



Welcome to your annual Tenants' Report for 2015. We have listened to your feedback over the last year and this poster was contributed to by you. It shows key information about Chapter 1's Private Sector Leasing scheme from April 2014 – March 2015.

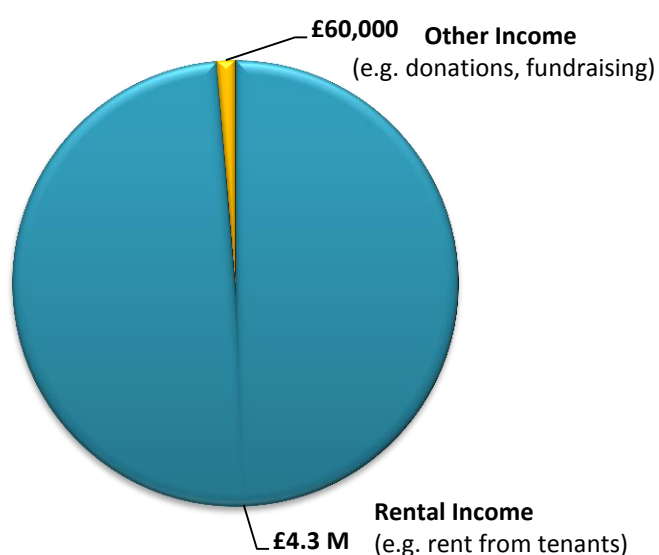
Chapter 1 Clients' National Forum

## How do we spend our money?

The pie charts show how the income and expenditure is split, so you can see where the money comes from and how we spend it.

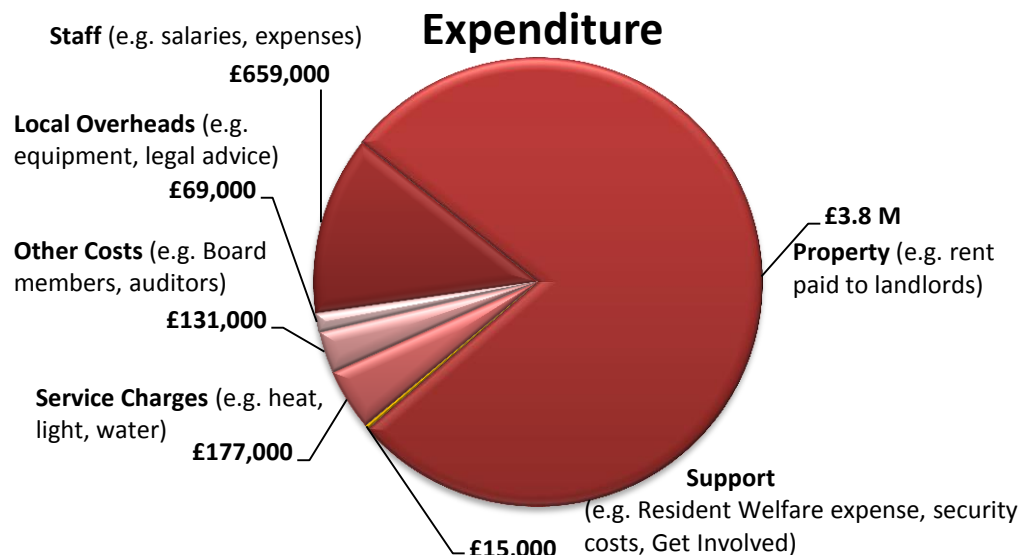
### MONEY COMING IN (INCOME)

#### Income



### MONEY GOING OUT (EXPENDITURE)

#### Expenditure



## Have we improved your accommodation?

We completed **97%** of all reported repairs on time

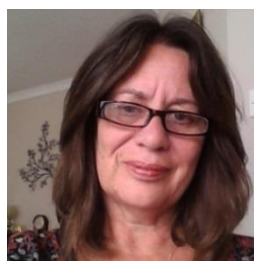
We are working hard towards **100% for next year!**

### Please give us your feedback

Chapter 1 is constantly working on delivering the best possible service to our clients, so we'd like to hear your views on this report, to help us improve it for the future. Please contact Mary Firth with any feedback, or contact a member of your service staff team.

#### Mary Firth

Get Involved Manager  
Responsible for all Get Involved client involvement work **Tel: 07889 533359**  
**Email: maryef@chapter1.org.uk**



## Were your complaints resolved?

**Yes** – all **20** complaints were resolved of which **18** were resolved within **28** days = **90%**

### Stop press!

If you wish to see a more detailed report please ask your Manager for the booklet or view it on the website:

[www.chapter1.org.uk](http://www.chapter1.org.uk)

## What you said...

### Satisfaction Survey

**64%** were satisfied (or very satisfied) overall  
**76%** were satisfied with the standard of accommodation  
**83%** were satisfied with our customer service