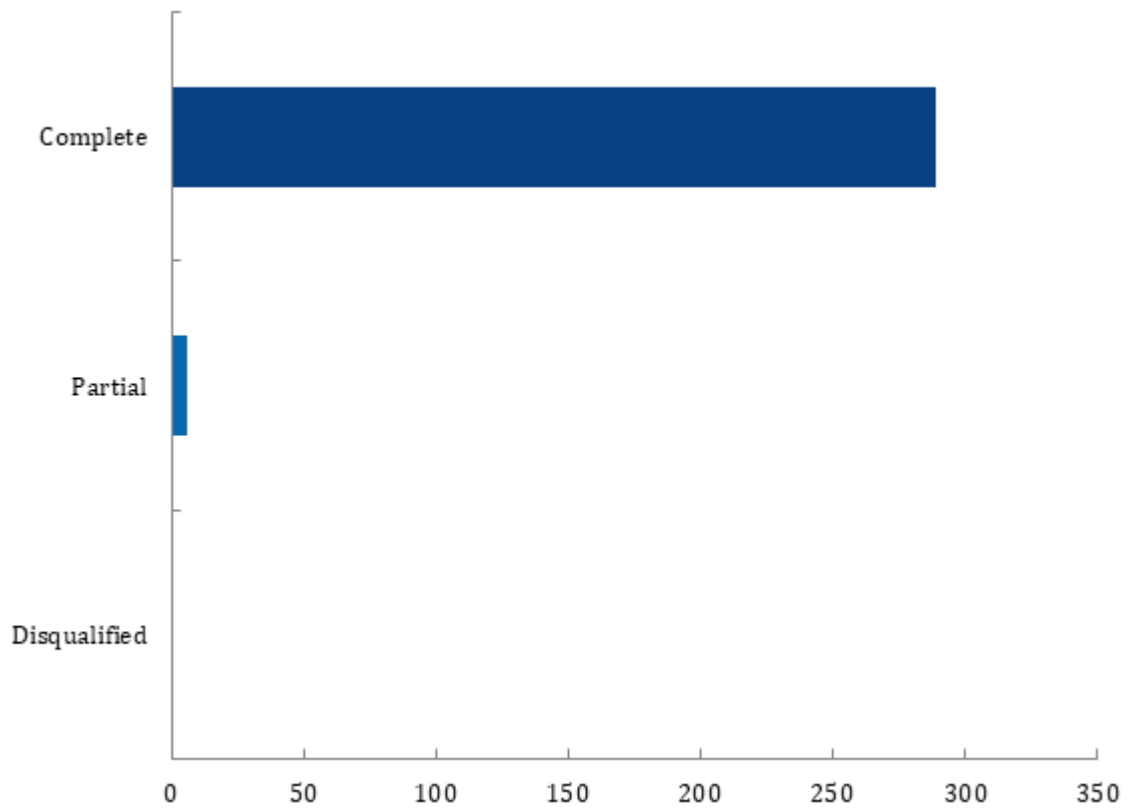


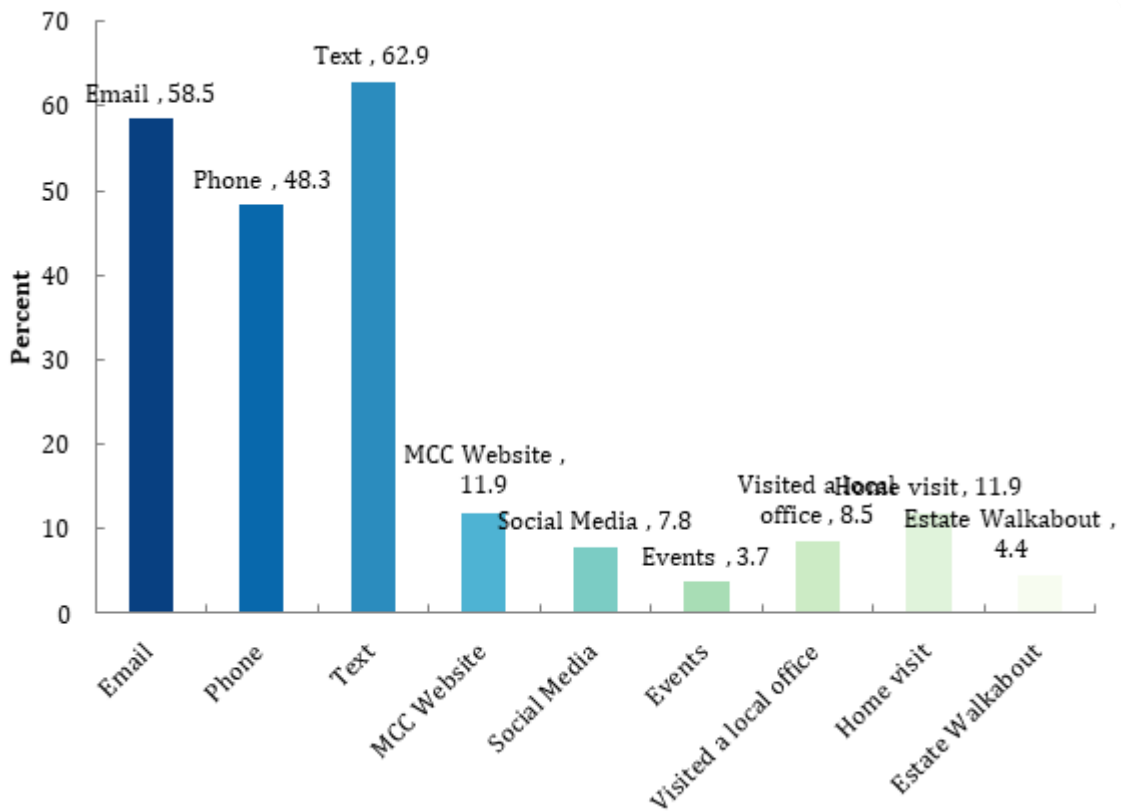
### Appendix 3-Response Statistics

Your Voice Scrutiny Group-Resident Engagement Survey



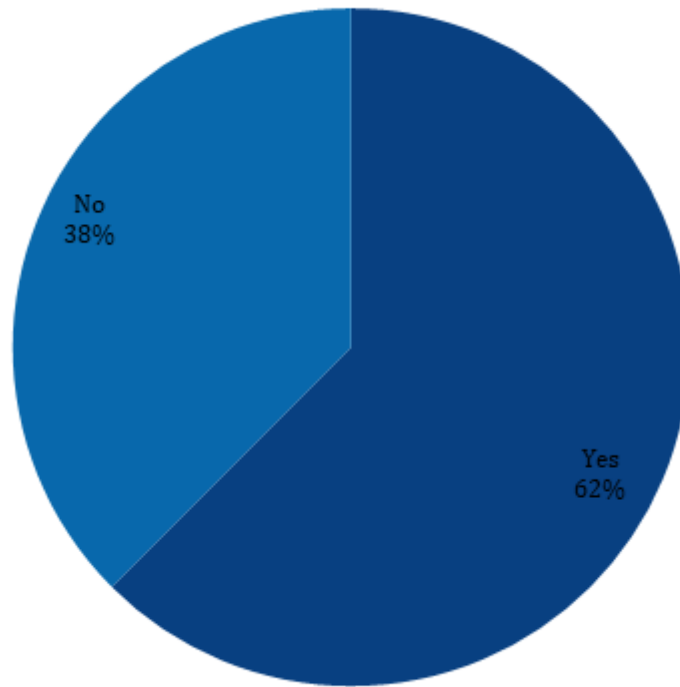
	Count	Percent
Complete	289	98
Partial	6	2
Disqualified	0	0
Totals	295	

**1.How has Manchester City Council Housing Services engaged with you in the last 12 months? Choose as many as you like**



