

Housing Repairs Policy Consultation 2025

Section 1 - About You

1. *[mandatory]* **Please tell us how you are responding to this survey.**

(select one)

- I am responding as a Wigan Council tenant *[skip to section 2]*
- I am responding as a leaseholder of a flat and Wigan Council is my landlord/freeholder *[skip to section 2]*
- I am responding as a relative or friend of a Wigan Council tenant/leaseholder who I help with reporting repairs *[skip to section 2]*
- I am responding on behalf of an organisation or business *[go to question 2]*
- I am responding as a member of staff at Wigan Council *[skip to question 3]*
- I am responding as an elected member of Wigan Council / an MP whose constituency overlaps with the Wigan Borough *[skip to question 4]*
- None of the above and I **live in** the Wigan Borough *[skip to section 2]*
- None of the above and I **do not live** in the Wigan Borough *[skip to section 2]*

2. *[only those responding for an organisation or business, mandatory]* **What is the name and address of the organisation or business?**

- Open text
[skip to section 2]

3. *[only those responding as a member of Wigan Council staff, mandatory]* **Please provide your name, job title, and the name of your service/team at Wigan Council.**

- Open text
[skip to section 2]

4. *[only those responding as an MP or elected member of Wigan Council, mandatory]* **Please provide your name and the name of your Council Ward or Parliamentary Constituency.**

- Open text
[skip to section 2]

Section 2 - Policy Objectives

Policy objectives are the goals or outcomes a policy is trying to achieve.

This means that in a Housing Repairs and Maintenance Policy, the policy objectives will have a significant impact on how the Council designs and delivers its repairs and maintenance services, and how people experience those services.

Clear and relevant policy objectives also promote accountability, as they provide valuable benchmarks which the Council can use to measure how well it is doing and where it can improve.

Wigan Council are proposing that our Housing Repairs and Maintenance Policy should have the following objectives:

- (1) All homes are maintained to a high standard, including safety and comfortability.
- (2) Our tenants are happy in their homes and satisfied with repair and maintenance works we carry out.
- (3) Repairs are done promptly and efficiently, and get it right the first time where possible.
- (4) The Council works with tenants to ensure works are carried out at suitable times.
- (5) Communication is clear and accurate and all parties know what to expect and how to do their part.
- (6) We provide exceptional customer care which respects tenants and their homes, taking an inclusive and person-centred approach and welcoming feedback.
- (7) Statutory and contractual obligations in relation to the repair and maintenance of homes are met by all parties.
- (8) We provide a value for money service through effective asset management and customer service.

5. **Thinking about the scope and purpose of a housing repairs and maintenance policy and the outcomes it should achieve, please rate how relevant you think each of our proposed objectives are.**

Please rate the below listed objectives from 1 to 5, where
1 = very irrelevant

- 2 = somewhat irrelevant
- 3 = neither relevant nor irrelevant
- 5 = somewhat relevant
- 7 = very relevant

The policy objectives to rate from 1-5:

- All homes are maintained to a high standard, including safety and comfortability.
- Our tenants are happy in their homes and satisfied with repair and maintenance works we carry out.
- Repairs are done promptly and efficiently, and get it right the first time where possible.
- The Council works with tenants to ensure works are carried out at suitable times.
- Communication is clear and accurate and all parties know what to expect and how to do their part.
- We provide exceptional customer care which respects tenants and their homes, taking an inclusive and person-centred approach and welcoming feedback.
- Statutory and contractual obligations in relation to the repair and maintenance of homes are met by all parties.
- We provide a value for money service through effective asset management and customer service.

6. **Please rate how clear you think these objectives are, thinking about the broad outcomes they are looking to achieve.**

Please rate the below listed objectives from 1 to 5, where

- 1 = very unclear
- 2 = somewhat unclear
- 3 = neither clear nor unclear
- 4 = somewhat clear
- 5 = very clear

The policy objectives to rate from 1-5:

- All homes are maintained to a high standard, including safety and comfortability.
- Our tenants are happy in their homes and satisfied with repair and maintenance works we carry out.

- Repairs are done promptly and efficiently, and get it right the first time where possible.
- The Council works with tenants to ensure works are carried out at suitable times.
- Communication is clear and accurate and all parties know what to expect and how to do their part.
- We provide exceptional customer care which respects tenants and their homes, taking an inclusive and person-centred approach and welcoming feedback.
- Statutory and contractual obligations in relation to the repair and maintenance of homes are met by all parties.
- We provide a value for money service through effective asset management and customer service.

