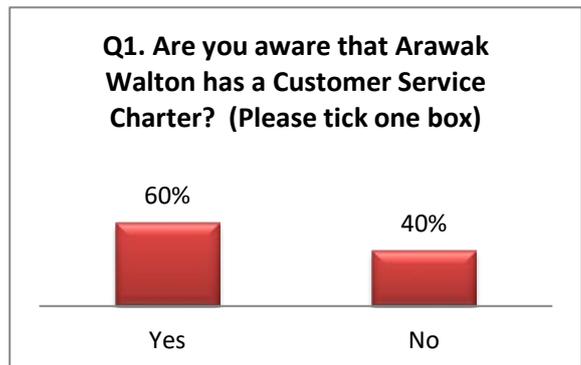


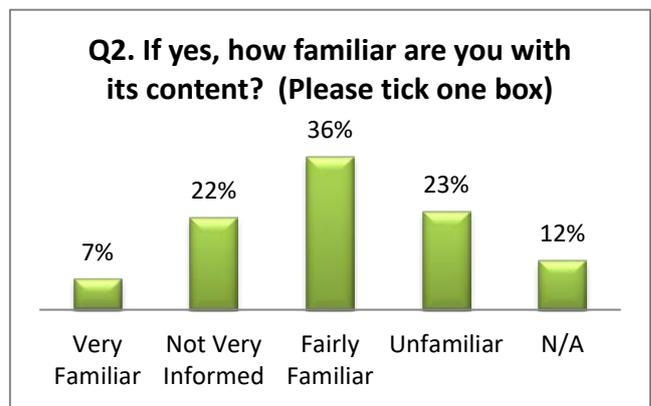
Arawak Walton Housing Association Postal Survey 4 2017 - 'Customer Offer Service'

Summary: Of the 92 surveys sent out to our tenants, 83 were returned, a 76.36% return rate. The results here are based on the responses received however, there are cases where some questions were missed and/or went unanswered. The 83 people who returned the survey will each receive a £20 gift voucher.

1. **Introduction:** Arawak Walton is committed to ensuring that residents are able to give their views and take part in the decision making process in a way that fits with their lifestyle and commitment. The survey was carried out by means of a questionnaire, consisting of enquiries around the area of Arawak Walton 'Customer Service Offer' particularly focusing on the role of the Association in dealing with our customers, and your feedback will be used to help the Association decide how to better deal with tenants in the future.



1.2 In Question 1, we asked 'Are you aware that Arawak Walton has a Customer Service Charter? (Please tick one box). Of the replies received over half (60%) stated 'Yes' and (40%) 'No'. However, five of the replies left the question unanswered.



1.3 In Question 2, and following on from the previous question we said 'If yes, how familiar are you with its content? (Please tick one box). 'Fairly Familiar' received (36%) of the total answers, (23%) were 'Unfamiliar', (22%) 'Not Very Informed', (12%) said the question was "Not Applicable" and only (7%) were 'Very Familiar' with the contents.

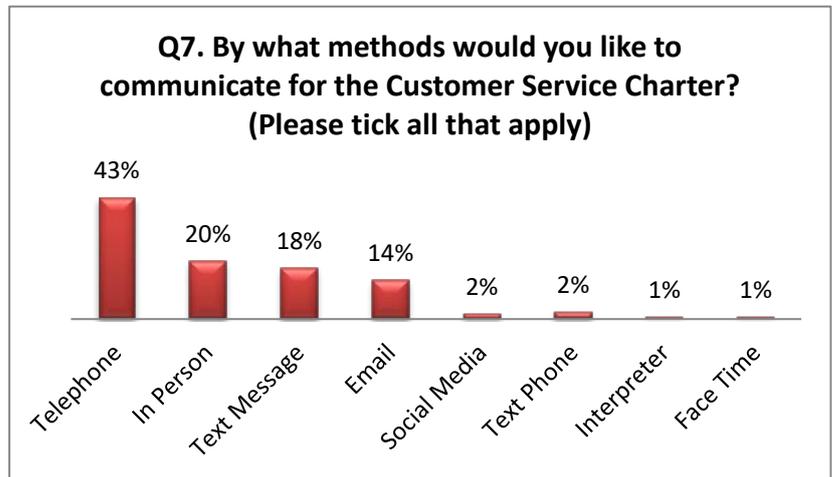
1.4 In Question 3, we stated 'If we re-designed our Customer Services Charter what would you like to see included? (Please tick all that apply).' You can see in the table below the majority (33%) would like to see a 'Commitment to how you will be treated', (31%) a 'Summary of targets relating to Customer Service', (19%) 'Every target relating to Customer Service performance', and (17%) would prefer 'A promise of links to all our policies through our website'. The figures in red show the number of respondents who left the question 'unanswered.'

