

Resident Feedback: First draft of the new website presented at the Resident Involvement Conference 27 March 2010

Things you like about the new website	Things you don't like about the new website	Things you would change on the new website	Things you would add to the new website	Proposed Changes ISHA will be making in response to resident feedback
I like the Pay rent/Report a Repair/Resident Forum quick links		The language area needs to be more clearer		The language button which will translate the page to a selected language will have the word "translate" rotating in different languages.
This will be a vast improvement on the previous website and very user friendly. Well done ISHA		'Get in Touch' is not clear, it looks like the arrow is pointing to the phone number		Get in touch will be changed so the arrow is pointing to the left. The phone number will also be moved to make the get in touch option more clear.
		The theme colour does not seem to reflect ISHA's colour scheme.		The colours used on the new website are the colours of the ISHA logo; however, the gradient will be removed to make the page brighter.
Simple			More links on header picture	The header picture will be static so more links cannot be put on the picture, however, we will be adding more quick links at the bottom of the page for ease of access.
Quick			'Who's who' Estate	The new website will

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			officers for your property	have an organisational chart which will include details of all staff members. It will also have a "My Home" section which will include details of your estate officer.
Don't mind scrolling			Contact Details	The new website will have an organisational chart which will include details of all staff members.
Quick links – repairs				This will stay on all pages.
Will definitely go on the new site – never been on the old site.				
Search availability	Top bar – Vertical bar – hard to read and understand – commonality	Would like to have no scrolling – too much info – would like to be able to click through	No about us blurb	We will be using plain English for all parts of the new website. The new website will limit the need to scroll however, some scrolling is necessary to fit all information on a page. The about us blurb will be removed from the front page.
	Very dark	Visually good but	Search bar with	The colours used on

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	background	slightly small text for top bar.	suggested content autofilling eg. Would fill in homes then "others suggested..." like Google.	the new website are the colours of the ISHA logo; however, the gradient will be removed to make the page brighter. The text on the top bar will be bigger. Autofilling will be included if it is a possibility. This will depend on the build of the website.
		Thinks everything covered but would like to rearrange the things on the new website slightly.	Things like IT classes, email addresses etc.	Feedback will always be welcome even after the website is up and running. If certain locations of buttons are not easy to find, rearranging locations may be an option. The new website will include an events calendar which will highlight all upcoming training events.
		Colour: accentuates the middle – but too "in your face" and vivid, needs toning down.		The colours used on the new website are the colours of the ISHA logo; however, the gradient will be removed to make the

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				page brighter.
Never used old website, looked it up once – will use new website.		News immediately when I go on the ISHA website as interested in what is happening.	Contact list, who to contact.	The new website will include latest news on the home page. The new website will have an organisational chart which will include details of all staff members.
Likes to have a header picture.		Images: have interiors or exteriors of properties		The images on the new site will be representative of our residents and properties.
Quick links on each page.				This will stay on all pages.
Layout better than current site.				
Very welcoming	The logo's colour is too dull. Use colour	Change "get in touch" to "your enquiry"	Right to Buy info	We will aim to use more colour on the new website. Get in touch will not be changed as this option can be used to get in touch with ISHA for any reason as well as enquiries. All home ownership information will be included on the

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				new website.
Looks easy to use	What is FAQ?	The main picture should show our diversity.	In house property exchange	FAQ is an abbreviation of Frequently Asked Questions. This will be changed to Resident's Questions and no abbreviation will be used on the website. The images on the new site will be representative of our residents and properties. Information on property exchanges will be on the new website.
Sharp		Change with the times		The website will be updated frequently. This is so that residents are fully aware of what is going on and are up to date on the latest information.
Easy to read				
Good use of colour				
Likes initial "straight in your face" colouring at top.		FAQs – 'Residents Questions' etc.		This will be changed to Resident's Questions and no abbreviation will be used on the

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				website.
Likes diary and calendar				This will stay the same.
Likes the big click links – easier, better				This will stay the same.
Likes the background				This will stay the same however the gradient will be removed to make the page brighter.
Thinks its great				
Get in touch, quick contact, get in touch quick etc.				This will stay the same.
Bright		Get in touch (flowing arrow) to attract attention.	Green issues (environment) both for residents and the corporate plan.	Get in touch will be changed so the arrow is pointing to the left. The phone number will also be moved to make the get in touch option more clear. There will be a quick link on the new website called environment which will include information on green issues for residents and the corporate plan.
Engaging		Quick links – stronger text needed DARK ON WHITE	Typing size of the person infilling text. (Ariel 12)	The quick links will be more obvious once the page is brighter. The

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				new site will also have contrast options as part of its accessibility options. The website will use Ariel 12 as its infilling text size as long as this is an option on the build stage of the website.
Like the layout and design very much.		Central photo – changing images of all ages.		The header picture will be static, however, the images on the new site will be representative of our residents and properties.
Home page, good but:	Do not like the image of a house, false aspiration.	Logo needs some adventure i.e. powerful.	Photographs of various tenant managers.	The image of the house will be changed. The images on the new site will be representative of our residents and properties. The logo cannot be changed at this stage due to additional costs involved. Photographs of tenant managers may be put on the website subject to staff consent.

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The layout and design is generally good but could be better with more details put into it.	Layout of home page is overcrowded	Contents should be bold and layout in a way that those who are not computer literate should see it and know immediately.	Photograph of central office especially our reception area.	The layout will be looked at and various changes made to make it less busy. The colour will be brighter to make click options more obvious and bold. A photograph of the central office and reception area will be included on the website.
Thanks for the efforts, you are working harder and please continue to do so!!!	Dull and information sporadic with contents – not laid out properly.	Change the pictures layout accordingly.		The changes to the layout will hopefully make it flow better and information will be easier to find. The pictures will be changed to represent our residents and properties.
	The picture of the child does not reflect your multi-culture and social mix.	No abbreviating i.e. FAQ "questions and answer, commonly asked questions"		The images on the new site will be representative of our residents and properties. There will be no abbreviating on the new website, Frequently Asked Questions will be changed to "Resident's

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				Questions"
		It appears there is a lot going on the home page. Information needs proper layout.		The layout will be looked at and various changes made to make it less busy.
		Resolution of home page should be more forth-coming (lightness).		The colours used on the new website are the colours of the ISHA logo; however, the gradient will be removed to make the page brighter.
Up your street is very good.	Change cut zig zag thing on each page.	Quick links options should have a home page.	A young people's site	The zig-zag lines on the website will be removed and replaced with a straight line. The ISHA logo at the bottom of the page will have a link to the home page. Events for young people will be included in the events calendar as well as updated on the front page.
		Make links different colours so people are attracted to it.	What's going on in my local areas	Links will not be different colours due to design constraints. There will be a "my home" section which will include details of

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				what is going on in your area.
		Change picture on home page to a group of kids or people.	Young people's page (first thing young people will go on)	The images on the new site will be representative of our residents and properties. A young people's page will be considered during the build of the website.
			The young people's page should have dates, times and location of different activities + places they can go.	A young people's page will be considered during the build of the website. This will include activities and places young people can go to.
			Young people's forum + chat page would make me go on it more regular so I can chat to others.	There will be a resident forum on the new website which young people can also join.