

### Tenants Charter Consultation Summary

As part of developing the Charter, we asked our tenants for their views. On the three key commitments, or promises, tenants gave us the following feedback.

| <b>Key Commitment/Promise</b>                                                                | <b>Total Agreed it was important to them</b> |
|----------------------------------------------------------------------------------------------|----------------------------------------------|
| To ensure that residents are safe and secure in a quality home                               | 100%                                         |
| To ensure that residents can access support when they need it, building stronger communities | 96%                                          |
| To ensure effective communication, where residents are engaged and hold us to account.       | 100%                                         |

Comments from our tenants included

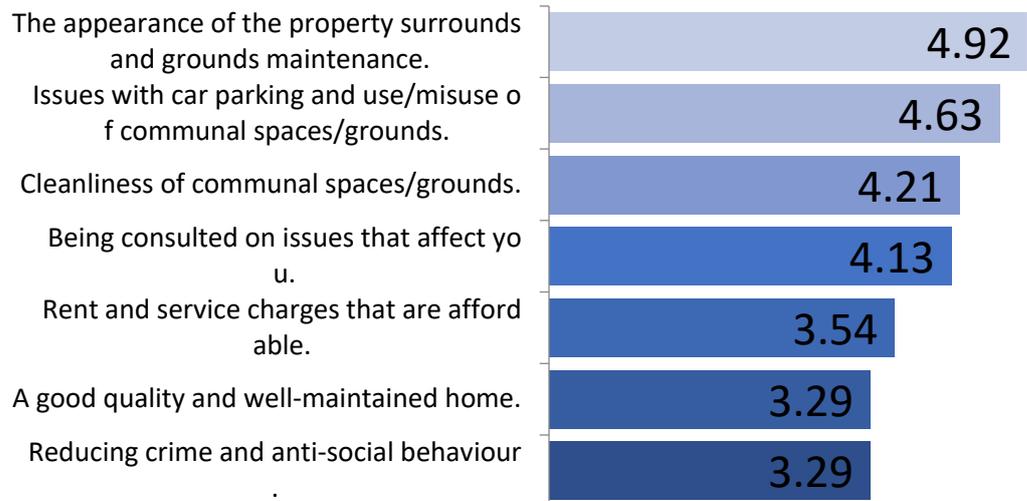
*“Yes, the three Key Commitments cover everything that matters”*

*“There is always more that can be done but I like that 3 possible objectives are being focused on for the charter”*

Following the consultation, the final draft has simplified the wording of the three promises, these now succinctly read

1. Quality homes: We promise to provide you with a safe and quality home.
2. Help and support: We promise to support you when needed and build stronger communities.
3. Engage and be responsible: We promise to engage with you and be responsible for our actions.

Our tenants were asked to score out of 7, what was important to them. The table shows the average responses. There was a variety of answers from tenants, and no clear correlations can be drawn. The Charter has sought to address all of these priorities within the actions of each promise.



Overall, 87% of our tenants who responded believed that having a Tenants Charter was a positive step.