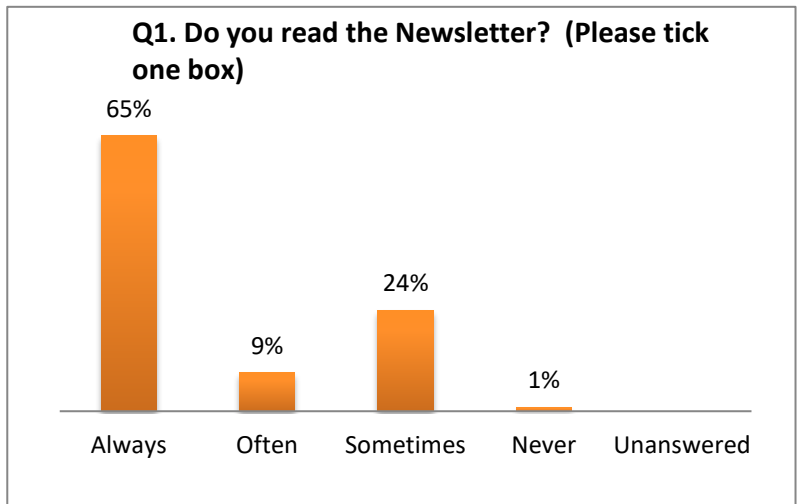


Arawak Walton Housing Association 2018 Postal Survey One - Arawak Walton Newsletter

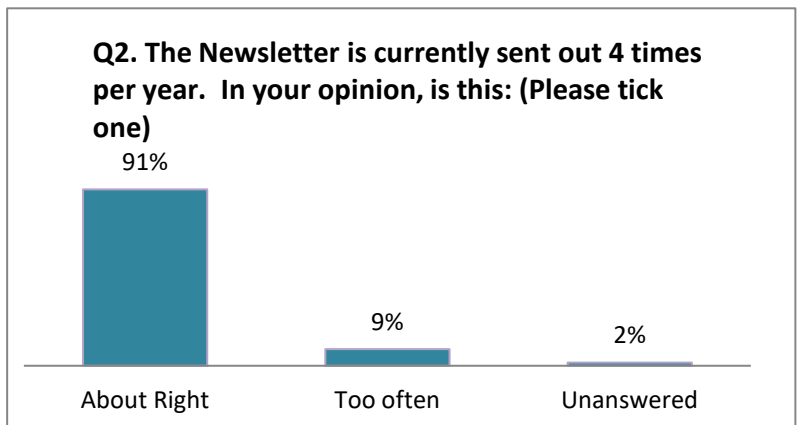
Summary: Of the 1,067 surveys sent out to our tenants, 122 were returned, an **11.43%** return rate. The results here are based on the responses received and where there were cases where some questions were skipped and/or went unanswered. The 121 people who returned the survey will receive the second of four surveys and stay in line to receiving a £20 gift voucher in December 2018.

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 about Arawak Walton newsletter.

Q1. We asked you “Do you read the Newsletter?” (Please tick one box)
The survey showed that the majority responded they ‘Always’ read the newsletter. (24%) ‘Sometimes’, (9%) ‘Often’ and (1%) said ‘Never.’ Many of the comments indicate they are happy to read the newsletter as they able to find out about what is happening in Arawak Walton.



Q.2. We said “The Newsletter is sent out 4 times per year. In your opinion, is this: - (Please tick one)...” Of the responses received, the majority (91%) elected “About Right” and only (9%) claiming it was ‘Too Often’.



Q.3. We asked tenants to tell us “What is your first Impression of the Newsletter? Numerous comments received remarked that it is “good and Informative”. They found it Interesting and gained knowledge about the community.

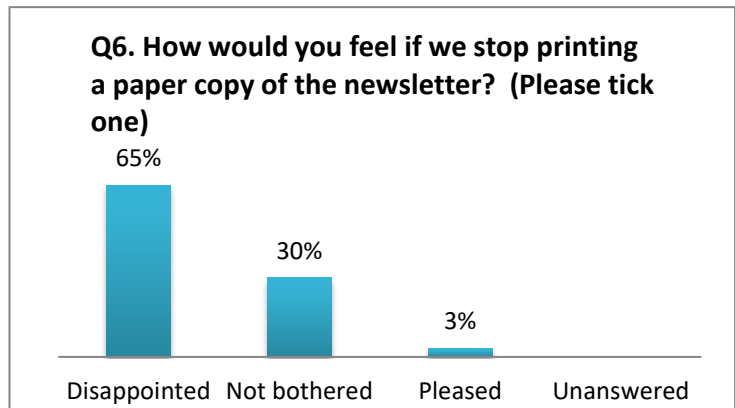
Q.4. We asked you “Is there anything you don’t like about the Newsletter? Some of the comments are below:-

- *I think the community news should be on the cover as it draws people in more and the information about the website on the last page.*
- *Nothing at all about anti social behaviour and how to cope with it.*
- *Nothing really everything about the newsletter is perfect and clear to understand.*

Q5. We said “If we were to include a new regular feature in the Newsletter, would you prefer: - (Tick all that apply) ...” the favourite at (34%) was ‘Money Saving Tips’; followed by ‘Recipe’ (23%); (20%) ‘Crossword’, (17%) ‘Gardening,’ and (5%) of the replies specified ‘Others’ who would like to see ‘health advice, travelling, about Anti-Social behaviour, D.I.Y tips, Community news, learning about the internet, and energy saving tips.

	Selected	%
Crossword	41	20%
Money Saving Tips	70	34%
Recipe	46	23%
Gardening	35	35%
Others (Please specify)	12	12%

Q6. We said “How would you feel if we stop printing a paper copy of the newsletter? (Please tick one) The overall response (65%) replied ‘Disappointed. Comments included ...”it (*newsletter*) will not reach people who do not have Internet access or those who do not have computer knowledge”. ‘Not bothered’ received (30%) of the responses, and only (3%) said ‘Pleased’.



Q7. We asked ‘Is there anything else you would like to tell us about the ‘Newsletter’ and the association?’

<ul style="list-style-type: none"> <i>I like to read the Newsletter. It keeps me informed on what is happening</i>
<ul style="list-style-type: none"> <i>Arawak Walton is still the best housing association in my opinion. The proof is that many tenants (including us) have been based with Arawak for years. The newsletter is another way of bringing tenants together.</i>
<ul style="list-style-type: none"> <i>Perhaps more work done on ASB & local issues Arawak is working on</i>
<ul style="list-style-type: none"> <i>Services I could access as a housing association tenant</i>

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

- 2.1 The majority of respondents value the Newsletter as they want to hear what is going on at Arawak Walton
- 2.2 The current frequency of the Newsletter is agreeable for the vast majority of respondents.

The responses to the postal survey indicate that tenants would value more community based features and news, and money saving advice.

- 2.3 This postal survey is part of a larger review of our Newsletter, being undertaken by the Tenants Quality Panel, and it will help to inform a findings report including recommendations.

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