

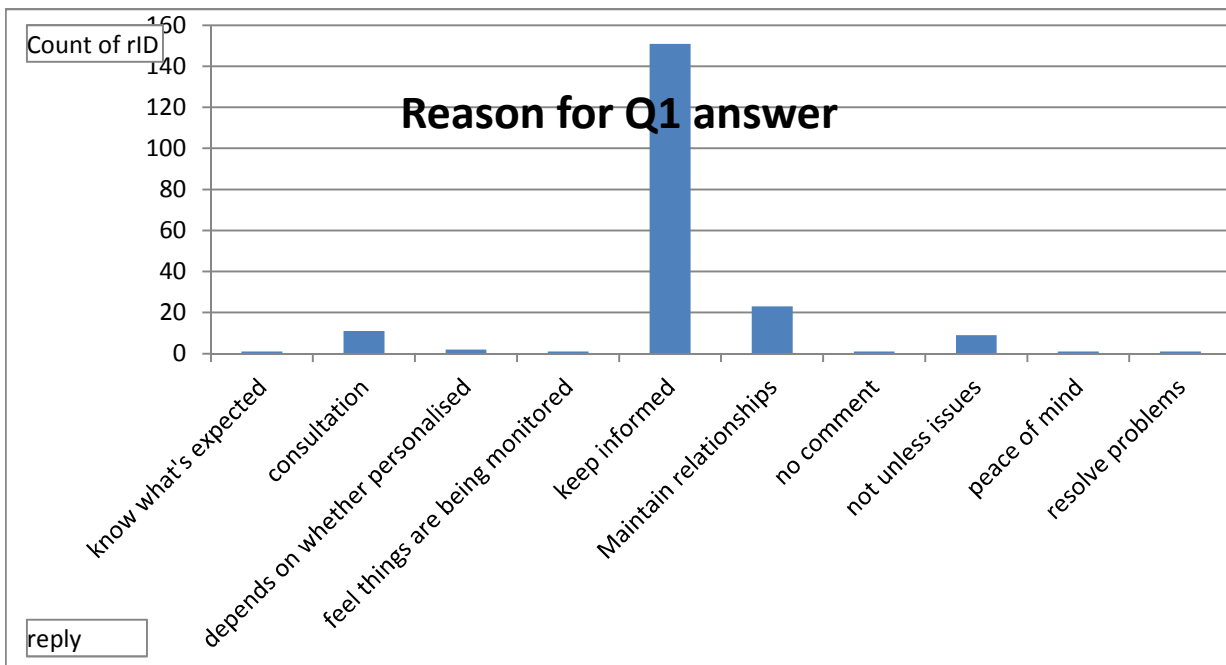


Q1 How important is it to you that your landlord communicates with you

	Group	East	South	West
a Very important	74.50	80.00	66.67	72.80
b Quite important	23.00	20.00	33.33	24.00
c Not very important	2.50	0.00	0.00	3.20

Q2 Reason for Q1 answer

know what's expected	1
consultation	11
depends on whether personalised	2
feel things are being monitored	1
keep informed	151
Maintain relationships	23
no comment	1
not unless issues	9
peace of mind	1
resolve problems	1
Total	201



Q3 How important to you are on line services?

		% Group East South West		
a Very important	56.50	66.15	66.67	52.00
b Quite important	33.50	26.15	33.33	36.00
	90.00	92.31	100.00	88.00
c Not very important	8.00	4.62	0.00	10.40
d Not at all important	2.00	3.08	0.00	1.60

Q4 How important to you are Jigsaw Rewards activities?

		% Group East South West		
a Very important	39.30	38.46	0.00	41.27
b Quite important	48.26	50.77	83.33	45.24
	87.56	89.23	83.33	86.51
c Not very important	11.94	10.77	16.67	12.70
d Not at all important	0.50	0.00	0.00	0.79

Q5 How important to you is money/ benefits advice?

