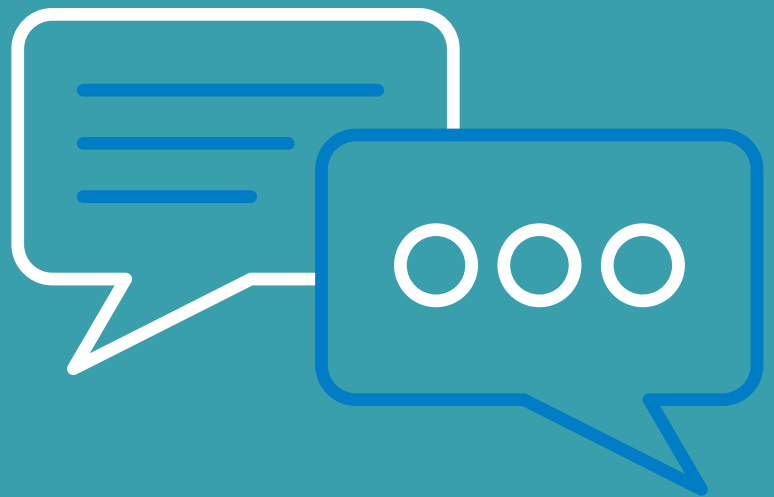


# Outcomes from Tenant Engagement Survey

February  
2024



**OCHIL VIEW**  
— Housing Association Ltd. —



# Introduction

This brief report has been created to highlight the main outcomes of a survey on tenant engagement that Ohil View carried out in early 2024.

Tenant engagement is critical to how we operate and manage the services we provide to tenants. It is vital that tenants have the opportunities to be part of the decisions we make and in a way that suits each individual.

The survey was established for two key reasons. Firstly, to highlight what engagement services are currently available and increase interest in these. Secondly, how we hope to develop and grow new opportunities in the future.

We received a fantastic response from tenants to this survey and, over the next few pages, we will share what they told us.

Thank you to everyone who took the time to respond.

**CHRIS MCSHANE**

TENANT ENGAGEMENT AND  
COMMUNICATIONS OFFICER



**OCHIL VIEW**  
— Housing Association Ltd. —





## Survey Returns

**1346** surveys were issued out to tenants via an email or mobile number.

**397** returns were received.

This is a **29.5%** return rate.

**348** responded by email

**49** responded by text message

# Section One - Current Opportunities

In the survey, we shared our current approaches to tenant engagement. These were:

## Tenant Scrutiny Group

An independent, tenant-led group who review Ochil View's policies and procedures.

## Surveys

Tenants can complete a survey on the issues important to them.

## Register of Interested Tenants

Tenants can sign up to be on a list who we contact occasionally to get their input on a key topic.

