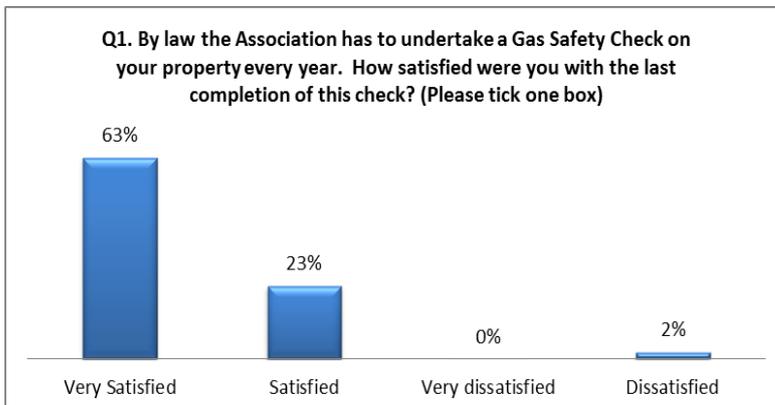


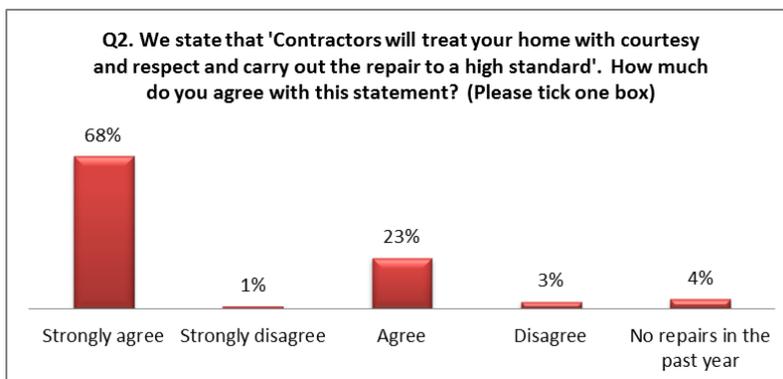
Arawak Walton Housing Association Postal Survey 3 2017 - 'Repair Service'

Summary: Of the 107 surveys sent out to our tenants, 92 were returned, an 85.98% 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 92 people who returned the survey will receive the fourth and final survey and stay in line to receiving a £20 gift voucher mid December 2017.

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 'Repairs Service' 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 said 'By law the Association has to undertake a Gas Safety Check on your property every year. How satisfied were you with the last completion of this check? Of the responses returned the majority (63%) indicated they were 'very satisfied', (23%) 'satisfied', with only a small percentage (2%) 'dissatisfied' with the check. Eleven of the replies left the question unanswered or mentioned that they did not have gas in the property.



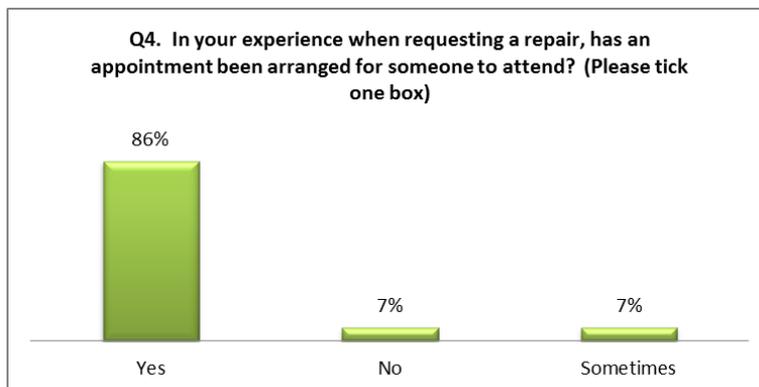
1.3 In Question 2, 'We state that Contractors will treat your home with courtesy and respect and carry out the repair to a high standard.' How much do you agree with this statement? The majority 'strongly agree', followed by (23%) who 'agree', (4%) stated they had 'no repairs in the past year', (3%) 'disagree' and only (1%) of the replies 'strongly disagree' with the statement.

