

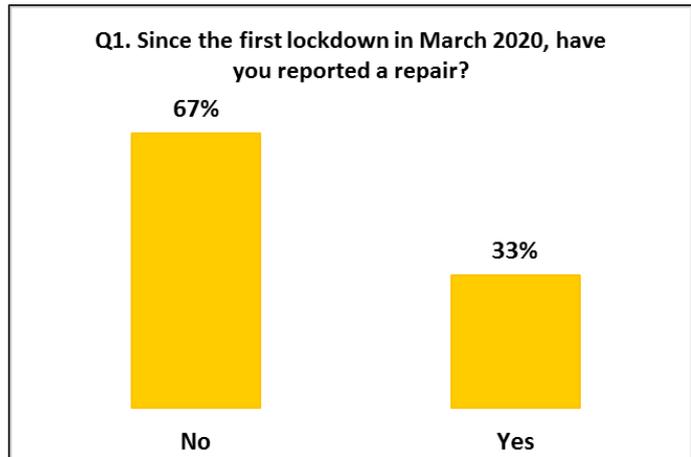
Arawak Walton Housing Association

Postal Survey One March 2021 - Arawak Walton's Response to the Pandemic

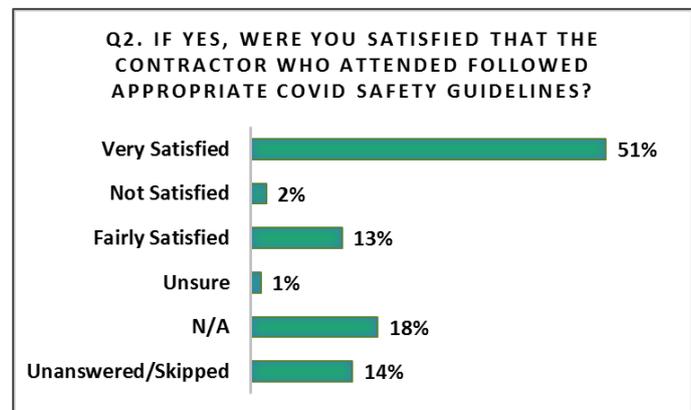
Summary: Of the 1,131 surveys sent out 138 were returned, which is a 12% return rate. The results here are based on the 138 responses received, also bearing in mind there are cases where some questions were skipped and/or went unanswered.

1.0 Introduction: Arawak Walton is committed to ensuring that residents can 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 the theme of Arawak Walton Housing Association's Response to the Pandemic, which was also available to complete online.

1.1. For Question 1, we asked "Since the first lockdown in March 2020, have you reported a repair? Our findings revealed (67%) stated 'Yes', they reported a repair and thereafter (33%) indicated 'No'. No-one skipped or left the question unanswered.

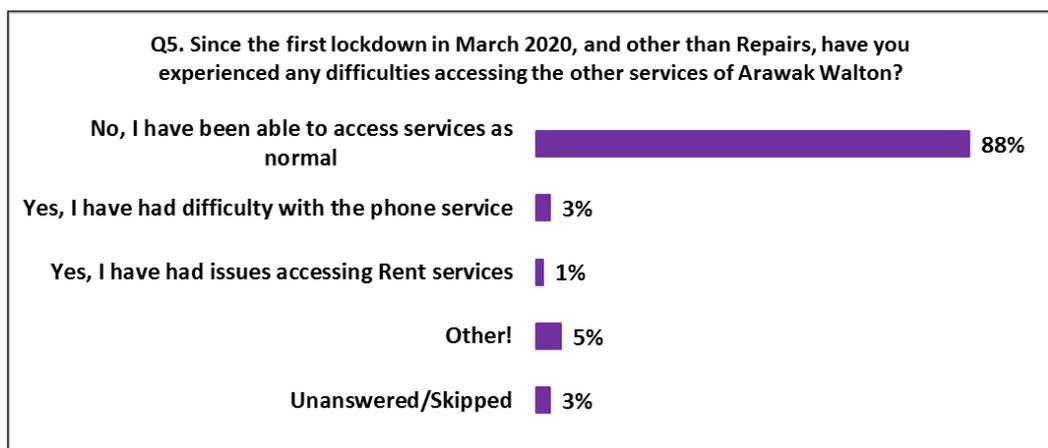


1.2. In Question 2, which follows on from Question 1 about repairs, we asked, "If yes, were you satisfied that the contractor who attended followed appropriate Covid safety guidelines?" Just over half of the replies (51%) responded 'Very Satisfied'; 'N/A (not applicable)' at (18%); 'Fairly Satisfied' accounted for (13%) of the replies; 'Not Satisfied' (2%); 'Unsure' (1%) and. The remaining (14%) skipped or did not answer the question.



1.3. In Question 3, we said "If you reported a repair and asked to wait longer than usual for the work to be completed were the reasons why clearly explained to you? The results were evenly spread as (33%) indicated the question was 'N/A (not applicable); (29%) believed 'Yes', the reasons were clearly explained; (20%) selected 'No'; the total count for 'To a certain degree' came in at '(7%)' and (12%) left the question unanswered or it was skipped.

1.4. In Question 4 we stated that "For large parts of the lockdown, our office in Ardwick has been closed for physical and public visits. Has this caused you any inconvenience?"



