

Tenant Engagement Review 2024

Questions that must be answered are marked with an asterisk (*)

1. Are you responding as...? * Please tick one box only

- A Canterbury City Council tenant
- A Canterbury City Council leaseholder
- A business, organisation or community group, please provide the name:

- Other, please state: _____

2. Have you participated in any of our tenant engagement activities in the last three years? * Please tick one box only

- Yes (go to Q2a)
- No (go to Q3)

2a. If yes, which of the following activities have you taken part in? * Please select all that apply

- Tenant meetings (e.g. Resident Engagement Panel, Disability Forum, Independent Living Forum)
- Community events
- Garden competition
- Survey or consultation
- Other (please specify): _____

3. How well do our current tenant engagement opportunities enable you to influence and shape your housing service? * Please tick one box only

- Very well
- Somewhat well
- Not well

4. What barriers, if any, prevent you from participating in tenant engagement activities? * Please select all that apply

- Timing of events
- Lack of awareness of activities
- Location of events
- Unclear purpose of engagement
- Prefer not to engage
- Other (please specify): _____

5. How can we improve the accessibility of our tenant engagement activities to ensure they meet your needs? * Please select all that apply

- Provide more flexible time options
- Offer a variety of ways to participate (online, in-person)
- Improve communication about upcoming opportunities
- Provide incentives (children activities, vouchers)
- Other (please specify): _____

6. What additional support or resources would help you feel more empowered to engage in shaping your housing service? * Please select all that apply

- Training on how to get involved
- Clearer information on how decisions are made
- Opportunities to collaborate directly with staff
- None needed, I feel adequately supported

7. What types of engagement activities or opportunities would you like to see more of in the future? * Please select all that apply

- More in-person meetings and panels
- More events or visits in the community
- Virtual/online engagement options
- More frequent communication/updates
- Surveys and feedback opportunities
- Other (please specify): _____

8. How often would you like to be involved in decisions regarding housing services? * Please tick one box only

- Regularly (monthly or quarterly)
- Occasionally (annually or biannually)
- Only for major decisions or changes
- I prefer not to be involved

9. Do you have any other suggestions or comments about how we can improve tenant engagement?

10. Would you be willing to provide your contact details to help us communicate news and updates? * Please tick one box only

Your details will be stored securely and will not be used for any other purpose

- Yes No

10a. If yes, please complete the below:

Please tick the box to indicate your consent to your details being used to contact you about getting involved: *(insert tick box)*

Your name: *

Your address: *

Your phone number: *

Your email address: *

Corporate consultations

We have several corporate consultations coming up soon and we would like to hear from you.

Which of the following corporate consultations would you like to be informed about? *

Please tick those that apply

- | | |
|--|---|
| <input type="checkbox"/> Environment | <input type="checkbox"/> Enforcement |
| <input type="checkbox"/> Housing | <input type="checkbox"/> Licensing |
| <input type="checkbox"/> Leisure and events | <input type="checkbox"/> Planning Policy |
| <input type="checkbox"/> Parking | <input type="checkbox"/> Transport |
| <input type="checkbox"/> Regeneration | <input type="checkbox"/> None |
| <input type="checkbox"/> Budgets and finance | <input type="checkbox"/> Other, please state: |
| <input type="checkbox"/> Governance | _____ |

If you'd like to be informed, and are happy for the council to contact you about corporate consultations, please tick the box to indicate your consent to us contacting you:

- I consent to being contacted by the council

How would you like to be contacted? *

- By email By post

Please provide your email address: *

Please provide your details:

Title *	<input type="text"/>
First name	<input type="text"/>
Surname *	<input type="text"/>
Address *	<input type="text"/>
Address	<input type="text"/>
Town *	<input type="text"/>
Postcode *	<input type="text"/>

How did you find out about this consultation? * Please tick those that apply

- | | |
|---|---|
| <input type="checkbox"/> Email from the council | <input type="checkbox"/> Council website |
| <input type="checkbox"/> Council Facebook post | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Council Twitter post | <input type="checkbox"/> Other, please state: |
| <input type="checkbox"/> Council LinkedIn post | _____ |

Processing your information

Canterbury City Council is the data controller.

Your personal information is processed under UK General Data Protection Regulation Article 6.1 (c) and Article 9.2 (g) in the performance of an official duty and to meet our Public Sector Equality Duty. In submitting a representation, your personal data will be stored for up to three years.

All information you give us will be stored securely by Canterbury City Council.

We may publish the responses we receive, including your name and the name of the organisation, body or person you are representing. Please do not include information in your comments unless you are happy for it to be published.

Equalities Duty

The council has a legal duty to consider the needs of its diverse range of customers. As well as questions about our services we ask you questions relating to our equalities duties. Although you do not have to answer these questions, without this information the council will be limited in understanding whether views differ among different groups of people.

Your Rights

You have the rights to:

- Access your personal data
- Rectify or correct any inaccuracies in your personal data
- Restrict the processing of your data
- Object to our processing of your personal data

- Complain to the Information Commissioner's Office if you are unhappy about how we have processed your data

The appointed Data Protection Officer is Canterbury City Council's Head of Corporate Governance, who can be contacted by email at dataprotection@canterbury.gov.uk, by phone on **01227 910 662** or at the address below.

Canterbury City Council, 14 Rose Lane, Canterbury, CT1 2UR.
Phone: **01227 862 000**. Web: canterbury.gov.uk

Contact information

Your first name: *

Your surname: *

Your email address: *

House name/number: *

Street: *

City, town or village: *

Your postcode: *

Equality information

What age are you? Please tick one box only

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 55 to 64 |
| <input type="checkbox"/> 18 to 25 | <input type="checkbox"/> 65 to 74 |
| <input type="checkbox"/> 26 to 34 | <input type="checkbox"/> 75 to 84 |
| <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 85 and above |
| <input type="checkbox"/> 45 to 54 | <input type="checkbox"/> Prefer not to say |

What gender are you? Please tick one box only

- Male
 Female
 Prefer to self-describe (for example, non-binary, gender fluid etc)
 Prefer not to say

Do you consider yourself to be disabled? Please tick one box only

- Yes No Prefer not to say

Thank you for taking the time to respond to this consultation.