Q3. If we re-designed our Customer Services Charter what would you like to see included? (Please tick all that apply)

		Unanswered
Every target relating to Customer Service performance	19%	62
Summary of targets relating to Customer Service	31%	48
A promise of links to all our policies through our website	17%	64
Commitment to how you will be treated	33%	46

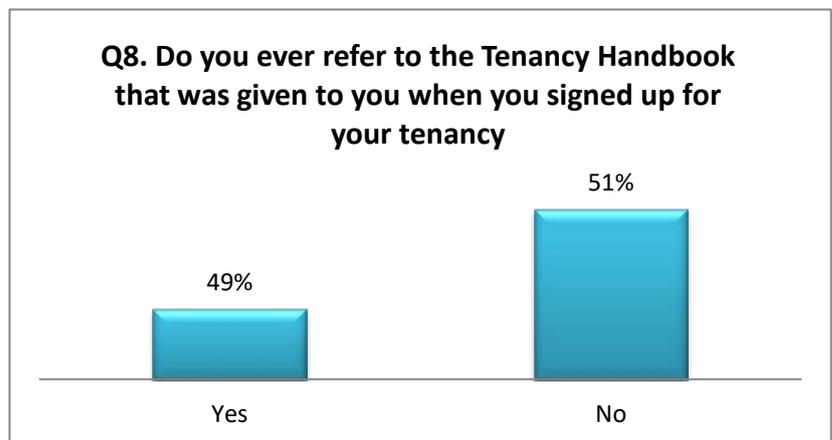
1.5 In Question 4, we then asked you 'What do you think is an appropriate size for a Customer Charter?' (Please tick one box). The majority of tenant responses (49%) elected for 'One page or shorter' in size, (28%) favoured 'Brochure size,' closely followed by (23%) who suggested 'Several pages.' Twelve respondents either skipped or failed to provide a choice.

1.6 In Question 5, we said, 'If we re-launch our Customer Charter, what format/s would you like to be able to view it in? (Please tick all that apply). The popular response (36%) stated 'Via post', (24%) would like to see it, 'Included in a Newsletter', (21%) as "Part of the Annual Report' and (18%) stated 'On the website'.



1.7 We asked in Question 6, 'What name do you think is the most appropriate for the Customer Service Charter? (Please tick one) Over (60%) of the surveys responded they would prefer to 'Keep the same - Customer Service Charter', (19%) Customer Promise, (17%) Customer Charter and only (4%) think 'Customer Offer' a more appropriate name. Two tenants missed or skipped this question.

1.8 We asked in Question 7, 'By what methods would you like to communicate for the Customer Service Charter? (Please tick all that apply). The common response, (46%) show 'Telephone' as the most popular choice, 'In person' received (20%) of the votes, 'Text messages' (18%), 'Email' (14%), 'Social Media' and 'Text phone' identical at (2%) and 'Interpreter' and 'Face Time' (1%).



1.9 In Question 8, we asked, 'Do you ever refer to the Tenancy Handbook that was given to you when you signed up for your tenancy?' The results were very close with (51%) affirming 'No' and (49%) declaring 'Yes'.

2. Summary findings and (if appropriate) actions are as follows

- 2.1 The survey suggests that the majority of tenants are familiar with our Customer Services Charter and use it as a point of reference
- 2.2 The majority of responders stated they would like to see a summery style document if the Charter was reviewed
- 2.3 Telephone and in person scored highly in reference to how people preferred to be contacted
- 2.4 The results reflect that we may need to do more to explain the importance of retaining and referring to the Tenancy Handbook
- 2.5 We will take all of the information provided in to account when carrying out our Customer Charter review

Thank you for taking part in the 2017 Postal Survey Four - Customer Service Offer