

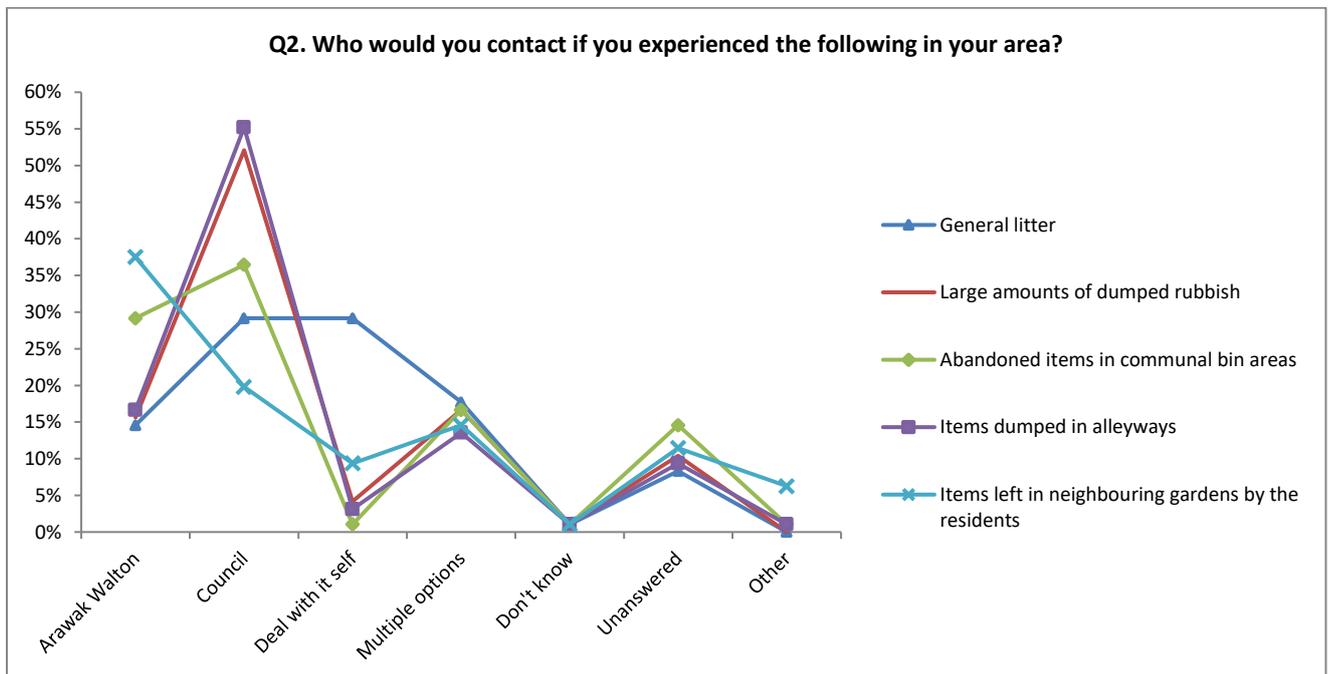
Arawak Walton Housing Association 2018 Postal Survey Three - Fly Tipping

Summary: Of the 125 surveys sent out to our tenants, 96 were returned, a **76.8%** return rate. The results here are based on the responses received and there were cases where some questions were skipped and/or went unanswered. The 96 people who returned the survey will receive the fourth of four surveys and stay in line to receiving a £20 gift voucher in December 2018.

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. The survey was carried out by means of a questionnaire, consisting of enquiries about fly tipping in their area.

Q1. We asked you *“Do you feel that Fly Tipping is an issue in your area?”* The survey showed the majority that responded feel there is an issue with fly tipping in their area (74%). Many of the replies from those that have experienced fly commented that it was an ongoing issue with people tipping anything from general litter to TVs and sofas, making the roads and pavements untidy subsequently encouraging pests.

Q2. We asked *“Who would you contact if you experienced the following:-“*. Of the responses received, most people would contact the council if they experienced large amounts of dumped rubbish (52%), abandoned items in communal bin areas (36%), items dumped in alleyways (55%) and general litter (29%). 29% of tenants also responded that they would deal with general litter themselves. For items left in neighbouring gardens by the residents, most would contact Arawak Walton (38%). A number of residents noted the nature of the situation would impact who they would contact.