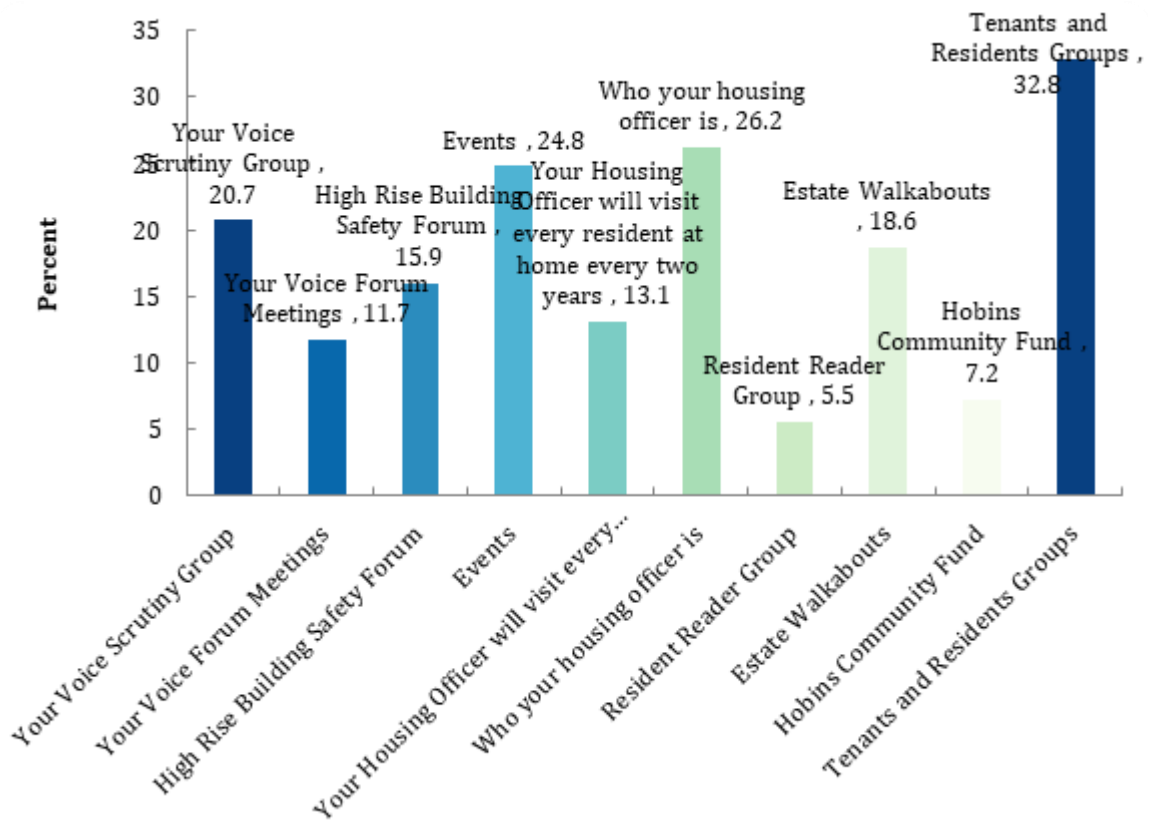
Value	Percent	Count
Email	58.5%	172
Phone	48.3%	142
Text	62.9%	185
MCC Website	11.9%	35
Social Media	7.8%	23
Events	3.7%	11
Visited a local office	8.5%	25
Home visit	11.9%	35
Estate Walkabout	4.4%	13