		% Group East South West		
a Very important	50.25	64.62	66.67	44.04
b Quite important	29.85	21.54	16.67	33.03
	80.10	86.15	83.33	77.06
c Not very important	16.42	10.77	16.67	19.27
d Not at all important	3.48	3.08	0.00	3.67

Q6 How important to you is information about looking after your property?

		% Group East South West		
a Very important	81.91	90.63	100.00	77.60
b Quite important	16.58	9.38	0.00	20.00
	98.49	100.00	100.00	97.60
c Not very important	1.51	0.00	0.00	2.40
d Not at all important				

Q7 How important to you is information about gas servicing?

		% Group East South West		
a Very important	88.44	96.88	83.33	84.80
b Quite important	7.04	1.56	0.00	10.40
	95.48	98.44	83.33	95.20
c Not very important	2.01	0.00	0.00	2.40
d Not at all important	2.51	1.56	16.67	2.40

Q8 How important to you is information about community events?

		% %		
	Group	East	South	West
a Very important	22.50	29.23	33.33	19.20
b Quite important	48.00	44.62	33.33	50.40
	70.50	73.85	66.67	69.60
c Not very important	24.00	23.08	33.33	24.00
d Not at all important	5.50	3.08	0.00	6.40

Q9 How important to you is information about success stories about other tenants?

		% %		
	Group	East	South	West
a Very important	14.72	20.63	16.67	12.10
b Quite important	46.70	46.03	50.00	47.58
	61.42	66.67	66.67	59.68
c Not very important	30.46	26.98	33.33	32.26
d Not at all important	8.12	6.35	0.00	8.06

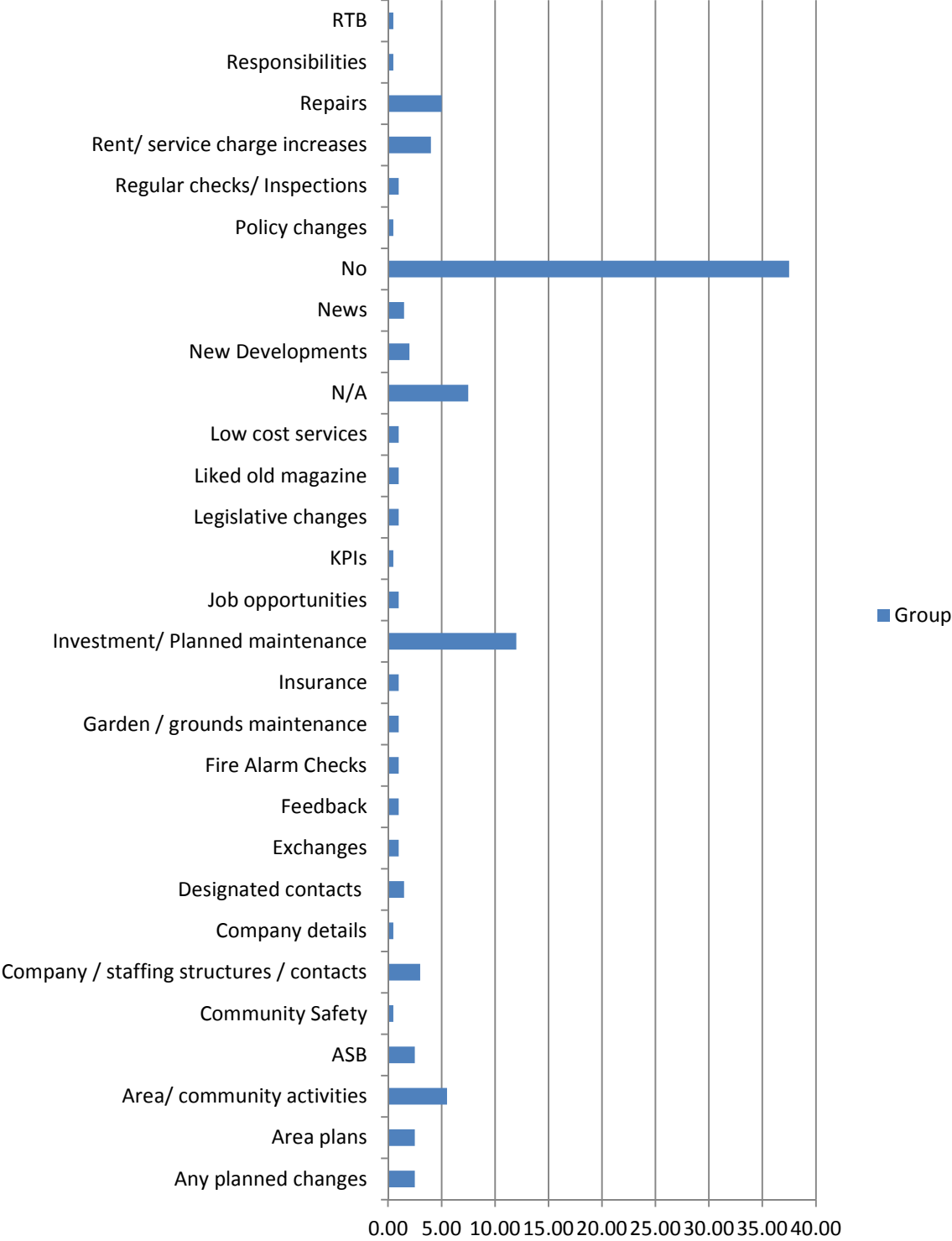
Q10 How important to you is information about health and wellbeing?

