

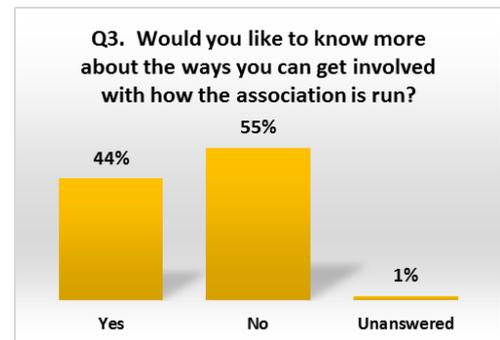
## Arawak Walton Housing Association 2019 Postal Survey 3 - Customer Service Charter Part 2

**Summary:** Of the 93 surveys sent out to our tenants, 82 were returned, an **89%** return rate. The results here are based on the responses received however, there are cases where some questions were skipped and/or went unanswered. The 82 people who returned the survey will receive the fourth and final survey and stay in line to receive a £20 gift voucher in December 2019.

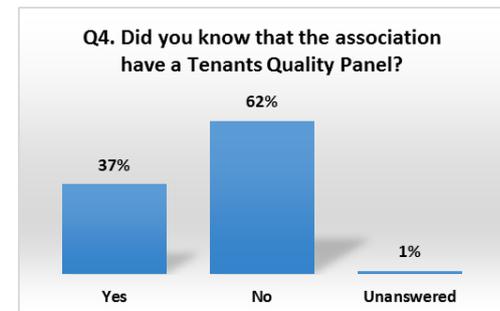
Arawak Walton is committed to ensuring that residents are able to give their views and take part in the decision-making process in a way that fits with their lifestyle and commitment. The survey was carried out by means of a questionnaire, consisting of enquiries on our Customer Service Charter. The purpose of the survey was to further explore the 'poor' results from Postal Survey 1, Customer Service Charter specifically:

2019 Postal Survey One Questions	NPS
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%
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%

Therefore, in relation to the Customer Service Charter 3 - Part 2 survey we asked you in Question 2, "*Would you like to know more about how the association is run?*" Over half the tenants responses (56%) were interested, (44%) said 'No' and the remaining (1%) missed or left the question unanswered.



In Question 3, we asked "*Would you like to know more about the ways you can get involved with how the association is run?*" The results showed (55%) of the returned surveys received disappointingly do not want to know how the association is run, (44%) answered 'Yes' and (1%) missed or left the question unanswered.



We asked you in Question 4, "*Did you know the association have a Tenants Quality Panel?*" Over (62%) responded 'No'; (19%) said 'Yes' and the remaining (1%) missed or left the question unanswered.

Question 5 follows on from Question 4 where we asked, if you know of the Tenants Quality Panel, do you know what they do? And which was left open for your opinion and/or comments which are recorded below: -

### Q5. If yes, do you know what the Tenants Quality Panel do?

<ul style="list-style-type: none"> <li>• Get involved in making changes or improvement with home for renting etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Yes, I do know because I am a member of the TQP.</li> </ul>
<ul style="list-style-type: none"> <li>• No, I'm not sure.</li> </ul>	<ul style="list-style-type: none"> <li>• Maybe a piece in the next newsletter would be informative</li> </ul>
<ul style="list-style-type: none"> <li>• It inspects closely the work done by the association and reports back with the findings. It works on recommendation for a way forward.</li> </ul>	<ul style="list-style-type: none"> <li>• I think they discuss with the H.A. about what's going to happen or any proposals for the future.</li> </ul>
<ul style="list-style-type: none"> <li>• Make sure everybody knows their job, work as a team, go the extra mile and smile to tenants, make a happy ship.</li> </ul>	<ul style="list-style-type: none"> <li>• Getting involved, making suggestions, coming up with ideas for the area we live in.</li> </ul>

<ul style="list-style-type: none"> <li>I don't know much about the Tenants Quality Panel. I'm a tenant.</li> </ul>	<ul style="list-style-type: none"> <li>Discussions about topics relating to tenants and upcoming events.</li> </ul>
<ul style="list-style-type: none"> <li>Not really. Hoping to find out more when I am invited.</li> </ul>	<ul style="list-style-type: none"> <li>Work with the association to suggest improvements and ensure a quality service is provided.</li> </ul>

In Question 6, we asked "Would you be interested in joining the Tenants Quality Panel? Overwhelming (79%) responded 'No'; (16%) 'Yes' and the remaining (5%) missed or left the question unanswered.

Q7. We said, 'Do you have any ideas or suggestions as to how tenants could be more involved in the running of the association?' The majority (77%) replied 'No'; (13%) 'Yes' and (10%) missed or left the question unanswered. Some of the comments are below: -

**Q7. Do you have any ideas or suggestions as to how tenants could be more involved in the running of the association?**

It would be easier to answer this question if I knew more about the TQP and what they do.	Maybe neighbourhood meeting telling people about things going on near them.
By receiving updates either by email or text messages.	Maybe vote by post. A bit like this evaluation form.
They could meet with the tenants with Q/A.	Tenant Quality Panel updates on current issues.
I'm a tenant, I don't want to involve myself in running of the association.	No comment at this moment.
If periodic gatherings/meetings are arranged on the level of every project to discuss problems/suggestions etc	Tell us what is going on.
Use these surveys to better effect, to gauge opinion on decision making.	Not sure.

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

- There is some appetite from tenants to know more about how the Association is run, though the extent of this is arguably over represented by the survey results, given that the survey respondents form the most 'interested' portion of our tenant base.
- The majority of those expressing interest to know more do not want to be directly involved in the running.
- We need to raise awareness of the TQP. Currently we do this at 6-week visits, via our Newsletter and via word of mouth during the course of Housing Officers undertaking their housing management functions. We can use the upcoming Tenant's strategy session in November to explore other ways of raising awareness.
- Those who are aware of the TQP have a good understanding of the work it undertakes.
- We will review the specific responses to Question 5, and Housing Officers will contact those tenants who expressed an interest in joining the TQP.
- We need to consider a range of alternative engagement methods and as mentioned above will use the upcoming Tenant's strategy session in November to explore other methods. We can also review the specific responses to Question 6 and consider the ideas put forward by tenants.