

## Project – KHT Wood Road Housing Survey

Knowsley Housing Trust (KHT) wished to understand the needs of its tenants in specific properties in Wood Road, to inform a strategic review being undertaken on the future of the properties.



### Key Actions

Pulse Regeneration undertook a consultation exercise with the tenants in the Wood Road properties. The approach included developing a door-to-door survey designed to be user-friendly which included a mix of qualitative and quantitative questions, making contact with the tenants, full statistical analysis of the returned surveys, identification of key trends and areas for potential improvement to the properties, and production of a summary report for KHT.

### Achievements

- Surveys received from almost three quarters of the tenants indicating their views on the future of the properties
- Enabled KHT to develop a fully justified investment and improvement programme for the future redevelopment of the properties
- Strengthened relationships between KHT and its tenants through positive promotion

***“Pulse Regeneration were commissioned to undertake resident consultation and collate findings into a report to support an Option Appraisal of one of our housing schemes. The report was clear, concise and well-presented, it provided a useful insight into resident perceptions and the needs of the community in the area. The report provided KHT with relevant information to assist in the decision making process on the future of the accommodation and we are now working with the residents to carryout the necessary works to their homes.”***

Joanne Hobbs, Planning Officer,  
Knowsley Housing Trust

For further details about how Pulse Regeneration can help, please contact us.

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