**2.Are you happy with the way MCC Housing Services engaged with you? Please comment why you answered yes or no**



Value	Percent	Count
Yes	62.5%	183
No	37.5%	110
	Totals	293

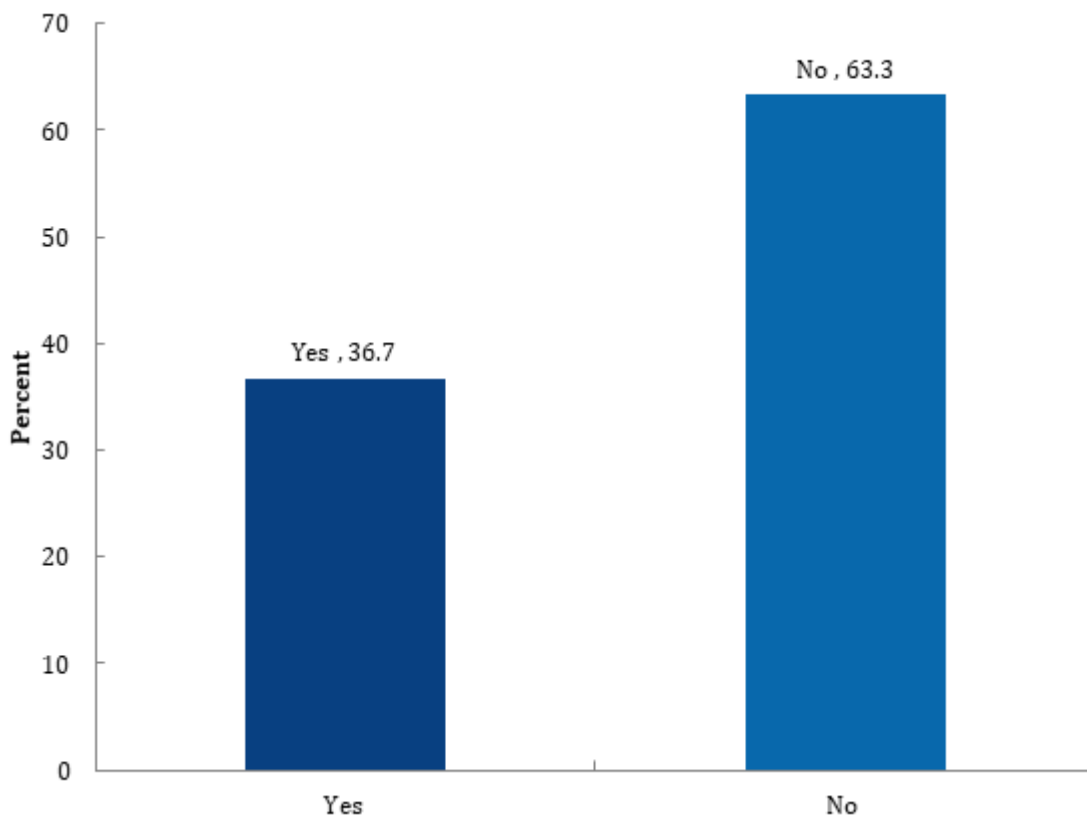
**3. Which of the below have you heard of/know about? Tick as many as you like**



Value	Percent	Count
Your Voice Scrutiny Group	20.7%	60
Your Voice Forum Meetings	11.7%	34
High Rise Building Safety Forum	15.9%	46
Events	24.8%	72
Your Housing Officer will visit every resident at home every two years	13.1%	38
Who your housing officer is	26.2%	76
Resident Reader Group	5.5%	16
Estate Walkabouts	18.6%	54