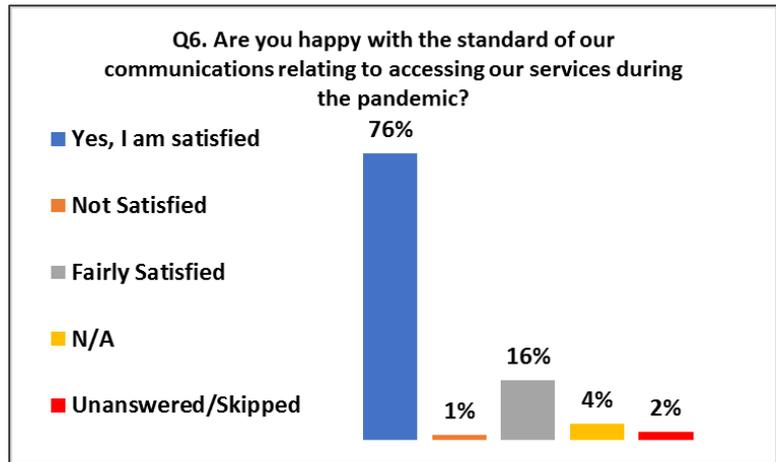
The vast majority (90%) elected 'It did not affect me', which is pleasing to see. Only (5%) decided

that 'On a few occasions it was inconvenient'; whilst (4%) specified 'Yes, to a great degree'. A small amount (1%) of the responders failed to answer or chose to skip the question.

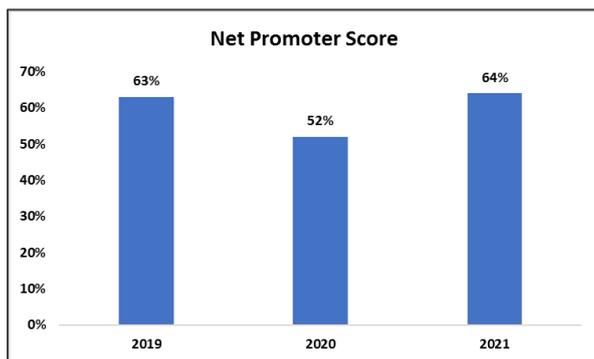
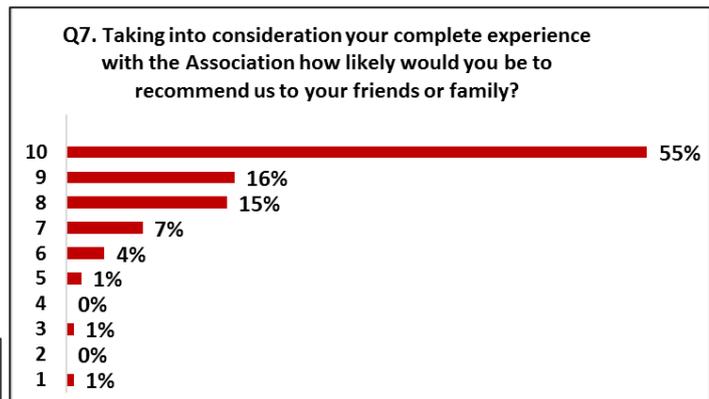
1.5. In Question 5 we asked you "Since the first lockdown in March 2020, and other than Repairs, have you experienced any difficulties accessing the other services of Arawak Walton? A vast number of votes (88%) said 'No, I have been able to access services as normal', another pleasing result; a low (5%) chose 'Other' (3%), 'Yes, I have had difficulty with the phone service', (1%) 'Yes, I have had issues accessing Rent services; and again (3%) failed to answer or skipped the question.

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1.6. In Question 6 we asked you, "Are you happy with the standard of our communications relating to accessing our services during the pandemic? Over half of the responses received (76%) 'Yes, I am satisfied'; (16%) 'Fairly Satisfied', (1%) 'Not Satisfied'; (4%) 'N/A (not applicable) (2%) skipped or left the question unanswered.



1.7. Using the scale of 1 for 'Very Unlikely' and 10 for 'Very Likely' we asked you in Question 8 "Taking into consideration your complete experience with the Association how likely would you be to recommend us to your friends or family? Of the responses received only (3%) skipped or did not answer the question but either way, as displayed in the graph below over half of the responses said they would 'Very Likely, recommend the Association which is a 9% increase on a previous survey on the same question which again is encouraging to see.



This question is used to provide a "Net Promoter Score" which can be compared to other organisations. This result gives the Association a Net Promoter Score of 64% which is 1% higher than the same survey in 2019 and 12% higher than 2020.

2.0	SUMMARY
2.1	Relating to question 3, we acknowledge that in certain parts of the lockdown we had to suspend non urgent repairs meaning tenants had to wait longer than usual. At this time this was an instruction set out by the Government as part of lockdown legislation. We also had the safety of both our tenants and our contractors at the forefront of our minds.
2.2	We note that 90% of respondents were not affected by the office being closed. This was good news that people did not feel inconvenienced. Now that lockdown is easing, we have reopened the office to the public with walk in access from 9am to 5pm from Monday to Friday.
2.3	It appears that overall customers were satisfied with the level of access to services, communications, and safety measures.

ACTIONS

We have reopened the office to the public with walk in access from 9am to 5pm from Monday to Friday