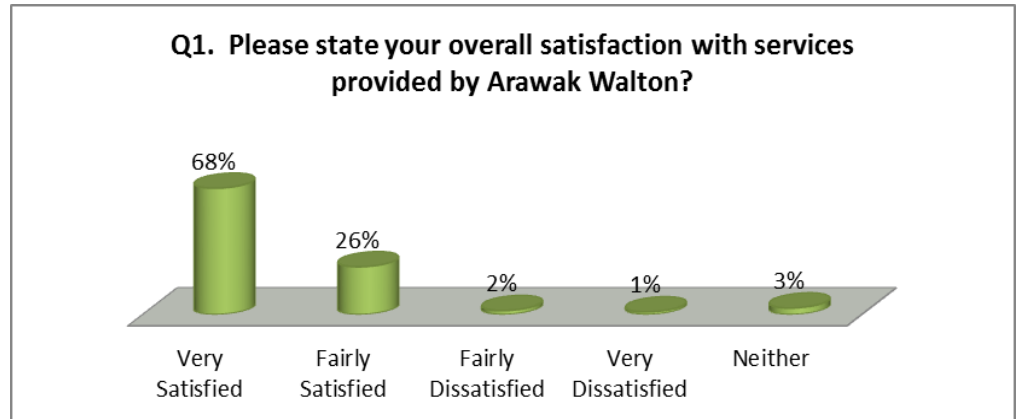


## Arawak Walton Housing Association 2017 Postal Survey One - Arawak Walton Services

**Summary:** Of the 1,031 surveys sent out to our tenants, 146 were returned, a **14.16%** return rate. The results here are based on the responses received where there were cases where some questions were skipped and/or went unanswered. The 146 people who returned the survey will receive the second of four surveys and stay in line to receiving a £20 gift voucher in 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 the services of Arawak Walton, 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.

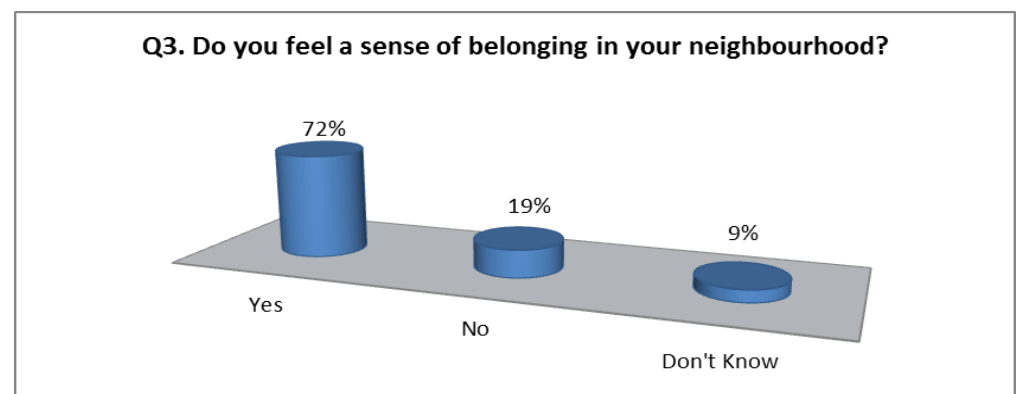
1.2 We said “Please state your overall satisfaction with services provided by Arawak Walton?” The majority (68%) were ‘Very Satisfied’, (26%) ‘Fairly Satisfied,’ only (3%) of the responses stated ‘Neither’, (2%) ‘Fairly Dissatisfied’ and (1%) ‘Very Dissatisfied’ with the services offered.



1.3 We asked you to “Please rate your satisfaction with your home?” Over half of those that responded (54%) were ‘Very Satisfied’, (34%) ‘Fairly Satisfied’, (6%) ‘Fairly Dissatisfied’, (3%) ‘Very Dissatisfied’ and (3%) ‘Neither’.



