

GMHP Tenant Voice Survey 2021

Key themes and outcomes



Should the following existing priority areas of work be a priority for GMHP?



91%

agreed that **improving the safety** of our existing homes is a priority



83%

Improving **access to housing for specific disadvantaged groups** is a priority



89%

agreed that working with the police etc to **tackle crime and improve community safety** is a priority



80%

agreed that **reducing our carbon impact** & being more environmentally responsible is a priority



88%

agreed that **supporting people to live independently** is a priority



79%

agreed that **improving access to better quality and more secure homes** in the private rented sector to prevent and relieve homelessness is a priority



87%

agreed that **creating social value** is a priority



79%

agreed that **investing in employment and skills** opportunities for tenants and residents and the wider community is a priority



85%

agreed that **investing in new modern homes and support packages for an ageing population** is a priority



78%

agreed that **improving the energy efficiency** of existing homes is a priority



83%

Working to **reduce and alleviate poverty** is a priority



77%

agreed that **supporting the delivery of new Community Led Housing projects** is a priority



83%

Tackling Homelessness through provision of accommodation and support is a priority



77%

agreed that **building new homes** is a priority



Future focus & next steps

- Communication plan with our customers and staff
- Establish and engage with a Sounding Panel
- Make links across all GMHP activity with a focus on the priorities identified in the survey

Thank you for the 2759 responses we received.

Your participation and feedback are invaluable and instrumental in helping us improve our services going forward.