		% %		
	Group	East	South	West
a Very important	47.18	50.00	66.67	46.34
b Quite important	40.00	35.48	33.33	41.46
	87.18	85.48	100.00	87.80
c Not very important	10.26	9.68	0.00	10.57
d Not at all important	2.56	4.84	0.00	1.63

Q11 Are there any other kinds of landlord information that is important to you?

		%		
	Group	East	South	West
Any planned changes	2.50	3.13	0.00	2.38
Area plans	2.50	4.69	0.00	1.59
Area/ community activities	5.50	6.25	0.00	5.56
ASB	2.50	0.00	16.67	3.17
Community Safety	0.50	0.00	0.00	0.79
Company / staffing structures / contacts	3.00	1.56	0.00	3.97
Company details	0.50	0.00	0.00	0.79
Designated contacts	1.50	3.13	0.00	0.79
Exchanges	1.00	0.00	33.33	0.00
Feedback	1.00	3.13	0.00	0.00
Fire Alarm Checks	1.00	0.00	0.00	1.59
Garden / grounds maintenance	1.00	0.00	0.00	1.59
Insurance	1.00	0.00	0.00	1.59
Investment/ Planned maintenance	12.00	10.94	0.00	12.70
Job opportunities	1.00	1.56	0.00	0.79
KPIs	0.50	1.56	0.00	0.00
Legislative changes	1.00	0.00	0.00	1.59
Liked old magazine	1.00	0.00	16.67	0.00
Low cost services	1.00	1.56	0.00	0.79
N/A	7.50	4.69	0.00	9.52
New Developments	2.00	0.00	0.00	3.17
News	1.50	0.00	0.00	2.38
No	37.50	40.63	33.33	36.51
Policy changes	0.50	0.00	0.00	0.79
Regular checks/ Inspections	1.00	1.56	0.00	0.79
Rent/ service charge increases	4.00	4.69	0.00	3.97
Repairs	5.00	9.38	0.00	2.38
Responsibilities	0.50	1.56	0.00	0.00
RTB	0.50	0.00	0.00	0.79

Group



Q12 Do you use any of the following forms of social media?