7. **A consultant working with some of our tenants has co-produced the following statement of what tenants want from the Council and the repairs service:**

“To provide me with a prompt repair service, at a suitable time, delivering quality repairs right first time where possible, with clear communication throughout.”

How much do you think the Council’s proposed policy objectives align with this statement?

Please rate the below listed objectives from 1 to 5, where

1 = This objective does **not align at all** with the statement

2 = This objective **somewhat does not align** with the statement

3 = This objective **neither aligns nor does not align** with the statement

4 = This objective **somewhat aligns** with the statement

5 = This objective **fully aligns** with the statement

The policy objectives to rate from 1-5:

- All homes are maintained to a high standard, including safety and comfortability.
- Our tenants are happy in their homes and satisfied with repair and maintenance works we carry out.
- Repairs are done promptly and efficiently, and get it right the first time where possible.
- The Council works with tenants to ensure works are carried out at suitable times.

- Communication is clear and accurate and all parties know what to expect and how to do their part.
- We provide exceptional customer care which respects tenants and their homes, taking an inclusive and person-centred approach and welcoming feedback.
- Statutory and contractual obligations in relation to the repair and maintenance of homes are met by all parties.
- We provide a value for money service through effective asset management and customer service.

8. **Do you have any feedback, comments you would like to provide about the proposed policy objectives? Please include any information about what you may agree or disagree with and why.**

- Open text

9. **Do you have any suggestions for anything else we should be trying to achieve which is not covered?**

- Open text

Section 3 - Repair Categories and Timescales

The Council currently prioritises repairs and maintenance jobs using a complex system of categorisation.

How individual repairs are categorised affects the timescales which apply to attending and completing the repairs.

We are proposing to simplify this system, so that repairs which our tenants or leaseholders report to us are categorised in one of three broad categories, with clear timescales attached for tenants and contractors. These are:

(a) Emergency Repairs – jobs required due to an immediate and significant risk to the health and safety of the household, or the structure or integrity of the property. (Examples could include a total loss of utilities like hot water or heating, or a serious leak which can't be contained).

(b) Priority Repairs – jobs which do not pose an immediate risk or danger to the household or integrity of the property, but cause significant or unsustainable discomfort, inconvenience or nuisance to the household, or lead to further deterioration of the property if not resolved. (Examples could include partial loss of utilities or lighting, blocked wastepipes or containable water leaks).

(c) Routine Repairs – jobs which are reasonably straightforward, non-complex, and non-urgent. (Examples could include dripping taps or showers, faulty door handles or hinges, or minor joinery repairs for banister rails or window frames).

10. Thinking about the above three categories of repairs a tenant might raise, please rate how much you agree with the following statements

Please rate the below listed statements from 1 to 5, where

- 1 = strongly disagree
- 2 = somewhat disagree
- 3 = neither agree nor disagree
- 4 = somewhat agree
- 5 = strongly agree

The statements to rate from 1-5:

- The three repairs categories and their descriptions sufficiently cover the different types of repairs tenants will likely report.
- The three repairs categories and their descriptions are easy to understand.

11. Thinking about the three repairs categories, how reasonable do you think the proposed timescale is for a repairs operative or contractor to attend to the repair?

Please rate the below timescales from 1 to 5, where

- 1 = very unreasonable
- 2 = somewhat unreasonable
- 3 = neither reasonable nor unreasonable
- 4 = somewhat reasonable
- 5 = very reasonable

The category timescales to rate from 1-5:

- **Emergency Repairs** – someone will **attend as soon as possible** and within **4 hours**.

- **Priority Repairs** – someone will attend within **5** working days of the repair being raised.
- **Routine Repairs** – someone will attend within **60** days of the repair being raised.

12. As well as these 3 categories of repairs (Emergency, Priority, and Routine), we will also be implementing 3 categories of planned works. Planned works are generally not works reported by a tenant but are proactive programmes of maintenance or investment which the Council carries out for its homes, or are jobs which are complex and made up of many different parts. These 3 planned works categories are:

(a) Major works – jobs which are more complex and often involve specialist or made-to-measure items, and cannot be left until any Cyclical Maintenance or Planned Improvement works.

