

## Residents Panel consultation for service review: Outcomes

127 responses received. Figures below are % of those responding to each statement.

Residents were asked to rate each statement on a scale 1-5 (5 being most important/true) and the results show the average score for each.

### It's easy to contact Redland when I need to

			Most Imp	Least
Important	4.7			
True	4.6	Diff 0.1	*	

### When I need to contact Redland I always know who to speak to

Important	4.3			
True	4.0	Diff 0.3		

### Someone from Redland visits the estate/neighbourhood regularly

Important	4.3			
True	3	Diff 1.3		

### Redland knows what needs doing on the estate/neighbourhood

Important	4.6			
True	3.2	Diff 1.4	*	

### If I need to report a repair I know I'll see someone soon I can tell about it so I don't need to ring up

Important	3.7			
True	2.4	Diff 1.3		*

### If I want to talk to Redland about anything else I know I'll see someone soon that I can talk to so I don't need to ring up

Important	3.7			
True	2.3	Diff 1.4		*

### When I moved in Redland gave me all the information I needed about the neighbourhood and local facilities

Important	4.2			
True	3.0	Diff 1.2		

**If I pay my rent regularly and keep to the conditions of my tenancy I know that Redland will recognise this**

Important	4.7		
True	3.9	Diff 0.8	*

**If I pay my rent regularly and keep to the conditions of my tenancy, I'll get something to reward this**

Important	3.6		
True	2.3	Diff 0.8	*

**Redland helps its tenants to avoid getting into debt**

Important	4.4		
True	3.2	Diff 1.2	

**Redland helps its tenants to get access to financial services such as bank accounts, low cost insurance and good energy supply deals**

Important	3.9		
True	2.6	Diff 1.3	*

**If I needed to move to another Redland home I would know how to go about doing this**

Important	4.4		
True	3.1	Diff 1.3	

**All parts of the estate where I live are easily accessible for disabled people**

Important	4.6		
True	3.1	Diff 1.5	*

**Residents can choose the standards for gardening and cleaning on the estate, and choose to pay more for higher standards if they want**

Important	3.9		
True	2.6	Diff 1.3	*