	Group	East	South	West
LinkedIn	26	9	0	17
Facebook	143	47	5	88
Twitter	52	17	1	32
Instagram	65	23	1	38
None	22	9	0	12

Percentage of responses %

	Group	East	South	West
LinkedIn	12.94	13.85	0.00	13.49
Facebook	71.14	72.31	83.33	69.84
Twitter	25.87	26.15	16.67	25.40
Instagram	32.34	35.38	16.67	30.16
None	10.95	13.85	0.00	9.52

Q13 Do you follow your landlord on Facebook?

	No	Yes	Responses	% saying "yes"
East	38	25	63	39.68
West	108	18	126	14.29
South	3	3	6	50.00
Group	151	47	198	23.74

Q14 Do you follow your landlord on Twitter?

	No	Yes	Responses	% saying Yes
East	38.00	25.00	63.00	39.68
West	108.00	18.00	126.00	14.29
South	3.00	3.00	6.00	50.00
Group	151.00	47.00	198.00	23.74

Q15 What s your preferred way to receive news and updates?

	Group	West	South	East
Email	53.03	52.24	83.33	46.88
In the post	31.31	29.85	0.00	32.81
Visiting our website	7.07	11.94	0.00	6.25
Logging into the customer hub / Adactus	6.06	4.48	0.00	9.38
Social media	2.53	1.49	16.67	4.69

Q16 Is there any other way you would like to receive news and updates from

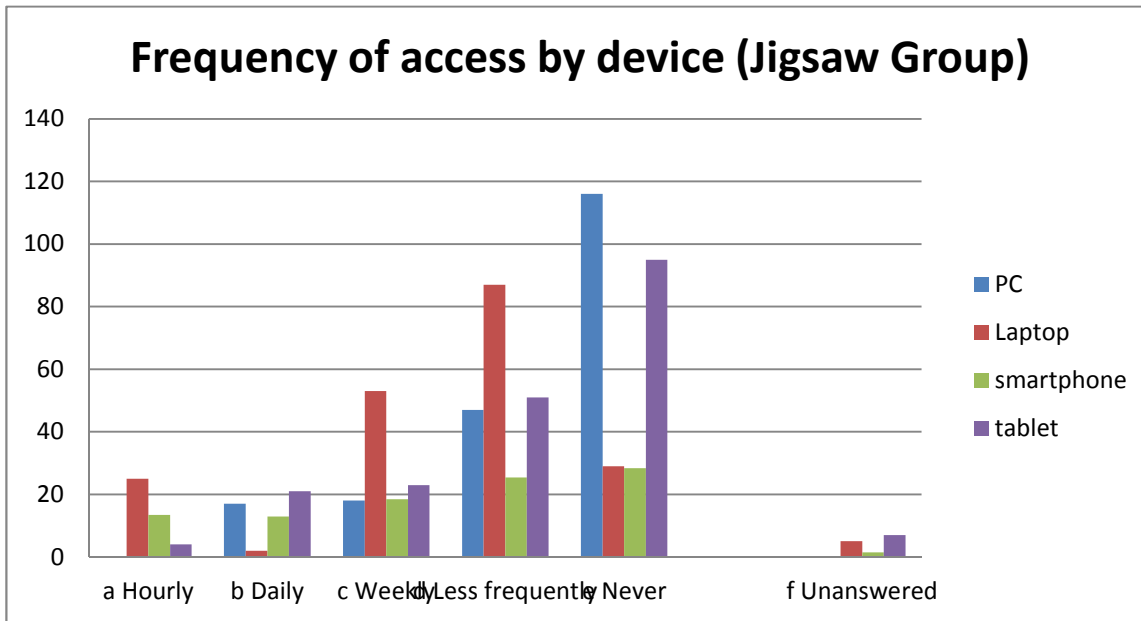
	%			
	Group	South	West	East
email/ text	13.93	16.67	11.11	20.00
Face to face	4.48	0.00	3.17	7.69
I like addressed information so I know it is not just an ad	0.50	0.00	0.79	0.00
Limited visibility. can only have certain formats.	0.50	0.00	0.79	0.00
Magazine/ newsletter	1.49	16.67	1.59	0.00
N/A	0.50	0.00	0.79	0.00
No /no answer	64.18	50.00	64.29	63.08
Phone	1.49	0.00	2.38	0.00
Post	10.45	0.00	13.49	6.15
Press	0.50	0.00	0.00	1.54
Social Media	0.50	0.00	0.79	0.00
The landlord needs to realise that not everyone has a computer or being computer literate	0.50	0.00	0.79	0.00
Website	1.00	16.67	0.00	1.54

Q17 How often would you like to receive updates from your landlord?