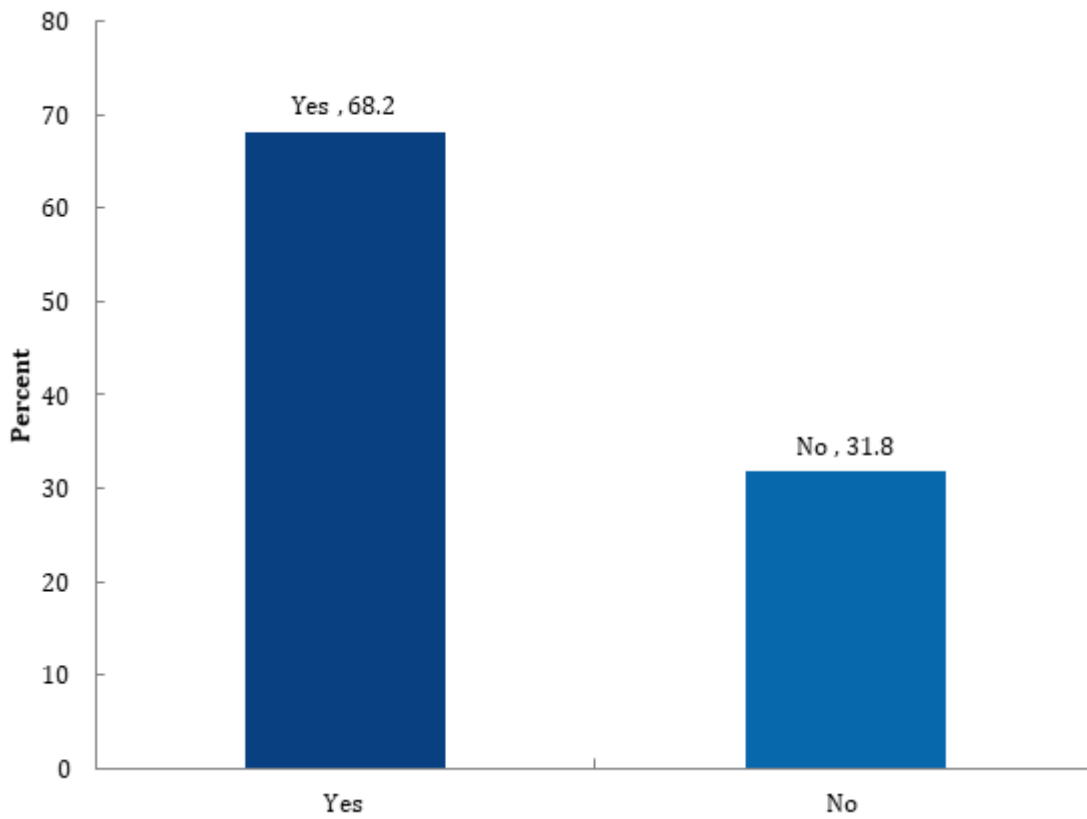
Hobins Community Fund	7.2%	21
Tenants and Residents Groups	32.8%	95

**4. Do you know about the online Newsletter and are you signed up to receive it?**



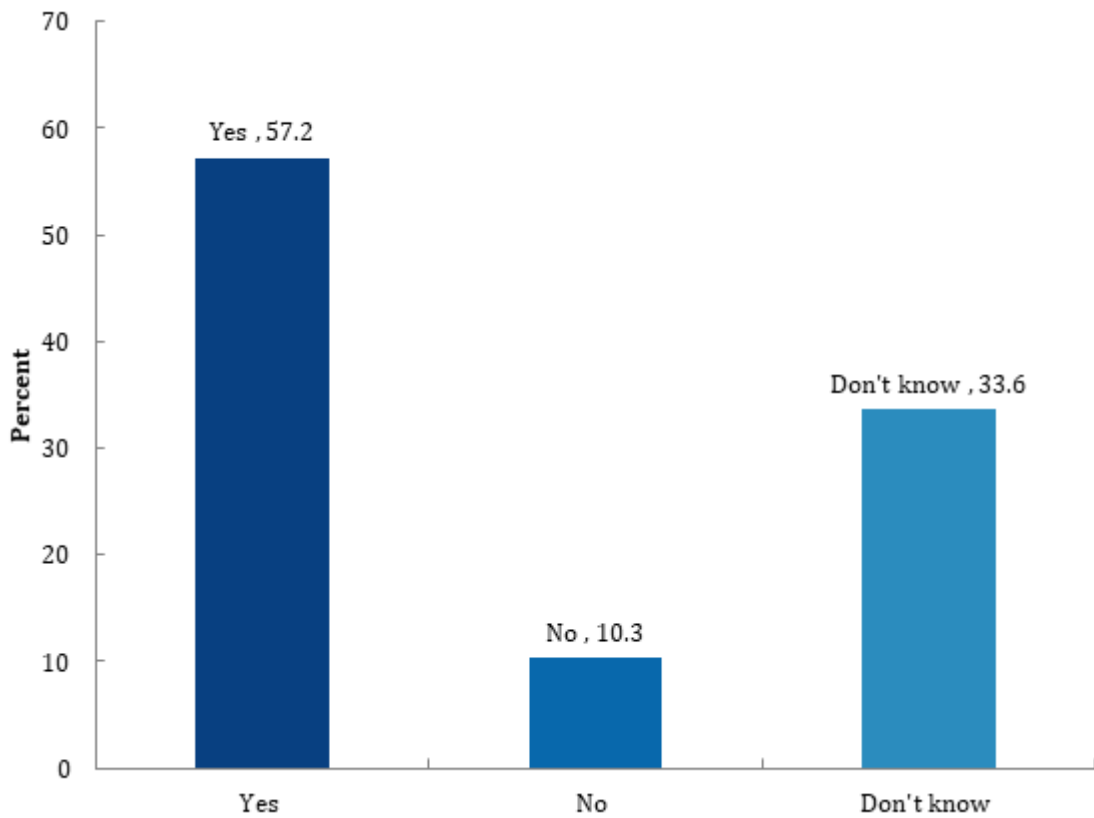
Value	Percent	Count
Yes	36.7%	108
No	63.3%	186