1.4 We asked in Question 3, 'How important is it to you for contractors to do the following things? As presented in the table below, the vast majority (92%) agree its 'very

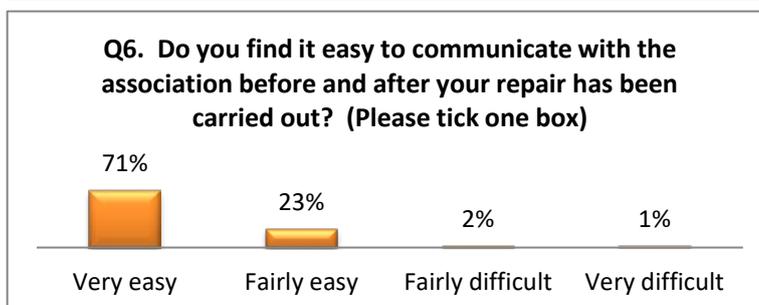
	Very Important	Fairly Important	Less Important	Not Important
Present ID badges on arrival	92%	4%	2%	1%
Contractor to be polite	76%	13%	11%	0%
Contractor to be tidy	83%	16%	1%	0%

important' that contractors 'present ID badges on arrival, (4%), 'fairly important', (2%), 'less important' and only '(1%), 'not important'. In respect of the 'contractor to be polite', (76%) agree and say it's 'very important', (13%) said 'fairly important' and (11%) say 'less important'. Over (83%) agree with the statement that it is 'very important' 'contractors to be tidy', 'fairly important', (16%) and (1%), thought it 'less important'. Thirteen of the replies received left parts of the question unanswered.

1.5 We said in Question 4, “In your experience when requesting a repair, has an appointment been arranged for someone to attend? The vast majority (86%) said ‘yes’, and (7%) jointly attributed to ‘no’ and ‘sometimes’. Only one responder left the question unanswered.

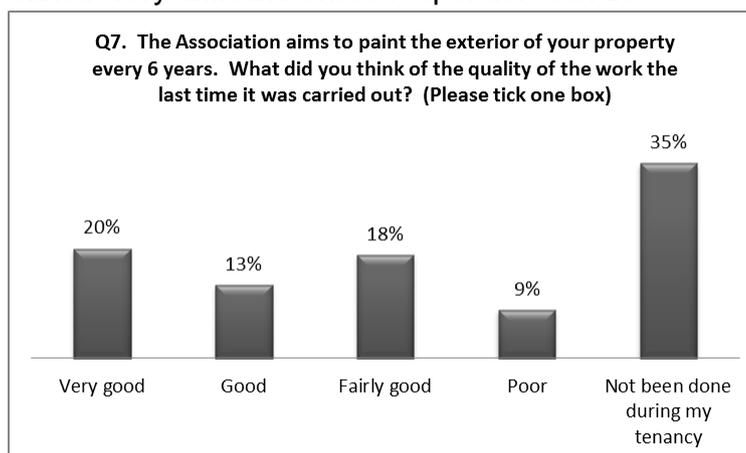


1.6 In Question 5 we stated ‘Having been given an appointment for your repair, has the appointment always been kept? Of the sample responses received (84%) said ‘yes’ and (7%) equally credited to ‘no’ and ‘sometimes’. Again, one responder left the question unanswered.



1.7 We asked in Question 6 ‘Do you find it easy to communicate with the Association before and after your repair has been carried out? Over (71%) agree it’s ‘very easy’, (23%), say it’s ‘fairly easy’, (2%) say ‘fairly difficult’ and (1%) stated ‘very difficult’. Three responders left the question unanswered.

1.8 In Question 7 we state ‘The Association aims to paint the exterior of your property every 6 years. What did you think of the quality of the work the last time it was carried out? Five respondents left the question unanswered. There was a moderate response to the result, (35%) state that this has ‘not been done during my tenancy’, (20%) say the quality was ‘very good’, (18%), ‘fairly good’, (13%), ‘good’ and (9%) think it ‘poor’.



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

2.1 **By law gas check** - 86% (94% in 2013) of residents are either very satisfied or satisfied with the gas checks and only 2% (6% in 2013) are dissatisfied.

Action taken: The two residents who informed they were dissatisfied:-

1. A gas safety record has been issued.
2. Attitude of contractors /engineer has been addressed.

2.2 **External painting** - 42% (95% in 2003) of residents said the external painting carried out is very good or good 9% (5% in 2003) said it has been poor. 35% (35% in 2003) said they have not been painted in the year of the survey.

Action: An independent survey on the standard of work will be carried out by our paint supplier representative (Dulux) and our maintenance inspector will also carry out a customer satisfaction survey on the properties included on 2017 cyclical painting programme.

Thank you for taking part in the 2017 Postal Survey 3 - Repair Service