	%			
	Group	East	West	South
a Daily	1.00	1.54	0.80	0.00
b Weekly	10.50	15.38	7.20	33.33
c Monthly	43.00	33.85	48.00	50.00
d Quarterly	14.00	13.85	14.40	0.00
e As and when needed	31.00	35.38	28.80	16.67
f Never	0.50	0.00	0.80	0.00

Q19 How often do you use a PC to access news and updates from your

	%			
	Group	East	West	South
a Daily	8.59	10.94	7.26	0.00
b Weekly	9.09	7.81	9.68	16.67
c Less frequently	23.74	25.00	21.77	16.67
d Never	58.59	56.25	61.29	66.67



Q20 How often do you use a laptop to access news and updates from your

	%			
	Group	East	West	South
a Hourly	12.44	15.38	11.11	16.67
b Daily	1.00	0.00	1.59	0.00
c Weekly	26.37	24.62	26.98	16.67
d Less frequently	43.28	40.00	46.83	16.67
e Never	14.43	16.92	11.11	50.00
f Unanswered	2.49	3.08	2.38	0.00

Q21 How often do you use a smartphone to access news and updates from your

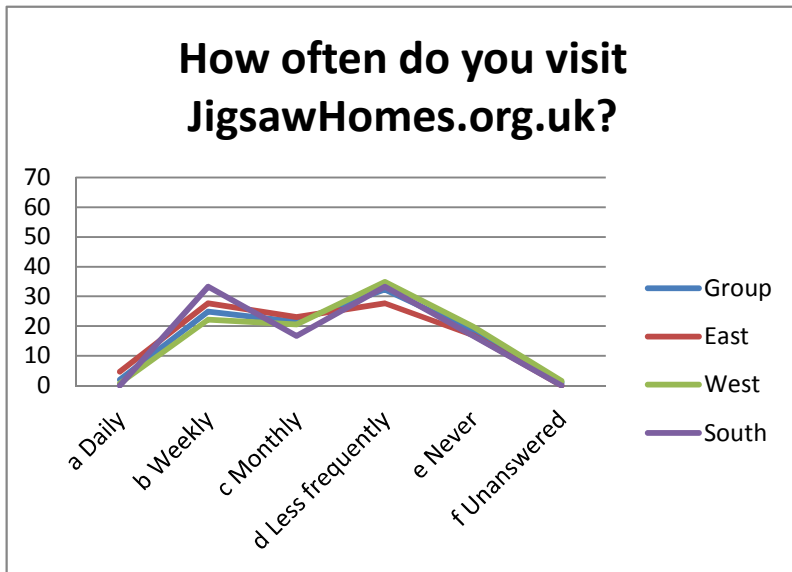
	%			
	Group	East	West	South
a Hourly	13.43	18.46	11.90	0.00
b Daily	12.94	12.31	12.70	33.33
c Weekly	18.41	30.77	11.90	33.33
d Less frequently	25.37	20.00	26.98	16.67
e Never	28.36	18.46	34.13	16.67
f Unanswered	1.49	0.00	2.38	0.00

Q22 How often do you use a tablet to access news and updates from your

	Group	East	West	South
a Hourly	1.99	1.54	2.38	0.00
b Daily	10.45	9.23	11.11	16.67
c Weekly	11.44	12.31	11.11	16.67
d Less frequently	25.37	27.69	23.02	50.00
e Never	47.26	44.62	49.21	16.67
f Unanswered	3.48	4.62	3.17	0.00