**5. Would you be interested in receiving a paper newsletter from time to time with updates on what's happening in your community?**



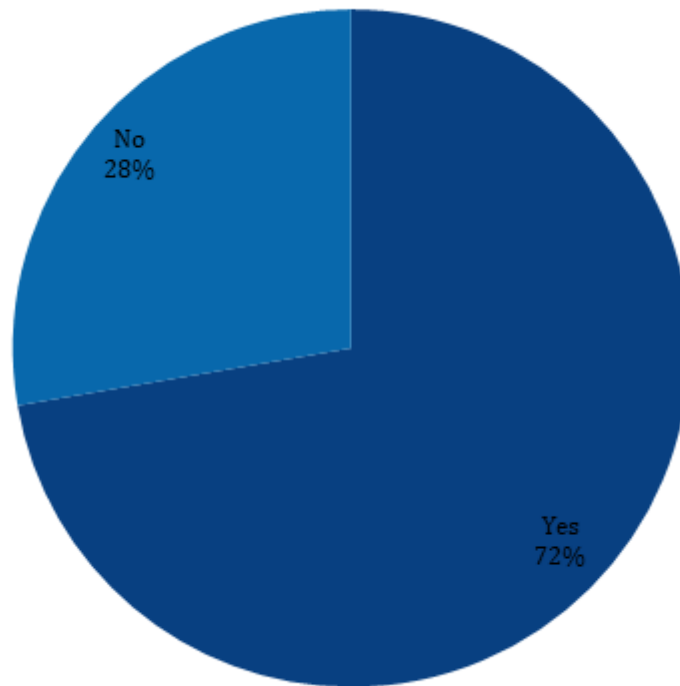
Value	Percent	Count
Yes	68.2%	199
No	31.8%	93

