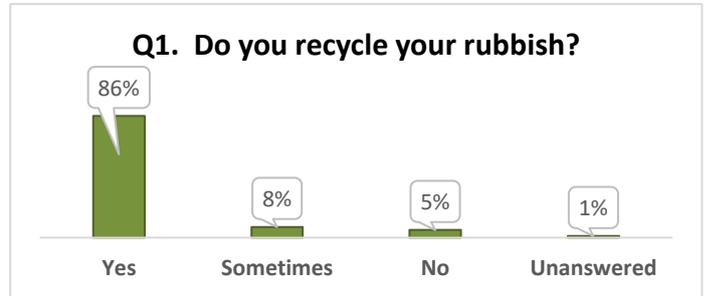


Arawak Walton Housing Association 2019 Postal Survey 2 - Fly-Tipping Part 2

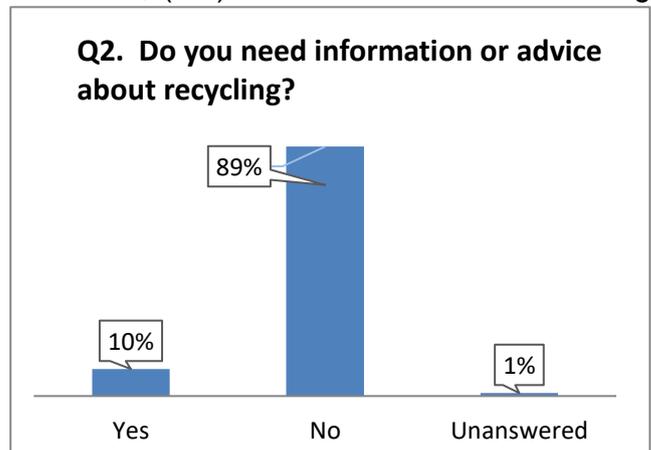
Summary: Of the 119 surveys sent out to our tenants, 93 were returned, a **78.15%** return rate. The results here are based on the responses received however, there are cases and where some questions were skipped and/or went unanswered. The 93 people who returned the survey will receive the third of four surveys and stay in line to receiving a £20 gift voucher in December 2019.

1.0 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 and recycling.

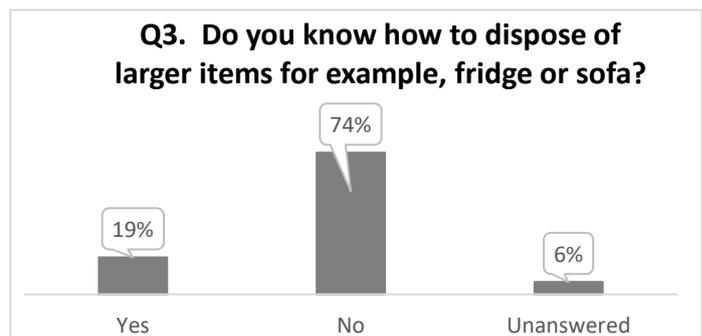


1.1 In Question 1, we asked you *“Do you recycle your rubbish?”* Of the sample responses received the vast majority (86%) indicated they do recycle signifying that many tenants are embracing the call to recycle where possible. Only (8%) said ‘Sometimes’, (5%) stated ‘No’ and the remaining (1%) recorded were where the question was skipped or went unanswered.

1.2 In Question 2, we asked *“Do you need information or advice about recycling?”* It’s very encouraging to see that (89%) of the returned surveys received tell us that the majority of our tenants have detailed knowledge about recycling and are aware of the impact waste is having on our environment and people.



1.3 In Question 3. We asked *“Do you know how to dispose of larger items for example, a fridge or sofa?”* Over (74%) of the responses indicate a lack of awareness of the facilities available to assist them should they chose to dispose of large bulky items, (19%) said ‘Yes’ and the remaining 6% missed or left the question unanswered.



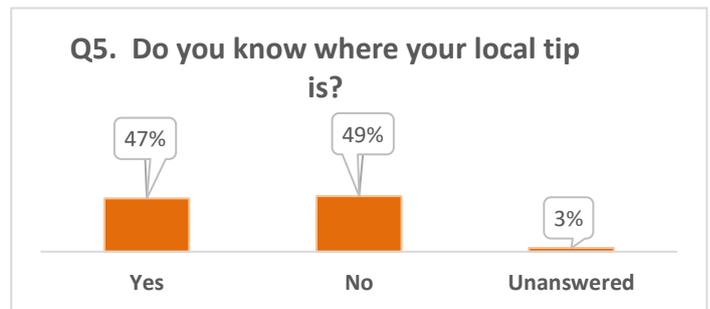
1.4 Question 4 was left open for your opinion and/or comments listed below as we asked you -

“What stops you, or would stop you, from recycling?”