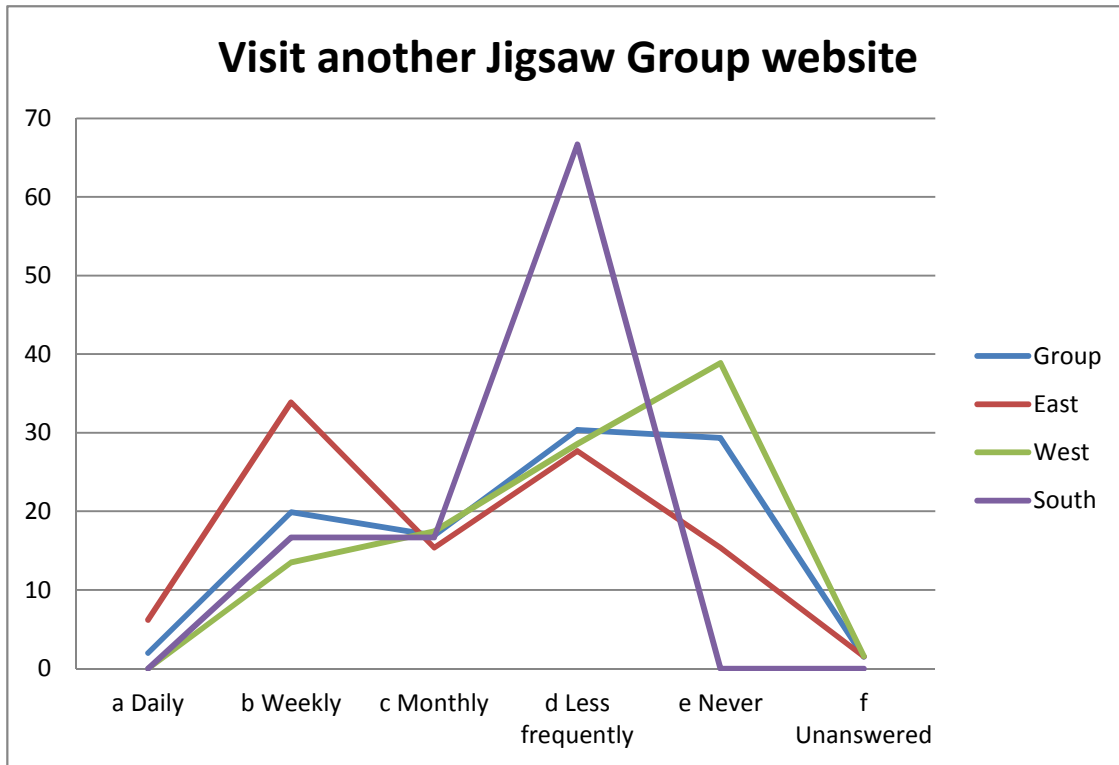
Q23 How often do you visit www.jigsawhomes.org? (%)

	Group	East	West	South
a Daily	1.99	4.62	0.79	0.00
b Weekly	24.88	27.69	22.22	33.33
c Monthly	21.39	23.08	20.63	16.67
d Less frequently	32.34	27.69	34.92	33.33
e Never	18.41	16.92	19.84	16.67
f Unanswered	1.00	0.00	1.59	0.00



Q24 How often do you visit another jigsaw website? (%)