(b) Cyclical Maintenance – jobs which are undertaken in regular planned cycles to make sure properties are regularly serviced and maintained to required standards, examples include regular servicing of gas heating systems or smoke and carbon monoxide detector testing.

(c) Planned Improvements (capital investment) – jobs which are programmed in advance for a large number of our homes and involve major improvements, such as kitchen or bathroom replacements or boiler upgrade programmes.

On a scale of 1 to 5, please rate to what extent you think these three categories of planned works are easy to understand, where

1 = very hard to understand

2 = somewhat hard to understand

3 = neither easy nor hard to understand

4 = somewhat easy to understand

5 = very easy to understand

The planned works categories to rate from 1-5:

- **Major Works**
- **Cyclical Maintenance**
- **Planned Improvements (capital investment)**

13. Do you have any other feedback you want to provide about how we propose to categorise and prioritise repairs and any associated timescales? Please include any information about what you think we've got right, or any suggestions you may have for changes.

- Open text

Section 4 - Reporting Repairs

We want reporting repairs to be simple and easy, and for people to be able to report repairs in the way which is most accessible for them. Therefore, we are looking to ensure that repairs can be reported to us in a variety of ways.

The following list states the ways we are proposing which people can use to report their repairs:

- Online, through a self-service platform;
- By telephone, to a dedicated number for housing enquiries at our contact centre;
- In person on a free computer at one of our Life Centres or libraries with staff support available;
- By Email or Letter;
- Through Social Media by private messaging;
- By a third-party representative;
- Through a dedicated telephone number for Out of Hours Emergencies.

14. How satisfied are you with this overall list of the ways that repairs can be reported?

Please select one on a scale from 1 to 5, where 1 means you very dissatisfied and 5 means you are very satisfied

(select one)

- 1 – very dissatisfied
- 2 – somewhat dissatisfied
- 3 – neither satisfied nor dissatisfied
- 4 – somewhat satisfied
- 5 – very satisfied

15. How important do you think it is for each method of reporting a repair to be available for Wigan Council tenants/leaseholders?

Please rate the below listed objectives from 1 to 5, where

1 = very unimportant

2 = somewhat unimportant

3 = neither important nor unimportant

4 = somewhat important

5 = very important

The methods of reporting a repair to rate from 1-5:

- Online, through a self-service platform.
- By telephone, to a dedicated number for housing enquiries at our contact centre.
- In person on a free computer at one of our Life Centres or libraries with staff support available.
- By Email or Letter.
- Through Social Media by private messaging.
- By a third-party representative.
- Through a dedicated telephone number for Out of Hours Emergencies.

16. Are there any other ways which you think tenants or leaseholders should be able to report repairs to us?

- Open text

17. Is there anything else you would like to suggest about reporting repairs to us and how we can make it easier for tenants?

- Open text

Section 5 - Appointments

Currently, tenants are able to book an appointment window on a particular date, and the operative will attend the repair at time within this window. These are:

— Morning appointment hours (Monday – Friday) – 08:00 to 12:00

— Afternoon appointment hours (Monday – Friday) – 13:00 to 16:00

— School run appointment hours (Monday – Friday) – 09:30 to 15:00

— All Day appointment hours (Monday – Friday) – available for tenants who are happy to be available for a full day period

18. Thinking about the availability of appointments, please rate how much you agree or disagree with the below statement.

Please rate from 1 to 5, where

1 = strongly disagree

2 = somewhat disagree

3 = neither agree nor disagree

4 = somewhat agree

5 = strongly agree

The statement to rate 1-5 in relation to agreement:

- Tenants are able to book an appointment at a time which is suitable for them

19. Do you think changes should be made to the appointment availability offered by the Council? (select one)

- Yes
- No
- Don't know / not sure

20. Please provide any feedback or suggestions you have about appointment times and availability

- Open text

21. How important do you think it is that tenants should receive an appointment confirmation?

Please rate from 1 to 5, where 1 means you think it is very unimportant and 5 means you think it is very important (select one)

- 1 = very unimportant
- 2 = somewhat unimportant
- 3 = neither important nor unimportant

- 4 = somewhat important
- 5 = very important

22. What information do you think should be included in an appointment confirmation *at a minimum*?

(select all that apply)

- Date and time
- Name of the operative or contactor attending the appointment
- Job reference number
- Expected duration of the repair
- Contact information for queries or rescheduling
- None of the above
- Other [*Please specify*]

23. How important do you think it is that tenants should be informed once an operative is on their way to the tenant's home?