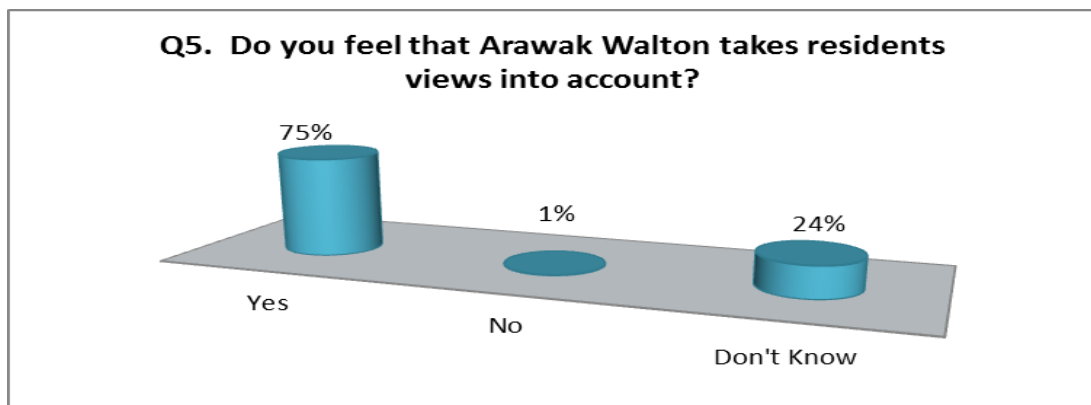
1.4 We asked you “Do you feel a sense of belonging in your neighbourhood?” The majority of replies (72%) said ‘Yes’, (19%) stated ‘No,’ and (9%) ‘Don’t Know.’



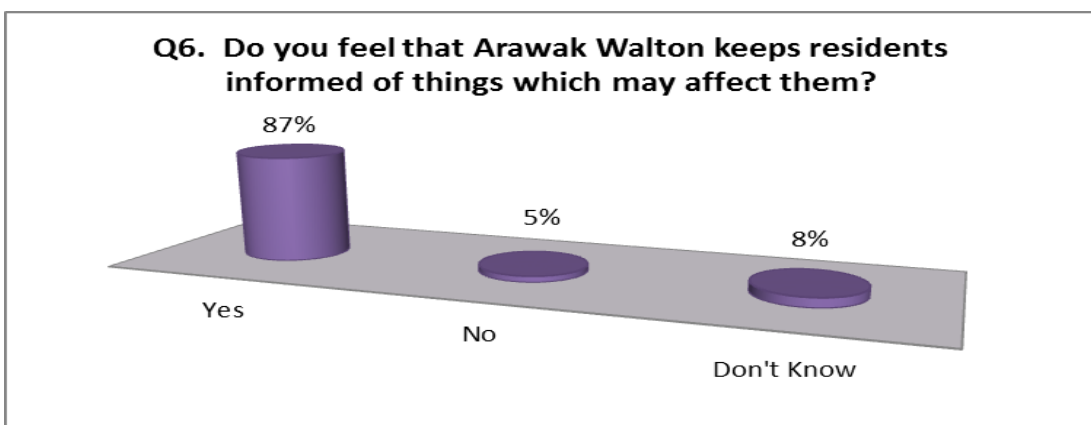
1.5 We said “Please rate your satisfaction with the way Arawak Walton deal with repairs and maintenance?” (63%) ‘Very Satisfied’, (26%) ‘Fairly Satisfied’, (4%) ‘Neither’ and (3%) for both ‘Fairly Dissatisfied’ and ‘Very Dissatisfied.’



1.6 We asked “Do you feel that Arawak Walton takes residents views into account?” (75%) of the replies received answered ‘Yes’, (1%) ‘No’ and (24%) ‘Don’t Know.’



1.7 We asked you “Do you feel that



Arawak Walton keeps residents informed of things which may affect them? The vast majority elected ‘Yes’, (5%) ‘No’ and (8%) Don’t know.

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

- 2.1 The findings of this survey are extremely positive. 72% of our residents stated that they feel a sense of belonging in their neighbourhood, which demonstrates that we are successful in our aim to create cohesive, multi –cultured, sustainable communities.
- 2.2 Only 1% of residents felt that we don’t take resident’s views into account, and only 3% felt dissatisfied with our services overall.
- 2.3 We will make contact with the 9% who expressed dissatisfaction with their home to identify the reasons for this and try, where possible, to address these.

**Thank you for taking part in Postal Survey One - Arawak Walton Services**