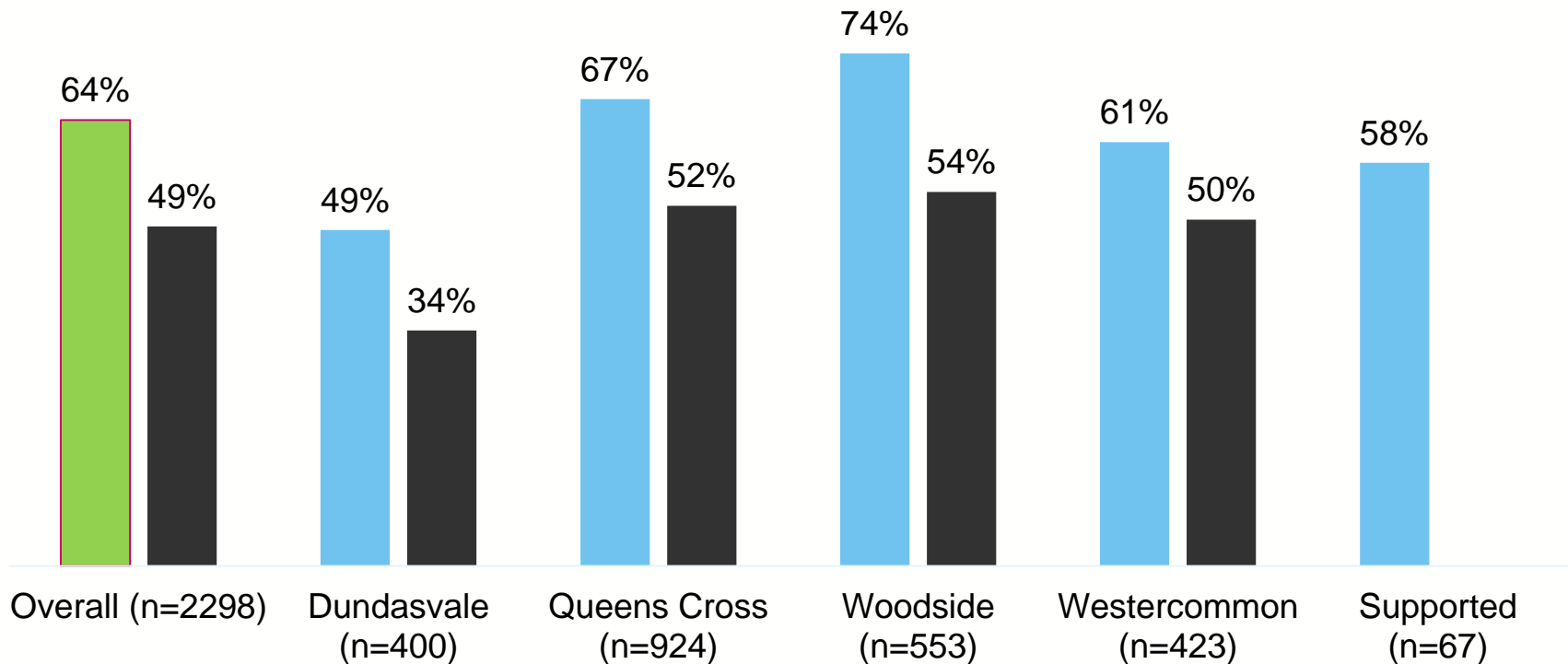




Internet access increased by 15% since 2013

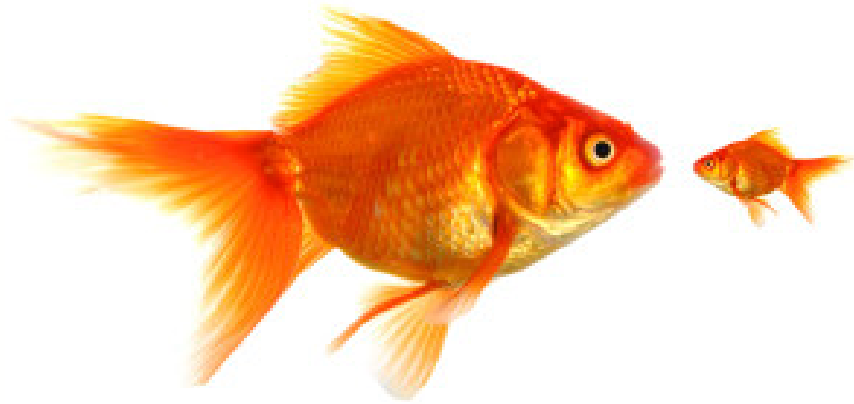
Respondents with Internet Access

■ Yes 2017 ■ Yes 2013



Young people more willing to access services online

Happy being a small fish in a big pond



Local approach

News out

- A good way to keep news up to date
- A useful business tool
- Helps us when we need to get out quickly
e.g. water or power cuts
- Campaigning

Views in

- We get +ve and –ve views
- Aim to reply to the –ve posts
- For us, local feels right
- Tenant participation and involvement





Events



Campaigns



Jobs

Friendly, fast

**It's changing
our tone of
voice.**

**Helping us
improve our
customer
service**