Please select one rating from 1 to 5, where 1 is very unimportant and 5 is very important.

- 1 – very unimportant
- 2 – somewhat unimportant
- 3 – neither important nor unimportant
- 4 – somewhat important
- 5 – very important

24. Do you feel that tenants are kept well informed by the Council or appointed contractors of any changes or delays to appointments?

(select one)

- Yes
- Somewhat
- No
- Don't know / cannot answer

25. **Have you, or someone you know, faced barriers before when reporting repairs to the Council which made it difficult?**

(select one)

- Yes [*go to question 26*]
- No [*skip to question 27*]
- Not applicable [*skip to question 27*]
- Don't know / cannot answer [*skip to question 27*]
- Prefer not to say [*skip to question 27*]

26. [only for those who answered 'Yes' to question 25] **If you answered 'Yes' to the above question, please tell us about the barriers you or someone you know faced when reporting repairs to us.**

- Open text

27. **If you have any further comments, feedback, or suggestions you would like to provide in relation to appointments, please tell us using the text box below.**

- Open text

Section 6 - Communication and Feedback

28. **How do you think the Council should communicate with tenants if we have an update about a repair or need to change an appointment?**

(select all that apply)

- Phone call
- Text message
- Email
- Letter
- Don't know / not sure
- None of the above
- Other [*please specify*]

29. In what ways should tenants be able to contact the Council if they have a query about a repair or need to change an appointment?

(select all that apply)

- Phone call
- Text message
- Email
- Letter
- Don't know / not sure
- None of the above
- Other [*please specify*]

30. How important do think is it for tenants to receive relevant updates or confirmations at various stages of the repair process?

Please rate the below listed stages from 1 to 5, where

1 = very unimportant

2 = somewhat unimportant

3 = neither important nor unimportant

4 = somewhat important

5 = very important

The stages to rate from 1-5:

- After reporting the repair.
- After arranging an appointment for the repair.
- When the operative is on their way to the repair appointment.
- When the repair job has been completed or resolved.
- When the repair job has been temporarily fixed and a new appointment is needed for further works.

31. Are there any other times during the repairs process when you think it is important for tenants to be communicated with, or receive updates or confirmations?

- Open text

32. What do you think 'good communication' means or looks like?

- Open text

33. **To help monitor quality and performance, the Council collects feedback about repairs. Which ways do you think the Council should use to collect feedback from tenants/leaseholder about repairs once they're finished?**
(select up to 3)

- A survey through text messages on a mobile phone
- An online survey form with the link texted or emailed to you
- Face to face with the operative or contractor using an iPad or tablet
- Over a phone call
- Post-inspections of works
- Don't know / not sure
- Not applicable – I would not be happy to give feedback about completed repairs at my home
- Other [*please specify*]

Section 7 - Vulnerabilities and Reasonable Adjustments

34. **Reasonable adjustments are steps taken or changes made by an organisation to remove barriers and improve accessibility for disabled people. Organisations have a legal duty to make reasonable adjustments to ensure disabled people are not put at a substantial disadvantage in comparison with non-disabled people.**

**Were you aware that disabled tenants could request reasonable adjustments from the Council in relation to housing repairs?
(Examples related to repairs could include: large-print letters for people with a vision impairment, or operatives wearing a face mask in the homes of tenants who are more at risk of infection, etc.)**

(select one)

- Yes
- No
- Don't know / not sure

35. **Some of the following questions are only for Wigan Council tenants and leaseholders, to help us show you these questions or skip these questions appropriately, please remind us how you are responding to this survey**

(select one)

- I am responding as a Wigan Council tenant [*go to question 36*]
- I am responding as a leaseholder of a flat and Wigan Council is my landlord/freeholder [*go to question 36*]
- Neither of the above - I am responding in a different capacity [*skip to question 45*]

36. [only for Council tenants and leaseholders of flats] **Do you or a member of your household have a disability?**

(select one)

- Yes - I have a disability but no one else in my household does [*go to question 37*]
- Yes - A member of my household has a disability but I do not [*go to question 37*]
- Yes - Both myself and another member of my household have disabilities [*go to question 37*]
- No [*skip to question 45*]
- Prefer not to say [*skip to question 45*]

37. **Is the Council aware of the disability/disabilities?**

(select one)

- Yes
- No
- Don't know / not sure
- Prefer not to say

38. **Which of the following apply to you? (not another member of your household)**

(select all that apply)

- Physical disability (e.g. mobility impairment, wheelchair user, etc.)