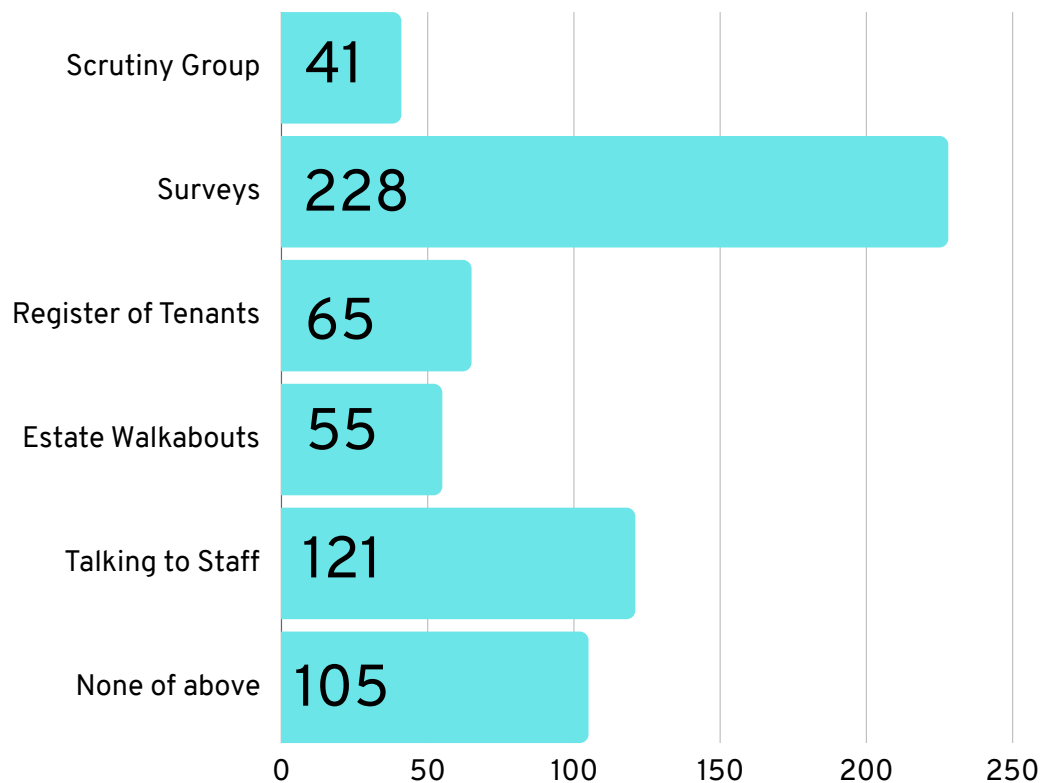
## Estate Walkabout

Tenants can join staff on neighbourhood visits and share their thoughts.

## Have a Conversation

Tenants can engage by simply talking to staff, either in-person, on the phone or by email.

We asked tenants which of these options they would be interested in participating. They answered:





## Section Two - New Opportunities

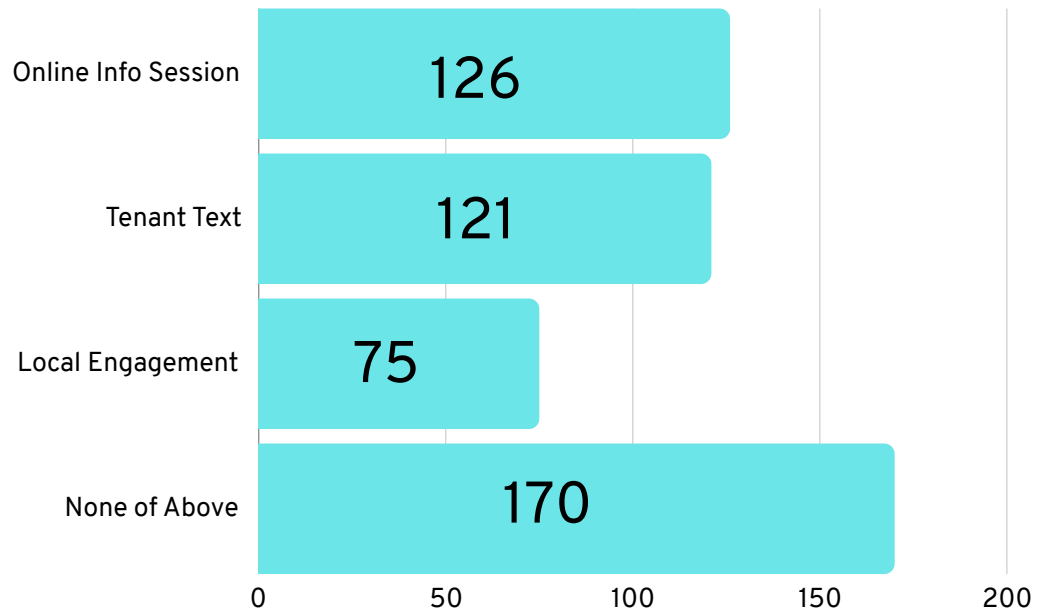
We then shared some potential new ideas for tenant engagement and asked tenants to share their thoughts on these. The ideas proposed were:

Online information sessions for tenants held at a time to suit the majority of those attending.

Creating a tenant text group who we can quickly engage with on important issues.

Setting up consultation around local neighbourhood issues.

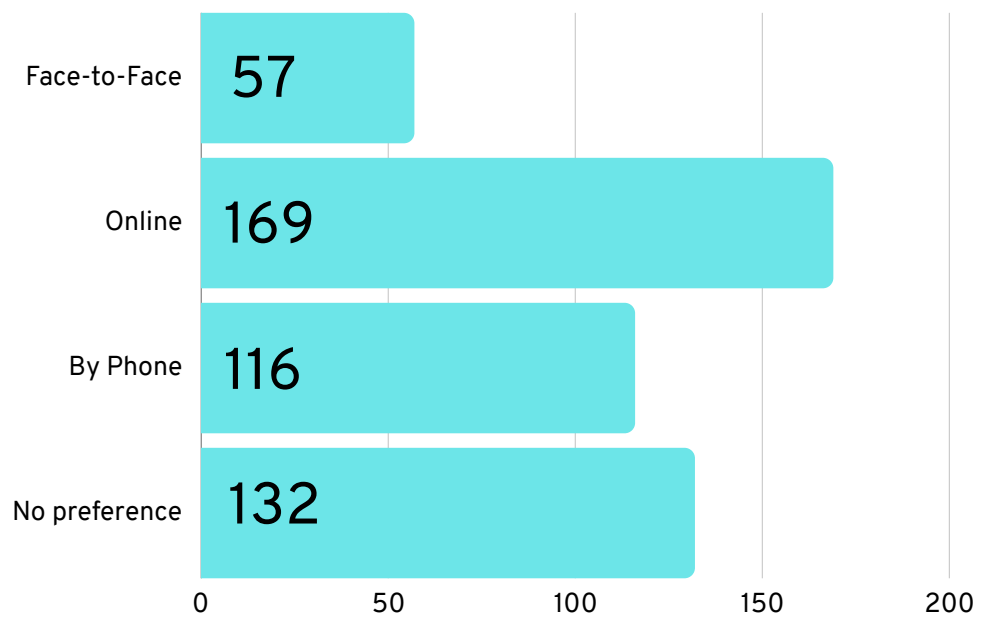
Tenants replied to each of these ideas:



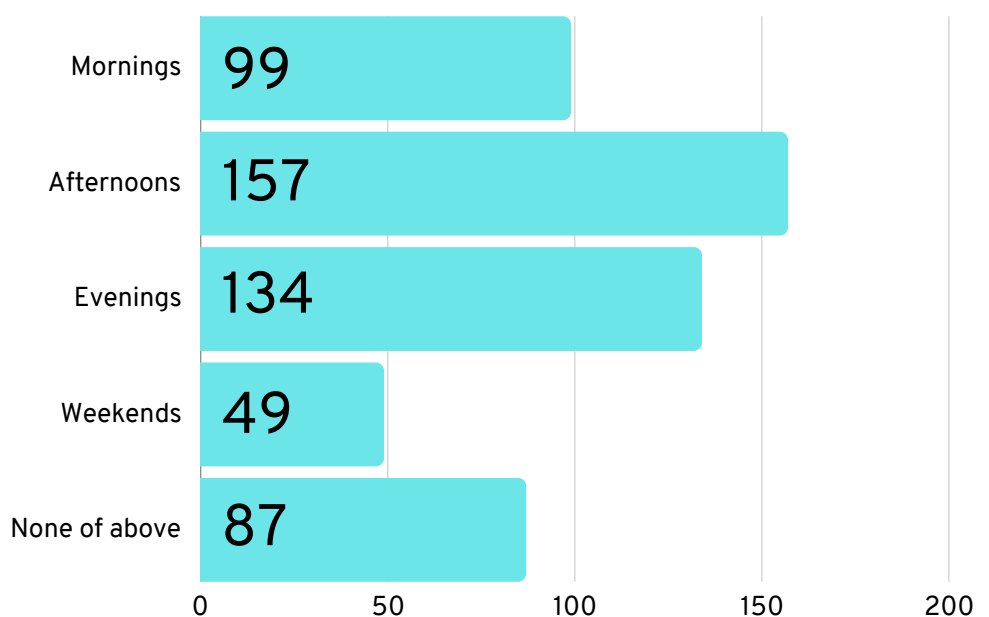
# Section Three - Tenants Engagement Preferences

Next, we asked tenants what method of engagement and times they would prefer.

For tenants keen to engage, we asked how they would like this to be done. They answered:



For tenants participating, we asked what time they would prefer to do this. They answered:



## Section Four - Additional Comments

Lastly, we asked tenants to provide us with any additional comments or ideas around tenant engagement.

**71** additional comments were received. 18 of these were just an acknowledgement of the survey.

**20** complemented Ochil View on the services currently being provided.

**13** suggestions were made in relation to tenant engagement.

**5** tenants raised queries in relation to their home/neighbourhood.

**15** commented that their health/wellbeing or time was a factor in not participating.

# What have we learned and how can we use the feedback?

Firstly, a near 30% return rate highlights that a significant number of our tenants are keen to talk about tenant participation. That's a great start!

The vast majority of tenants are happy to complete a survey. This is evident in the level of returns we receive and are a great way to engage.

There is interest from a number of tenants in learning more about our scrutiny group. We will get in touch with those tenants very soon.

We will also contact those keen to be on the Register of Interested Tenants and who want to know more about our estate walkabouts.

There is strong interest from tenants in our proposed new engagement services, so we will continue developing these in partnership with tenants.

A significant number of tenants are happiest to participate online and this is an area of engagement we are continuing to strengthen.

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## Conclusion

Thank you again to everyone who took the time to complete this survey. It has been an extremely useful exercise in gathering tenant opinion on we participate and how we can develop opportunities in the future.

If you wish to discuss any of these outcomes, or tenant engagement in general, please contact Chris McShane, our Tenant Engagement and Communications Officer at:

Email: [tenantengagement@ochilviewha.co.uk](mailto:tenantengagement@ochilviewha.co.uk)

Mob: 07874 864 323

In-person: Ochil View Housing Association, Marshill, Alloa. FK10 1AB.

You can also find us on Facebook at Ochilviewha or on X at @ViewOchil