**6. Would you find surgeries in your local area to meet your housing officer useful?**



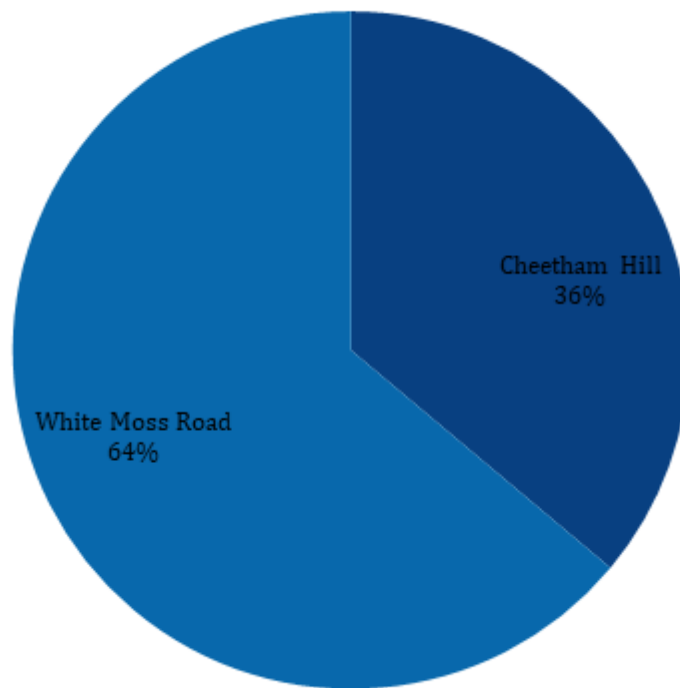
Value	Percent	Count
Yes	57.2%	167
No	10.3%	30
Don't know	33.6%	98

**7.Are you happy with current office opening times?**



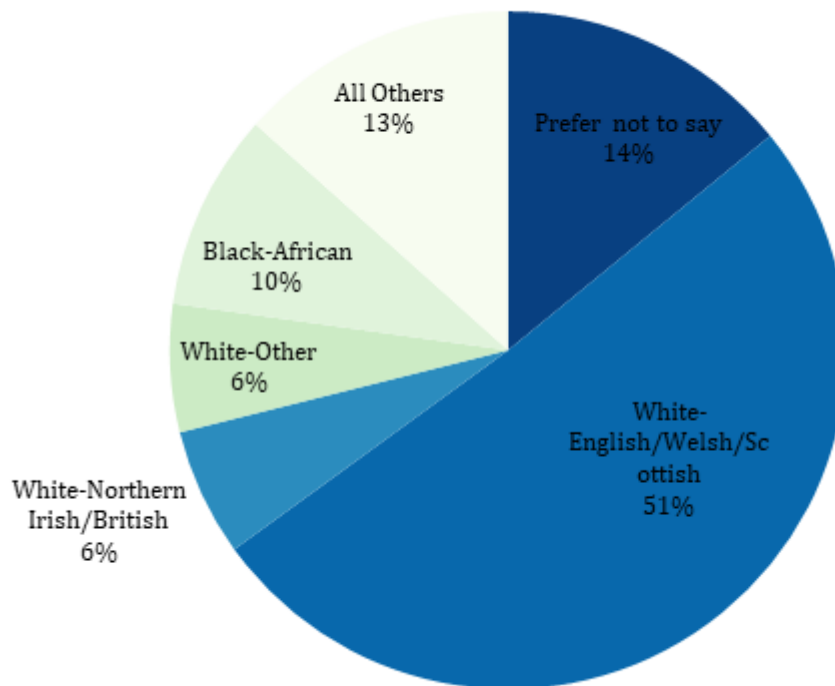
Value	Percent	Count
Yes	72.3%	211
No	27.7%	81
	Totals	292

**8.Which office do you normally use?**



Value	Percent	Count
Cheetham Hill	36.1%	26
White Moss Road	63.9%	46
	Totals	72

## 9.Ethnicity (Optional)



Value	Percent	Count
Prefer not to say	14.1%	39
White-English/Welsh/Scottish	50.9%	141
White-Northern Irish/British	6.1%	17
White-Irish	2.2%	6
White-Gypsy or Irish Traveller	0.7%	2
White-Other	6.1%	17
Asian-English/Welsh/Scottish	0.4%	1
Asian-Pakistani	1.8%	5

Black-Northern Irish/British	0.7%	2
Black-African	9.4%	26
Black-Caribbean	1.1%	3
Mixed-White and Black British	1.1%	3
Mixed-White and Black African	0.4%	1
Mixed-White and Black Caribbean	1.4%	4
Mixed-White and Asian British	0.7%	2
Mixed-other	2.9%	8
	Totals	277