- Sensory disability (e.g. visual or hearing impairment, etc.)
- Mental health condition (e.g. depression, anxiety or panic attacks, bipolar disorder, obsessive-compulsive disorder, etc.)
- Neurodiversity condition (e.g. ADHD, autism, dyslexia, dyspraxia, etc.)
- Long-term health, or genetic and progressive conditions (e.g. motor neurone disease, muscular dystrophy, HIV, cancer, diabetes, epilepsy, etc.)
- Other conditions with cumulative effects (e.g. chronic pain, fatigue, etc.)
- None of the above
- Prefer not to say

39. **Which of the following apply to another member of your household? (not you)**

(select all that apply)

- Physical disability (e.g. mobility impairment, wheelchair user, etc.)
- Sensory disability (e.g. visual or hearing impairment, etc.)
- Mental health condition (e.g. depression, anxiety or panic attacks, bipolar disorder, obsessive-compulsive disorder, etc.)
- Neurodiversity condition (e.g. ADHD, autism, dyslexia, dyspraxia, etc.)
- Long-term health, or genetic and progressive conditions (e.g. motor neurone disease, muscular dystrophy, HIV, cancer, diabetes, epilepsy, etc.)
- Other conditions with cumulative effects (e.g. chronic pain, fatigue, etc.)
- None of the above
- Prefer not to say

40. **Have you, or a member of your household, requested any reasonable adjustments before from the Council in relation to a repair at your home?**

(select one)

- Yes [*go to question 41*]
- No [*skip to question 45*]
- Don't know / not sure [*skip to question 45*]
- Prefer not to say [*skip to question 45*]

41. [only for those who answered 'Yes' to question 40] **Please describe the reasonable adjustments you requested**

- Open text

42. Did you find it easy to request your reasonable adjustment?

(select one)

- Yes
- Somewhat
- No
- Prefer not to say

43. Were you satisfied with the reasonable adjustment put in place by the Council following your request?

(select one)

- Yes
- Somewhat
- No
- Prefer not to say

44. What went well or did not go well when you requested a reasonable adjustment?

- Open text

45. We want to make sure that disabled or vulnerable tenants, and leaseholders of flats, are able to fully access a repairs service which works for them. To help achieve this, our draft policy states that we will:

- consider all requests for reasonable adjustments;
- make reasonable adjustments for anyone who requires them, on a case-by-case basis and based on the needs of the individual tenant/household;
- ensure the opportunity to request reasonable adjustments is provided when reporting repairs or arranging appointments/inspections;
- maintain a record of reasonable adjustments required by tenants/households so that they do not need to be requested again for future repairs.

Do you agree with these proposals?

(select one)

- Yes
- Somewhat
- No
- Don't know / not sure

46. Is there anything else you think the Council should be doing when it comes to reasonable adjustments and improving accessibility for housing repairs services?

- Open text

Section 8 - The Draft Policy

47. Have you read the Council's draft policy?

(select one)

- Yes, all of it
- Yes, some of it
- No, none of it

48. Does the Council's draft policy cover all the matters you would expect a Housing Repairs and Maintenance Policy to cover?

(select one)

- The policy comprehensively covers everything I would expect.
- The policy mostly covers what I would expect, with little left out.
- The policy covers some things I would expect, but misses out an equal amount of other things too.
- There's a lot missing from the policy which I would expect to be included.
- The contents of the draft policy are entirely irrelevant to what I would expect.

49. **Please let us know what you expected to see in our draft policy which is missing**

- Open text

50. **Thinking about the draft policy, please rate how much you agree with the below statement?**

Please rate from 1 to 5, where

1 = strongly disagree

2 = somewhat disagree

3 = neither agree nor disagree

4 = somewhat agree

5 = strongly agree

The statement to rate from 1 to 5:

- The draft policy clearly outlines the Council's approach to the repair and maintenance of homes.

51. **Please let us know any other feedback, comments, or suggestions you may have about the Council's draft policy**

- Open text

Section 9 - Equalities Monitoring

Please be advised that all questions relating to equalities are completely voluntary, and therefore there is a 'Prefer not to say' option available for every question.

52. **What is your age?**

- Prefer not to say, or;
- [provide your age]

53. **What is your ethnicity?**

Further more specific answers follow.