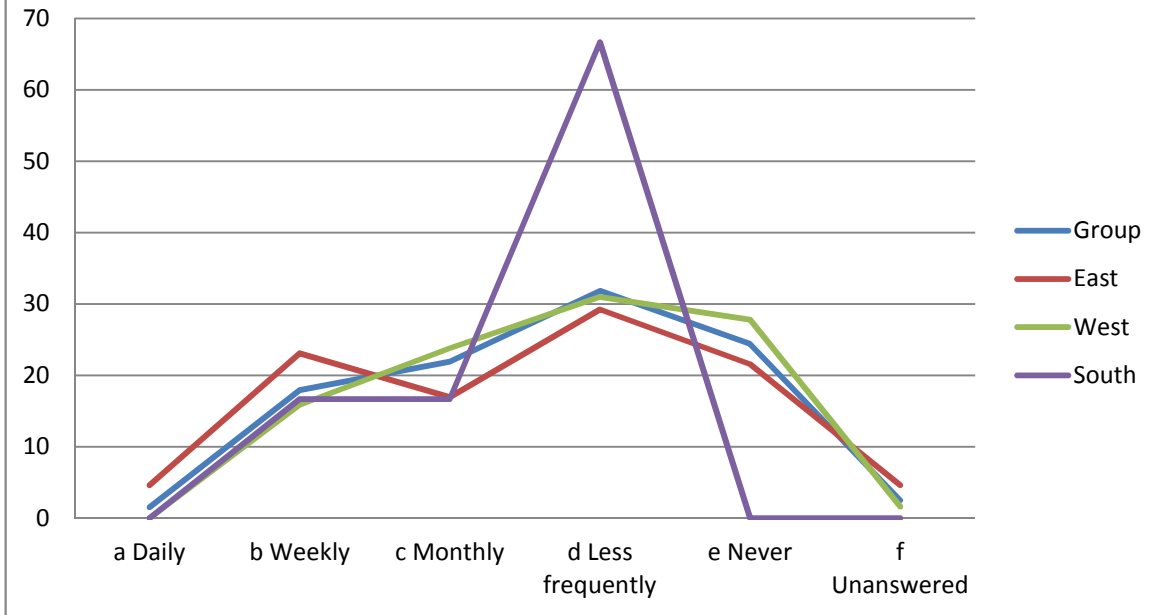
	Group	East	West	South
a Daily	1.99	6.15	0.00	0.00
b Weekly	19.90	33.85	13.49	16.67
c Monthly	16.92	15.38	17.46	16.67
d Less frequently	30.35	27.69	28.57	66.67
e Never	29.35	15.38	38.89	0.00
f Unanswered	1.49	1.54	1.59	0.00



Q25 How often do you log in to our online Customer Hub/Adactus Connect?

	Group	East	West	South
a Daily	1.49	4.62	0.00	0.00
b Weekly	17.91	23.08	15.87	16.67
c Monthly	21.89	16.92	23.81	16.67
d Less frequently	31.84	29.23	30.95	66.67
e Never	24.38	21.54	27.78	0.00
f Unanswered	2.49	4.62	1.59	0.00

