



Feedback from Ark Tenants



We sent **questionnaires** to all our tenants before Christmas.

A questionnaire is a list of questions and we use them to find out what people think about different things.



Our questionnaire asked tenants what they thought about our plans and ideas for our housing services.



We will tell you about what people said in the questionnaires in this report.



Thank you to everyone who completed our questionnaire.



We sent **412** questionnaires in total.

We sent some of the questionnaires by post.



We sent some of the questionnaires by email.



We also shared information about the questionnaires on Ark's Website, Facebook, Twitter and LinkedIn

Questions about our plans to charge more rent



We gave tenants 2 options about rent and asked them which one they liked better.



The 2 options were to charge **4%** more rent or **5%** more rent.

45



45 tenants told us which option they liked better.

31



31 tenants liked the option of **4%**

14



14 tenants liked the option of **5%**



Ark's Board of Management thought about the 2 options. They also thought about what tenants said they wanted.

4%



The Board of Management agreed to the option of **4%**.



We will start charging the new amount of rent from the 1st of April 2025. The letter that came with this report tells you how much money you will pay.



Everyone who completed the questionnaire was entered into a prize draw to win a £50 Tesco voucher.



The 4 tenants who won the prize draw were from Edinburgh, Forres, Fraserburgh and Macduff.

Questions about Tenant Participation and Involvement



We also asked some questions about Tenant Participation and Involvement.

Tenant Participation is about how we communicate with our tenants and how our tenants can be involved in decisions about our services.

26



26 tenants answered these questions.



In the next part of this report, we tell you what tenants said and what we will do next.

Customer Portal



We asked if tenants would like to be able to see their information by using a Customer Portal online.

21



21 tenants said they would like this.



A company will make us a Customer Portal and this will be ready in June 2025. We will contact the tenants who were interested before June.

5



5 tenants said they would not like to access their information this way. This was because it is not accessible for them to use technology and the internet.



We will work with tenants who don't use technology and the internet to see what we can do to help them.

Information Sent to a Mobile Device



We asked if tenants would like us to send them information to a mobile phone or tablet.

16



16 tenants said they would like this

10



10 tenants said they would not like this. This is because it is not accessible for them or because they have staff who support them to do this.



Customer Charter



We asked tenants if they would like us to write a **Customer Charter**.

A **Customer Charter** is a list of the things that Ark promises to do for its customers.



25 tenants said they would like a Customer Charter.



We will write a Customer Charter and give it to all tenants by 1st April 2025.

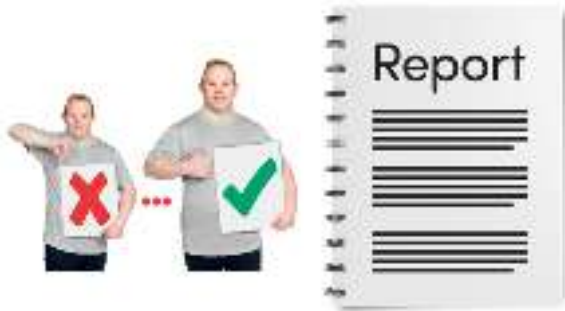


1 tenant said they would not like to have a Customer Charter.



They did not tell us why they did not want this.

Performance reports



We asked tenants how many times they would like us to send them **Performance Reports**.

A **Performance report** is something we send to our tenants that tells you what we are doing well and what we need to improve.

25



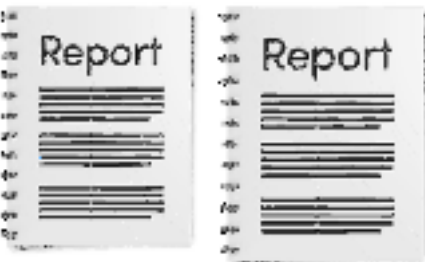
25 tenants said they would like to be sent a performance report

13



13 tenants said they would like us to send them a performance report once a year. We already send it once a year, so this means nothing would change.

10



10 tenants said they would like us to send one 2 times a year. we will think about this and decide if we should start sending a report in the middle of the year as well.

1



1 tenant said they would like us to send one 3 times a year.

1



1 said they would like us to send one 4 times a year.

Tenant Participation



We asked tenants what they thought about our new **Policy** about Tenant Participation.

A **Policy** is a list of rules about something that Ark must follow.

17



17 tenants said that the Tenant Participation Policy included everything that is important.



The Policy & Procedure Group agreed to the policy in February 2025.



1 tenant said they would like the policy in an Easy Read version. This will be coming soon.

13



13 tenants said that they would like to be involved in participation activities. We will contact them soon.

Tenant Scrutiny Group



We asked tenants if they knew about Ark's **Scrutiny Group**.

A **Scrutiny group** is a team of people who check how well Ark is working. They look at information, ask questions and make suggestions to help improve things.

14



14 tenants said that they knew about the Scrutiny Group.

9



9 of those tenants asked us to send them more information

10



10 tenants said they didn't know about the group.



We will tell tenants about this group more in the next few months and encourage more people to join it.