



**DECORATING VOUCHER
FOCUS GROUP
Feedback Booklet**

FEBRUARY TO MARCH 2016

What was the aim of the consultation?

To support our new tenants moving into empty properties the organisation has historically issued decoration vouchers when customers first move in. Monetary vouchers were issued for specific stores however due to recent closures of stores within the area we wanted to reassess the procedure.



How the focus groups were run

Three sessions have been held for this focus group. The initial group aimed to analyse the current process and discuss

the feedback received from tenants who had recently been issued with a decoration voucher. The session enabled tenants and staff to draw together a number of questions in preparation for the second session where Johnstone's and Dulux were due to present sales pitches. At the second session Johnstone's presented their pitch with the opportunity for questions to be asked. The first session took place on Thursday 21st January 2016 with three tenants and three staff members whilst the second event took place on Thursday 28th January 2016 with five tenants and four staff members. The last session took place on 15th March 2016 with four tenants and two staff members.

Results of the consultation

Fifteen results were analysed with a final average score for Johnstone's of 4.4 out

of 5. This result was due to be compared to Dulux to enable a fair decision to be made, however, Dulux were unable to present to the consultation group. A number of further questions for Johnstone's was discussed and asked at the meeting on 15th March 2016.

What happened next?

A report was drawn up for the Assistant Director of Property Services and the Head of Neighbourhood Services and this has now been approved.

Introduction of the scheme

A further meeting was held with the Homefinder Manager and Johnson's to finalise and draw up specific information booklets dedicated to Cartrefi Conwy tenants. Once the booklet is drawn up the scheme will be implemented. This will happen by the end of June 2016.