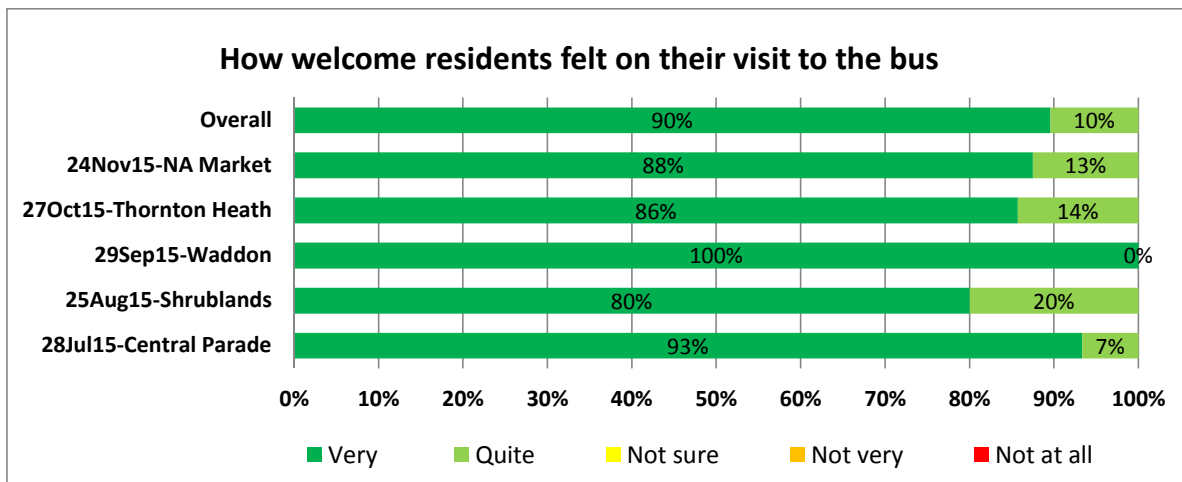
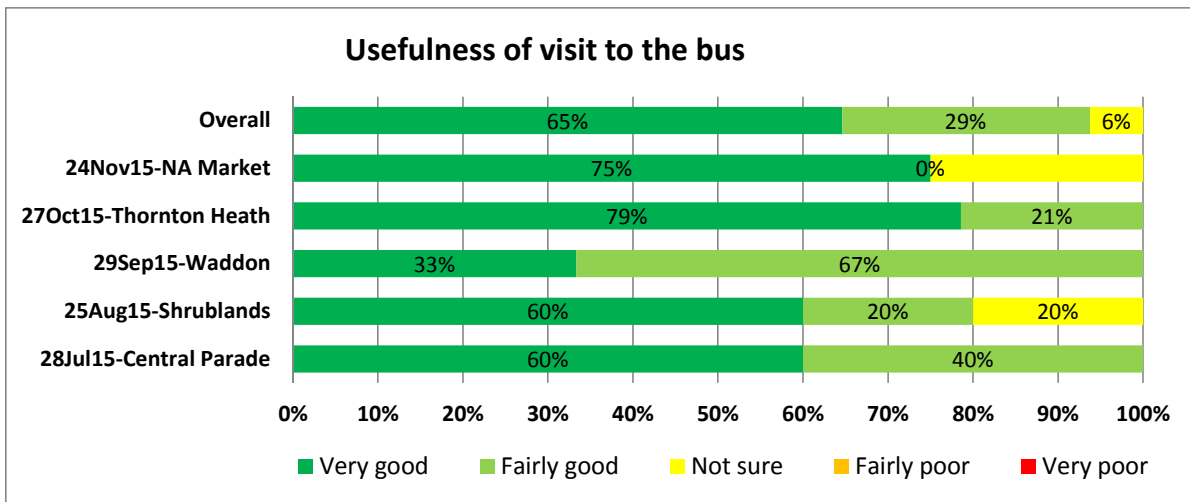
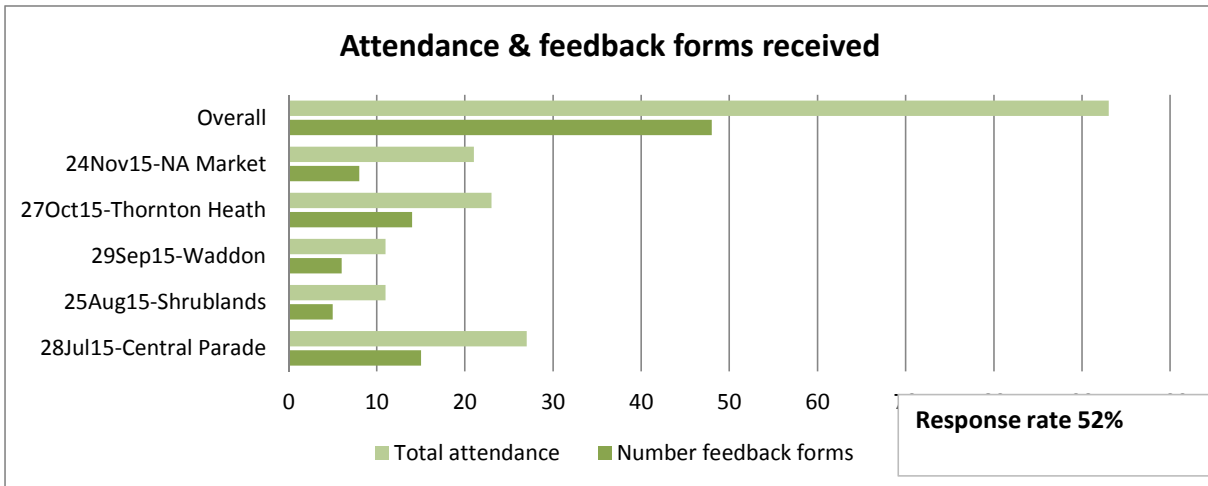
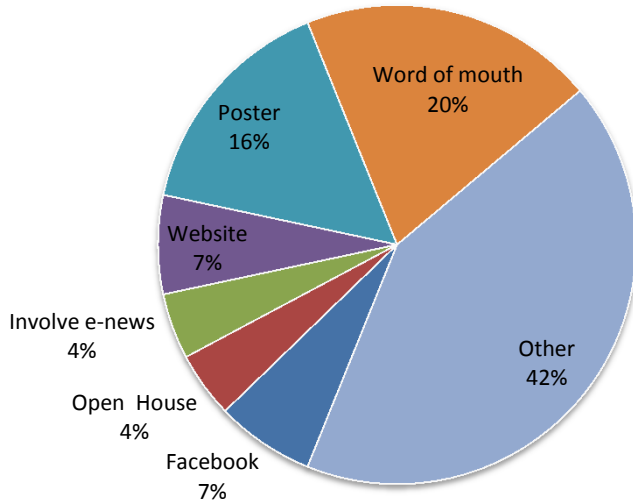