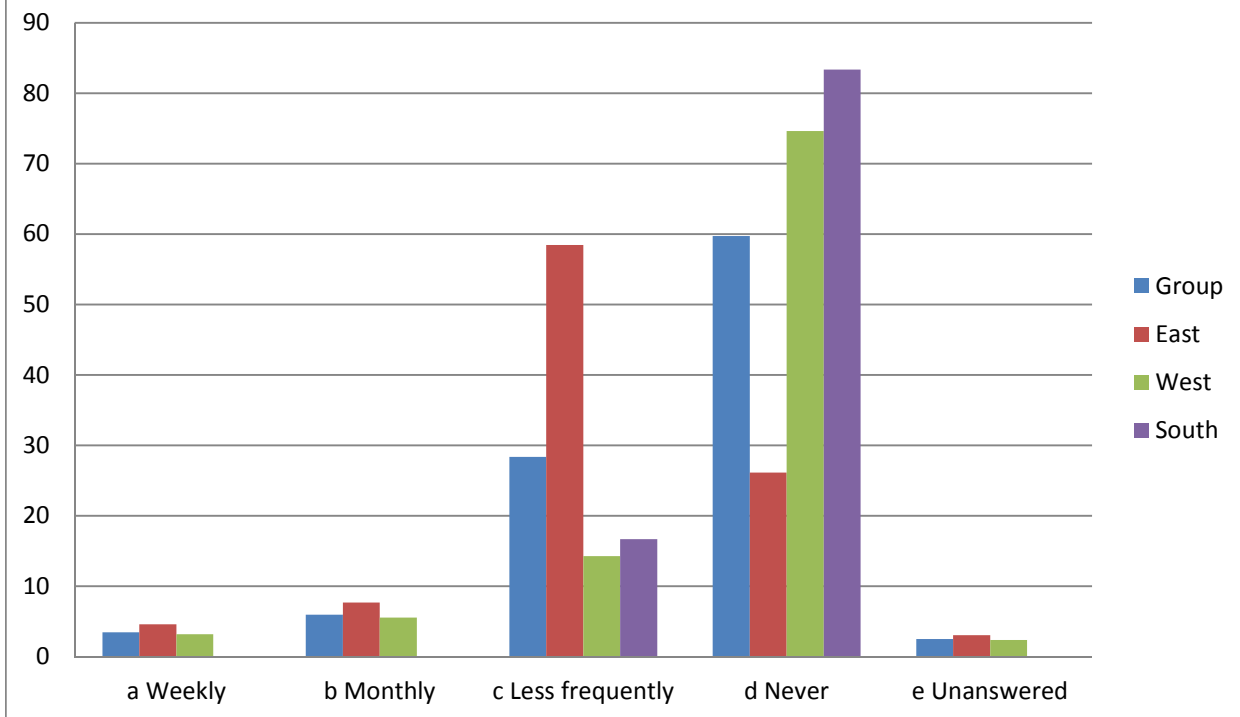
How often do you visit the online Customer Hub/ Adactus Connect?



Q 26 How often do you visit one of our Facebook pages?

	Group	East	% West	South
a Daily	1.49	3.08	0.00	16.67
b Weekly	7.46	13.85	3.97	16.67
c Monthly	8.46	9.23	7.94	16.67
d Less frequently	13.43	23.08	8.73	0.00
e Never	66.17	50.77	75.40	33.33
f Unanswered	2.99	0.00	3.97	16.67

How often do you visit our offices?



Q27 How often do you visit your local home and community hub or office?

	Group	East	West	South
a Weekly	3.48	4.62	3.17	0.00
b Monthly	5.97	7.69	5.56	0.00
c Less frequently	28.36	58.46	14.29	16.67
d Never	59.70	26.15	74.60	83.33
e Unanswered	2.49	3.08	2.38	0.00

Q28 How often do you attend a community event?

	Group	East	West	South
a Daily	0.50	0.00	0.79	0.00
b Weekly	2.99	4.62	2.38	0.00
c Monthly	6.47	4.62	7.14	16.67
d Less frequently	28.36	30.77	26.98	50.00
e Never	60.20	58.46	61.11	33.33
f Unanswered	1.49	1.54	1.59	0.00

Q29 Any further comments?

	Group	East	South	West
Community events	6.47	4.62	0.00	7.94
Complaints	0.50	0.00	0.00	0.79
Compliment	0.50	1.54	0.00	0.00
Data protection concerns	0.50	0.00	0.00	0.79
email	1.99	4.62	0.00	0.79
Equality issues	1.49	0.00	0.00	2.38
Hubs provision	1.49	1.54	16.67	0.79
more communication	1.49	3.08	0.00	0.79
Newsletter	1.00	0.00	0.00	1.59
No comment etc	62.19	64.62	66.67	60.32
Not just social media	1.49	1.54	0.00	1.59
Other	3.98	0.00	0.00	6.35
satisfied with the way things are	12.94	15.38	16.67	11.11
Text	1.99	3.08	0.00	1.59
Wasn't aware of communication options	1.49	0.00	0.00	2.38
would like newsletter	0.50	0.00	0.00	0.79

Q30 do you consent to email contact?

	Group	East	South	West
Yes	80.10	86.15	100.00	76.19
No	8.96	10.77	0.00	7.94
Unanswered	10.95	3.08	0.00	15.87