

# Arawak Walton Housing Association - Survey 4 Community Responsibility 2019

**Summary:** Of the 82 surveys sent out 71 were returned, which is an 86% return rate. The results here are based on those responses received, however, there are cases where some questions were skipped and/or went unanswered. The 71 people who had returned all four surveys for 2019 received a £20 Asda gift voucher.

**1.1. Introduction:** The purpose of the survey was to look at how tenants see the responsibilities of themselves, the association, other residents and other services/agencies in the community. Our aim for repeating this survey was to discover how much attitudes have changed since publishing the original questionnaire in 2009 and most importantly, to ensure that the survey focusses on the responsibilities of the association, other organisations and the role of the tenant within the community. In 2009 the results were based on 61 returned questionnaires, compared to 95 in 2014. It is important however to note that some respondents did not answer every question on the questionnaire.

**1.2.** We asked, 'You are concerned that you have not seen your elderly neighbour for 2 weeks - What action would you take?' The overall majority (74%) said that they would 'knock on the door' which is a considerable (16%) increase compared to 2009; 19% of respondents in 2009 said that they would 'do nothing' compared to just 3% in 2014. Only 7% of respondents in 2014 would 'contact the police' compared to 13% in 2009. There was little difference in the results where tenants stated they would 'contact the landlord'.

**1.3.** We said 'The house across the road has been burgled and the occupants are very upset - What action would you take?' In 2009, 59% of responses show they would enquire about introducing a 'Home Watch Scheme' compared to only 20% in 2014; 38% said they would 'offer their sympathies' to the occupants compared to 42% in 2009. There was little difference for those who indicated that they would 'seek security advice for their own home' and those who would 'ask around for information on the culprits to give to the police'. However a larger percentage (9%) would do nothing in 2014, compared to 3% in 2009.

**1.4.** We said, 'Your neighbour constantly leaves their wheelie bin in the back street with bin liners spilling rubbish onto the floor attracting vermin - What action would you take?' In 2009, 50% said they would 'contact the landlord' compared to 41% in 2014. There was minimal difference (3%) for those who would 'contact the council', compared to 2009 and an increase of 11% in 2014 where more tenants said that they would 'politely ask' the neighbour to take more care when disposing of their rubbish.

**1.5.** We said 'A group of young people are writing graffiti on a neighbour's wall - What action would you take?' The majority of replies for 2014 (50%) stated they would report the incident to the housing association as opposed to 2009 (39%). 'Approaching the group' and 'getting support before approaching the group' were scored the same in both 2009 and 2014. More people chose to

## Q1. You witness someone in a distress state crying and shouting in your neighbour – What action would you take?

Attempt help	55%
Contact the police	18%
Alert others	14%
Do nothing	3%
Other	7%
Unanswered	3%

## Q2. The pavement and road outside your home is uneven and the tarmac has worn away – What action would you take?

Contact landlord	39%
Petition council	6%
Council to repair	45%
Do nothing	4%
Other	3%
Unanswered	3%

## Q3. A group of young people are writing graffiti on a neighbour's wall – What action would you take?

Approach group	14%
Get support	7%
Report housing	45%
Report police	28%
Do nothing	3%
Other	2%
Unanswered	3%

## Q4. Your neighbour constantly leaves their wheelie bin in the back street with bin liners spilling rubbish onto the floor attracting vermin – What action would you take?

Politely ask	15%
Contact landlord	37%
Contact council	37%
Do nothing	3%
Other	3%
Unanswered	

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contact the police in 2009 (38%) than in 2014 (20%).

1.6. We said 'You witness someone in a distressed state crying and shouting in your neighbourhood - What action would you take?' In both 2014 and 2009, 42% of tenants said they would attempt to help. 36% would contact the police in 2014, compared to 28% in 2009. There was a 17% decrease in the numbers of people who would 'alert others and approach the person' from responses in 2009. Less people (7%) would do nothing in 2014 compared to 2009 (11%).

<b>Q5. – You are concerned that you have not seen your elderly neighbour for 2 weeks – What action would take?</b>	
Knock on door	69%
Contact police	7%
Contact landlord	21%
Do nothing	1%
Other	1%
Unanswered	1%

1.7. We said 'The pavement and road outside your home is uneven and the tarmac has worn away - what action would you take?' Of the responses received, 44% said they would contact the landlord to address the problem as opposed to 32% in 2009. There is a difference of just 1% between 2009 and 2014 for those who chose to contact the council and ask them to repair the tarmac. More people (8%) would 'do nothing' in 2009, compared to 2014 (4%).

<b>Q6. The house across the road has been burgled and the occupants are very upset - What action would you take?</b>	
Offer Sympathy	44%
Security advice	15%
Home Watch	21%
Find information	10%
Do nothing	4%
Other	3%
Unanswered	3%

1.8. We said 'Persons unknown to you are repeatedly 'dumping' unwanted items of furniture in your neighbourhood - What action would you take?' A majority of 54% said they would ask 'the council to move the items' in comparison to 51% in 2009; 27% would contact the housing association and ask for an environmental 'clean-up' day compared to 32% in 2009. Again, there was a difference of just 2% less of people who would contact the housing association and ask them to move the items in 2014, compared to 2009.

<b>Q7. Persons unknown to you are 'dumping' unwanted items of furniture in an area in your neighbourhood – What action would you take?</b>	
Clean up	35%
Council move	46%
HA move	13%
Remove yourself	1%
Do nothing	3%
Other	1%
Unanswered	1%

### 2.0 Summary and Actions

2.1. Many thanks for all the comments they were made in response to these surveys and some mentioned problems with fly tipping and anti-social behaviour. These comments have been passed onto the Housing Officer for these areas who will take action to try and address the problems.

2.2. Some comments were very positive some declaring their pride in the local community and some more worrying pointing out the lack of communication between neighbours. We will continue to support community initiatives through our Engagement Strategy to try to improve the atmosphere in neighbourhoods.

2.3. The survey throws up some interesting developments since 2009 most notably the increase in the number of people who would visit a neighbour if they were worried about them and the decrease in the use of Home Watch Schemes.

2.4. Overall it is heartening to see that only small numbers would take no action in the face of community problems.

**May we take this opportunity to thank you for taking part in all the Postal Surveys carried out in 2019.**