

## YOKER HOUSING ASSOCIATION LIMITED

### HOUSING MANAGEMENT REPORTS

7.3 – WEBSITE CONSULTATION REPORT to the Meeting of the Full Management Committee, Tuesday the 27th of March, 2018.

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#### Website Consultation Report

The Association has consulted with both tenants and owner occupiers in relation to the development of a website. In order to obtain feedback and opinion, tenants and owner occupiers were asked confirm whether or not they thought the Association should develop a website. Those who were of the opinion that the Association should develop a website were asked to detail the information that they would like to see on the website and also the information that they would consider useful if included.

The Association consulted with a total eight hundred and ninety tenants and owner occupiers. Of the eight hundred and ninety surveys that were issued, one hundred and thirty were returned representing a response rate of 14.6%. In terms of whether the Association should develop a website, ninety-three (71.5%) respondents agreed that the Association should develop a website while thirty-one (28.3%) respondents did not think that a website should be developed. The remaining six (4.6%) respondents failed to answer this question.

The Association analysed each return with a view to determining what information tenants and owner occupiers would like to see included within a website. The information / facilities detailed below represent the ideas most commonly suggested by respondents:

- Contractor emergency telephone numbers;
- Facility to book repair and / or gas servicing appointments online;
- Facility for tenants to access and manage their rent account;
- Facility for owner occupiers to access and manage their property management account;
- Facility for customers to pay rent or property management bills online;
- Details of Management Committee and staff;
- Access to online newsletters;
- Details of the Association's development and planned maintenance programmes;
- Facility for housing applications to be completed online;
- Link to Homeswapper
- Facility to view properties available for let; and
- Office opening hours.

The following information / facilities represent other suggestions made by respondents:

- Facility to book appointments with staff and / or facility to make online enquiries;
- Details of the Association's Complaints Handling Procedure;
- Details of support organisations and community organisations;
- Facility to complete surveys online;
- Performance reports and Charter information;
- Details of the Association's AGM / Management Committee meetings;
- Suggestion box; and
- Job vacancies.

#### Conclusions

In order to obtain feedback from all service users regarding the development of a website the Association engaged with both tenants and owner occupiers. The outcome to the consultation confirmed that the majority of respondents were in favour of the Association having a website with 71.5% in agreement. On the basis that such a high percentage of service users are in agreement over a website, Management Committee should give consideration as to whether or not the Association should develop a website.