(select one)

- White [*go to question 54*]
- Mixed or multiple ethnic groups [*skip to question 55*]
- Asian or Asian British [*skip to question 56*]
- Black, Black British, Caribbean or African [*skip to question 57*]
- Arab or Any other ethnic group [*skip to question 58*]
- Prefer not to say [*skip to question 59*]

54. [only if you answered 'White' to question 53] **Please specify**
(select one)

- English / Welsh / Scottish / Northern Irish / British [*skip to question 59*]
- Irish [*skip to question 59*]
- Gypsy or Irish Traveller [*skip to question 59*]
- Roma [*skip to question 59*]
- Other [*please specify*] [*skip to question 59*]

55. [only if you answered 'Mixed or multiple ethnic groups' to question 53] **Please specify**
(select one)

- White and Black Caribbean [*skip to question 59*]
- White and Black African [*skip to question 59*]
- White and Asian [*skip to question 59*]
- Other [*please specify*] [*skip to question 59*]

56. [only if you answered 'Asian or Asian British' to question 53] **Please specify**
(select one)

- Indian [*skip to question 59*]
- Pakistani [*skip to question 59*]
- Bangladeshi [*skip to question 59*]
- Chinese [*skip to question 59*]
- Other [*please specify*] [*skip to question 59*]

57. [only if you answered 'Black, Black British, Caribbean or African' to question 53]
Please specify

(select one)

- Caribbean [*skip to question 59*]
- Other [*please specify*] [*skip to question 59*]

58. [only if you answered 'Arab or Any other ethnic group' to question 53] **Please specify**

(select one)

- Arab [*skip to question 59*]
- Other [*please specify*] [*skip to question 59*]

59. **What is your religion?**

(select one)

- No religion
- Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Prefer not to say
- Other [*please specify*]

60. **What is your sex as registered at birth? (a question about gender identity follows after)**

(select one)

- Male
- Female
- Intersex
- Prefer not to say
- Other [*please specify*]

61. **Is the gender you identify with the same as your sex registered at birth?**

(select one)

- Yes
- No
- Prefer not to say

62. **What is your sexual orientation?**

(select one)

- Heterosexual / Straight
- Gay or Lesbian
- Bisexual
- Asexual
- Prefer not to say
- Other [*please specify*]

63. **What is your legal marital or registered civil partnership status?**

(select one)

- Never married and never registered a civil partnership
- Married or in a registered civil partnership
- Separated, but still legally married or in a civil partnership
- Divorced or formerly in a civil partnership which is now legally dissolved
- Widowed or surviving partner from a registered civil partnership
- Prefer not to say

64. **Are you currently pregnant or have you been pregnant in the last 12 months?**

(select one)

- Yes
- Not
- Prefer not to say

65. Have you taken maternity or paternity leave in the last 12 months?

(select one)

- Yes
- No
- Prefer not to say

66. Do any of the following apply to you in relation to the Armed Services?

By 'Armed Services' we mean the Royal Navy, the Royal Marines, the British Army, or the Royal Air Force.

(select one)

- I am a current member of the Armed Services
- I am a former member of the Armed Services
- I am a spouse or civil partner of a deceased member of the Armed Services whose death was caused wholly or partly by their service
- I am a divorced or separated spouse or civil partner of a member of the Armed Services
- None of the above
- Prefer not to say

Section 10 - Conclusion and Follow-up

That completes our consultation questionnaire about our proposed Housing Repairs and Maintenance Policy.

Thank you for taking the time to provide us with your answers, feedback and suggestions.

Before you go, the Council's Tenant Voice team works with our tenants to put them into the heart of what we do, enabling tenants to shape, influence, and improve our housing services through a range of engagement opportunities. If you would like to get involved with our Tenant Voice team, please provide your name, and contact number or email below and a member of the team will get in touch. Or, if you don't wish to associate your name or contact details with your survey response, you can read about the Tenant Voice team on our website and sign-up there instead - please go to:

<https://www.wigan.gov.uk/Resident/Housing/Council-homes/Get-involved/Meet-the->

Engagement-Team.aspx

67. Do you wish to provide your details to have the Tenant Voice team get in touch about future engagement opportunities?

(select one)

- Yes [*go to question 68*]
- No [*skip to end of form*]

68. Please enter your name

- Open text

69. Please enter a contact email address

- Open text

70. Please enter a contact phone number

- Open text

END OF FORM