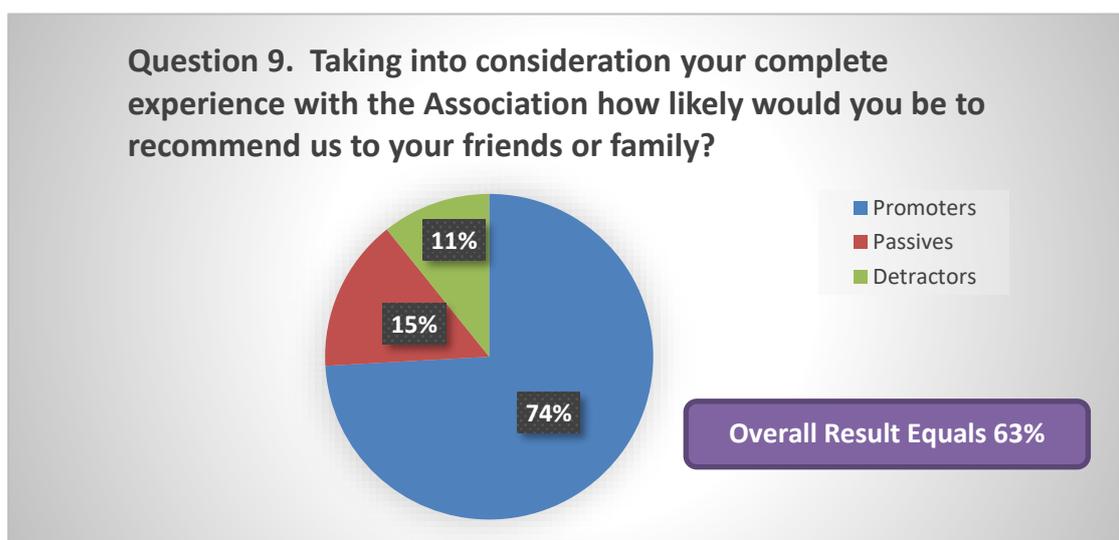


Arawak Walton Housing Association 2019 Postal Survey One - Customer Services Charter

Summary: Of the 1080 surveys sent out to our tenants, 120 were returned, a 11% return rate. The results here are based on the responses received and where questions were skipped and/or went unanswered. The 115 people who returned the survey will receive the second of four surveys and stay in line to receiving a £20 gift voucher in December 2019.

1. 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.
2. We have now completed the first postal survey on the Arawak Walton Customer Services Charter using the Net Promoter Score methodology to measure how you say we are performing and present the results below.
3. The Net Promoter Score rating is generated by adding up the total responses from each group to get the percentage, taking the group totals and dividing the total number of survey responses, then subtracting the percentage total of 'Detractors' from the percentage total of 'Promoters'
4. There are many organisations, when using the Net Promoter Score, that ask the question ... *"Taking into consideration your complete experience with the organisation how likely would you be to recommend us to your friends or family"* ... to measure customer satisfaction on an ongoing basis through their surveys.
5. The Customer Service Charter surveys overall result came out as 63% which is a very high score and suggests an excellent satisfaction rating.
6. The results also show a very high ratings for Question 1, where we asked you *"When contacting the office or visiting the office do you feel you are dealt with in a respectful manner?"* The question received an 84.96% rating.
7. For Question 2 a rating of 64.35% was achieved when we asked *"When contacting the office or visiting the office, do you feel you are dealt with in a respectful manner?"* The Association is committed to keeping the service as person centred as possible and invest in properties.



8. In Question 3, it shows respondents are very positive when asked about *"Do you feel we listen to you, and your views are taken into account on decisions that affect your community, your home and the services you receive, and furthermore supporting them when things go wrong"* rating at 52.17%. This may reflect the fact that we have staff in customer facing roles with the ability to react in a flexible way to solve problems like generic housing officers and maintenance inspectors who have the power to solve some issues.

2019 Postal Survey One Questions	NPS
Q1. When contacting the office or visiting the office do you feel you are dealt with in a respectful manner?	84.96%
Q2. Do you feel we provide you with a decent, safe home and a quality service?	64.35%
Q3. Do you feel we listen to you and your views are taken into account on decisions that affect your community, your home and the services you receive?	52.17%
Q4. How much do you feel that you know how the organisation is run, how decisions are made, and how you can get involved?	2.63%
Q5. Are you aware of the groups and panels we run that allow you as a tenant to influence decisions that affect your community, home and services you receive?	-2.61%
Q6. When viewing our complaints process online, how simple, clear and accessible do you feel it is?	9.38%
Q7. Do you feel you receive support and advice when things go wrong or your expectations aren't met by the Association?	32.14%
Q8. How easy do you think it is to access the information you need to make informed decisions and hold us as your landlord to account?	23.21%
Q9. Taking into consideration your complete experience with the Association how likely would you be to recommend us to your friends or family?	63.39%

9. Respondents were less positive about their knowledge of how the association is run and how we undertake Tenant Engagement rating 2.63% and -2.61%. These scores always come out less popular as they don't directly affect tenants' lives.
10. There was a low rating for the online complaints process rating 9.38% and many respondents pointed out that they did not use the internet and had never visited the web site.
11. Respondents were more positive about getting support and getting information to hold us to account rating 32.14% and 23.21%.

12. Summary findings and (if appropriate) actions are as follows: -	
12.1	The National Housing Federation has recently launched the "Together With Tenants" initiative to build Housing Associations relationships with tenants. The Customer Services Charter supports this initiative and the Associations Tenants Quality Panel will be assessing the extent that the charter meets the standards set out within the initiative.
12.2	The awareness of Tenants Quality Panel is low, and the review will consider how this can be improved.
12.3	There is a low awareness of the online services provided by the Association and there will be more information provided to tenants to make them more aware of these services.

Thank you for taking part in Postal Survey One