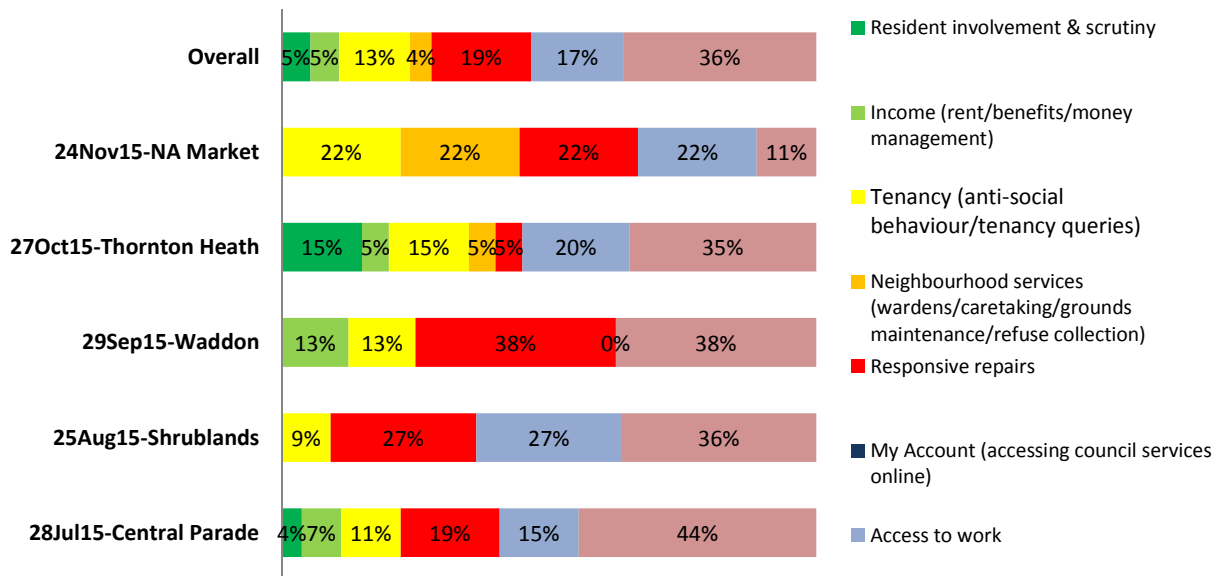
Mobile information bus - feedback 2015



**How people heard about the mobile bus
(more than one option could be ticked)**



**Which housing services or teams did you speak to or
raise queries for today (more than one option could be ticked)**



Comments and suggestions from residents as to ways to use the bus to improve services or access to services and what could make their experience of visiting the bus better

28Jul15-Central Parade, New Addington

Have it more regular for people

Visit more areas

Make more accessible / more advertising / leaflet more places

It was very useful and hopefully the problem will be solved

Like face to face

Parade round. Be more visible

Location – place in a different position

Face to face

Give the residents advance notice and the help and support we will get by visiting the bus.

Let the residents know when the bus will be around.

25Aug15-Shrublands

Nothing, it is fine as it is (x4)

Leaflet drop

29Sep15-Waddon

Text residents with updates

Good - we can complain about the tenancy as well as tenants behaviour

Nothing, it is fine as it is

27Oct15-Thornton Heath

More often

Convenient now that local office is closed

Small branch. Regular bus at location

This place is good and in the main road for customers

Bus is good idea as I have trouble getting there

Present in the area more often. Fantastic service!

Autism service

This is in a good position

Refreshments?

Bigger

Cup of tea! :)

Nothing, it is fine as it is (x4)

24Nov15-New Addington Market

Nothing, it is fine as it is (x4)

Regular drop-ins

More officers with specific knowledge

Good to have a local service visiting the area (x 2)