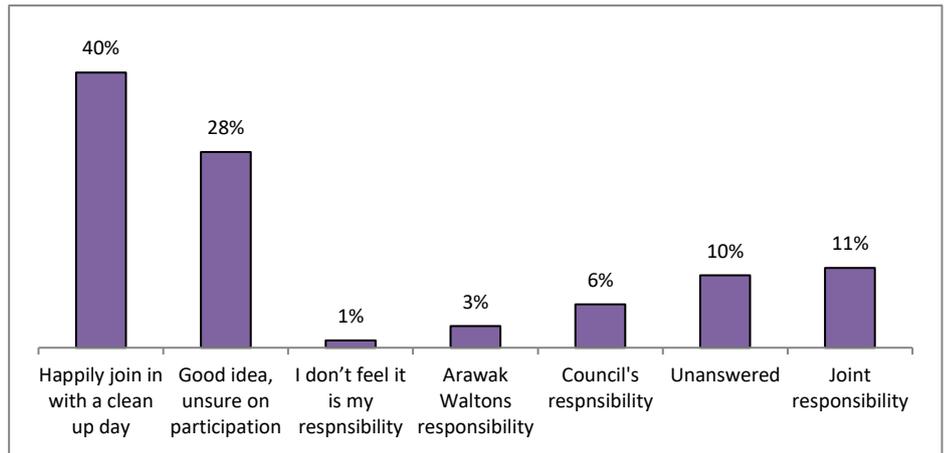


Q3. We asked *“Q3. Do you have any ideas as to how to discourage people from fly tipping?”* Some categories and comments are summarised below:-

- Council support: regular visits, assistance getting to local tips, education on dangers/hygiene.
- Penalties: aversive actions to reduce fly tipping, fines, community clean up, prosecution.
- Neighbourhood watch or CCTV to deter people from being caught.
- Advertisement: information posters, importance and consequences of fly tipping
- Designated areas with large bins/skips.

Q4. We asked “Q4. If we organised a residents clean up day in your area how would you feel?”

The majority of people would happily join in with a clean up day in their area (40%) with a further 28% believing it was a good idea but unsure on whether they would participate. A small number of residents believed there is a joint responsibility between Arawak Walton, the council and themselves (11%) to maintain the cleanliness of their areas. Some comments were made on



their desire to help with a clean up but unable due to ill health or disability. Alternative comments proposed whilst a clean up would be good, it would not solve the problem from re-occurring.

Q5. We asked “On occasion people can leave unwanted items in communal bin areas but the refuse removal staff will not remove them as part of the normal collection. Do you think it is reasonable for the removal of fly tipped items to be included in communal service?” There was a fairly even split of responses to this question, with 43% agreeing fly tipping to be included in communal service and the slight majority disagreeing (48%). The remaining residents were unsure (2%) or did not answer (7%) leaving comments indicating it would be unfair to others and the service could be abused.

Q6. We asked “If someone is caught in the act of fly tipping what do you think the penalty should be? Those who responded offered different insights on the appropriate penalty to fly tipping including, being issued a warning (24%) or a fine (22%) or being charged for the removal of rubbish (20%). 13% of residents indicated multiple penalties could discourage fly tipping.

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

The current Anti Social Behaviour Policy is being reviewed and the findings from this survey will be used to inform a shape this review.

The survey highlighted that a mix of actions are required to combat Anti Social Behaviour that are proportionate to that Behaviour and that the less serious should be deal with by residents or ignored.

The final policy will be agreed with the Board of Management and the new policy publicised through the newsletter, web site and social media.

The survey highlighted a range of common themes across different locations of the Associations properties. The Housing Services Team will consider all the comments and investigate the individual reports and implement an action plan to resolve problems where appropriate.

The survey also highlighted areas where some criminality might be taking place and part of the Housing services action plan will be to engage other agencies to tackle this behaviour.

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