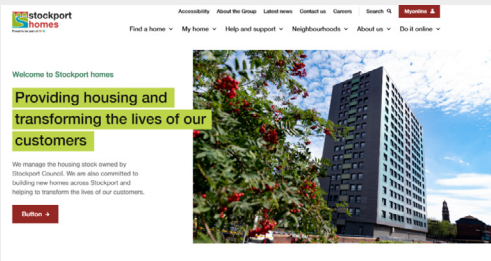


Your feedback on the new Stockport Homes website

Designs

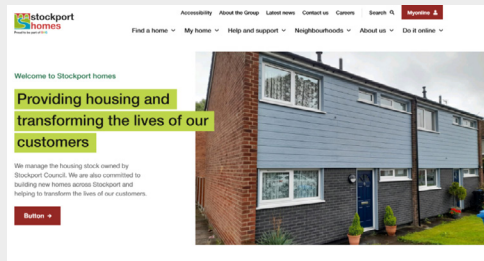
You said

We would have like to see different types of properties rather than just high rise and other flats.



We did

We have included images of other types of properties on the new homepage.

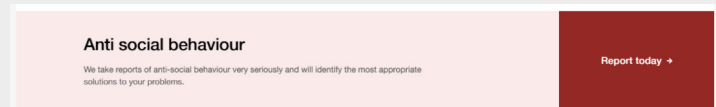


You said

The link to ASB needs to be easier to find.

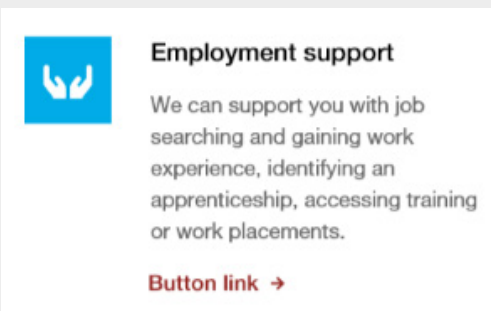
We did

Added a link to ASB on the homepage.



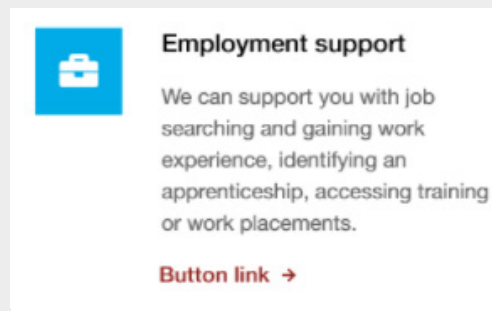
You said

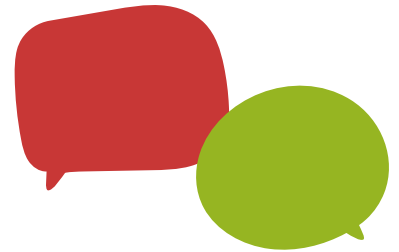
The icon for employment support doesn't really mean anything.



We did

We have changed the employment support icon to make it clearer.





Your feedback on the new **Stockport Homes website**

Structure

Only 11% of customers found the information about alterations.

So, we are moving this from under 'Tenancy FAQs' to under 'Home improvements' which is where most people thought it would be.

Only 14% of customers found the information about homes to rent for an elderly relative.

Most customers went to 'Help and support' then 'Health and wellbeing', so we will include content under this section about housing for elderly relatives.

41% of customers found the information on paying your garage rent under the 'Do it online' section.

However, most customers didn't find the 'Renting a garage' page under 'Tenancy' so we will move this under 'Rent' which is where most people looked for it.

Most customers correctly went to the 'Do it online' section to make a complaint

but more people then went to 'Report it' rather than 'Tell us' so we shall move this link to under 'Report it'.

Your comments

"Looks much better. More modern and user friendly."

"I found it very easy to find everything."

"Big improvement on existing website. Much more welcoming and accessible."