack could be improved we have put together a new pack and invited tenants into Gateway Plaza to give their views on what we have put together so far.

12 tenants gave us their views on the current pack, offering suggestions for improvement. Three of the tenants were completely new to involvement.

Below is some information on what we did...



Questions asked

- Does the section have the right level of detail?
- Is there too much detail, what should we take out?
- Is there anything missing?
- Is it easy to understand?



What happened

We received some positive feedback. It was agreed it was easy to read and tenants liked the layout. Suggestions were made to add additional information including:

- Permission to install EV Chargers
- Additional details for internal and external agencies such as Age Concern.
- QR Codes, with an explanation of how to use them
- Including links to relevant website pages

As a result of the consultation, we have logged several service improvements:

- Making sure consistency upon sign up
- Bespoke pack to the Independent Living Schemes, containing information on scooter storage and fire safety
- Providing information on how to contact a Neighbourhood officer
- Making it clearer what is and is not a tenants repair responsibility

Next steps

- Changes made from the views given at the session
- Pack sent to the graphic designer
- Check it Challengers to review in August
- Publish the final draft and give it to tenants at sign up



Thank you!

We'd like to thank all tenants who came along to the meeting and helped us influence the new tenant pack.