

Appendix 1: Resident Involvement Strategy Tenant Questionnaire

Dear Resident,

We value your feedback and want to ensure that we provide the best possible services to you and all our tenants. This questionnaire will help us understand how you would like to get involved with us and the ways we can improve our engagement with you.

Please take a few minutes to complete the following questions. Your answers will be kept confidential and will be used to shape how we communicate and involve our residents in decisions about the services we provide.

1. How would you like to be involved with North View Housing Association as your landlord? (Please tick all that apply)

Attending regular meetings (in-person or virtual) about housing-related issues
Providing feedback on service delivery (e.g., via surveys or questionnaires)
Joining a tenant panel or focus group

Volunteering for local community events or projects
Helping to review policies or procedures
Engaging in online forums or social media discussions
Receiving regular updates/newsletters about the organization and services
Other (please specify): __

2. What would make it easier for you to get involved with us? (Please tick all that apply)

Flexible meeting times (e.g., evenings or weekends)
Virtual or online meetings (like Microsoft Teams or Zoom)
Regular updates and reminders about opportunities to get involved
Providing feedback via email or online surveys
Offering support such as transport to the office or childcare for office meetings
Training or information about how I can contribute or what is expected
Other (please specify): __

3. How often would you be willing to participate in meetings or consultations?

Weekly
Monthly
Quarterly
Annually
As needed (on specific issues or topics)

4. What types of issues or topics would you like to have a say on? (Please tick all that apply)

Rent and service charges
Maintenance and repairs
Community events and activities
Health and safety of my property or in the community
Housing policies and procedures
Environmental and sustainability initiatives
Other (please specify): __

5. Do you feel you have enough information about how to get involved with us?

Yes, I know how to get involved and feel informed
No, I would like more information on how to get involved
I'm not sure how to get involved

Other (please specify): __

6. How do you prefer to receive information about opportunities to get involved? (Please tick all that apply)

Email
Text message
Post (paper letters)
Phone calls
Social media (Facebook, Instagram, etc.)
In-person meetings or notices
Other (please specify): __

7. Do you feel your opinions and feedback are listened to and acted upon?

Yes, always
Most of the time
Sometimes
No, rarely or never
I don't know

8. What could we do to improve your experience of being involved with us?

9. Are there any other comments or suggestions you would like to make about your involvement or our services?

Thank you for your time and feedback!

Your responses will help us ensure that we're meeting your needs and providing the services

that matter most to you. If you are interested in participating in any of the opportunities you've indicated, please let us know and we'll be in touch with more details.