

SHAL's Community Chat (surveys and expectations)

Thursday 28 April 2022

Angela Gascoigne led a discussion about how we're planning the next tenant survey and how we're looking to measure "expectation" rather than "satisfaction."

Background

Our last survey was completed in 2019 and we had a fantastic response rate of 40%. We want to do even better next time.

We're looking into how we can measure if we're meeting people's expectations instead of simply asking how "satisfied" people are with what we're doing (or what we've done in the past).

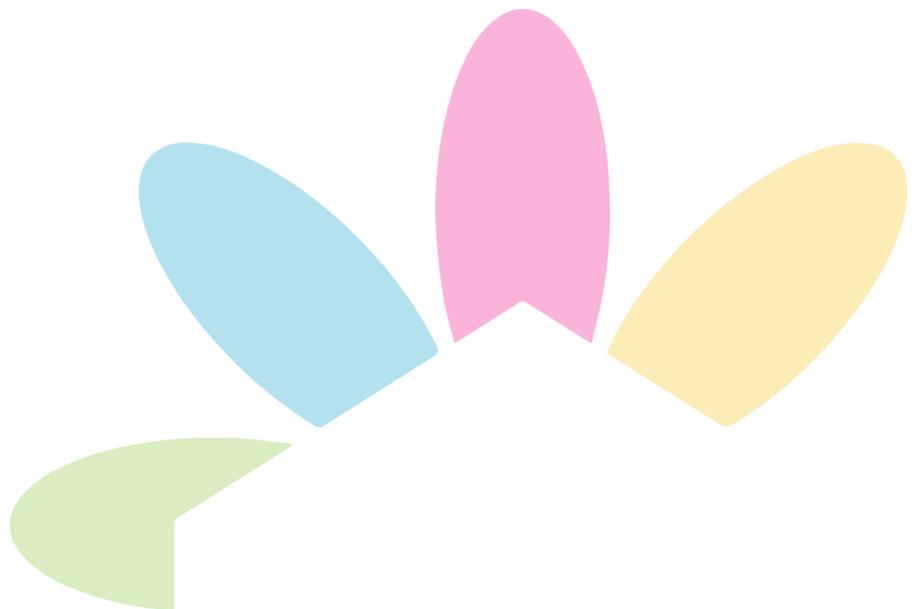
We're talking to other organisations to better understand what's involved – and, more importantly, what we do with the findings.

We'll be meeting with them online on Thursday 19 May at 10 am. If you'd like to join in please email Lee@shal.org and we'll send you the link.

Ideal landlord

We need to work out what people's expectations are before we can work out whether we're meeting them. We asked around and people suggested the following:

- Understand it's a person's home (for life) and not just a house you rent
- Listens
- Understands needs (both tenant and landlord)
- Doesn't make you feel like you're being awkward when asking for things
- Just gets on with doing a good job
- Efficient
- Sets reasonable rents
- Repairs things as quickly as possible (that doesn't mean immediately)
- Considers people's disabilities and physical and mental health



SHAL and our community

We agreed the community chats are a great way to bring people together. People said SHAL has improved massively over the last few years and is in a much better place now.

Everyone knows where we all stand and there is a much better understanding between SHAL and its tenants.

Everyone's really pleased with how well they've gone and while we may be small in numbers we're big in spirit. We hope more and more people will get involved over time.

We talked about how it would be a great idea to celebrate the changes and improvements (and the community) with party similar to the one we had back in 2014. It would also be good to come together to reflect on what we've all been through over the last couple of years and how we'll face the future together.



Our Community Chats

We were pleased to welcome another new face to our Community Chat last night – and welcome back old faces.

Everyone is welcome – even if you’d just like to “listen in” with your camera and microphone off.

If you’d like to find out more you can check out our website and Facebook page (and group) or you can give us a call on 01278 444344.