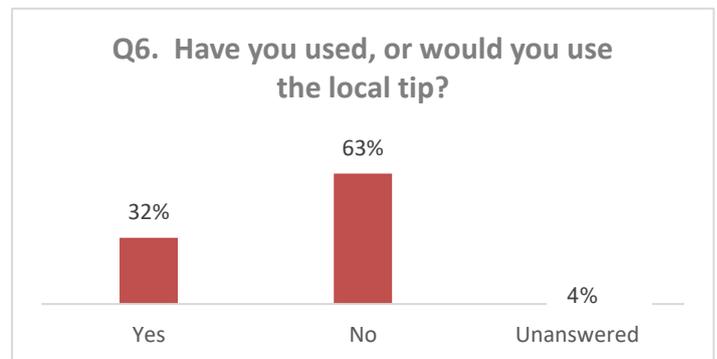
• I do some but it should not be my job.	• No, mostly I do recycling.
• Nothing!	• Nothing. Me and my family love recycling.
• Overflowing bins	• Nothing stops me at the moment as I'm fit and able.
• Nothing would stop me as long as I have the bins	• I have never been told by the council or Arawak Walton that I have to recycle my household waste.
• Not having somewhere to put the rubbish.	• Nothing stops us from recycling; a lack of bins or bins being too small can be a problem.
• Not having correct bins.	• Fees paid to local council for its removal.
• Money and distance.	• Nothing, we recycle everything.
• I can't move around as I would like to - I have got a bad foot.	• If recycling bins were not provided.

<ul style="list-style-type: none"> Nothing, I always recycle. 	<ul style="list-style-type: none"> Remembering!
<ul style="list-style-type: none"> Nothing. 	<ul style="list-style-type: none"> None. Don't see any reason to stop.
<ul style="list-style-type: none"> Can't get to the tip. 	<ul style="list-style-type: none"> When bins are not used appropriately.
<ul style="list-style-type: none"> Less information about recycling. 	<ul style="list-style-type: none"> Transport.
<ul style="list-style-type: none"> Nothing would stop me from recycling. I find it a very good thing. 	<ul style="list-style-type: none"> Nothing unless I am told so.
<ul style="list-style-type: none"> Nothing, we do it as a street project. And we recycle gifts. 	<ul style="list-style-type: none"> Need information on how to recycle large items.
<ul style="list-style-type: none"> Some uncertainty over what can be recycled e.g. bottle tops etc. 	<ul style="list-style-type: none"> To me I do recycling all the times.
<ul style="list-style-type: none"> Not having the right bins which I have. 	<ul style="list-style-type: none"> I would try to recycle all the time.

1.5 In Question 5, 'We asked you "Do you know where your local tip is?"' There was a moderate response to this enquiry where (49%) of the responses replied that they do not know where their local tip is, (47%) said 'Yes' and (3%) skipped or left the question unanswered.



1.6 In Question 6 we asked you 'Have you used, or would you use the local tip?' Although the majority (63%) said 'No' there were feasible reasons as to why which are listed below; (32%) said yes and again the remaining (4%) failed to answer or skipped the question.



- “I cannot use the local tip because I'm in a wheelchair.”
- “I can't lift heavy things.”
- “If I know where it is!”
- “I use a local company to collect my rubbish.”

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

- The responses suggest that most tenants believe they are recycling, however there is certainly some work to be done around education about recycling, especially with regards to large items.
- There is still a minority of tenants who do not see recycling as their responsibility and believe that the money they pay to the Local Authority via council tax should cover this.
- 'Not having the correct bins' is a statement that needs to be explored further, as are the problems described around recycling at communal schemes.

ACTIONS

- We will include information about where local tips are located and how to dispose of large items on our website, and we will also send this information out via text message.
- We will include a Newsletter feature to help tenants better understand why recycling is important and the impact they can have.
- We will continue to work with the Local Authorities to give tenants information about what can be recycled and how to do it.
- Individual comments will be addressed by the relevant housing officers.