

Arawak Walton Housing Association

Postal Survey Two - June 2023 - Estate Management

Summary: Of the 101 questionnaires sent out 75 were returned, a 74.26% return rate. The results here are based on the 75 replies received, bearing in mind that there are cases where respondents picked more responses to an enquiry than asked for, and for this reason responses could not be included in the data since it becomes difficult to measure. In addition, 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. This survey was carried out by means of a questionnaire, consisting of enquiries on the theme 'Estate Management', which was also available to complete online. The survey was first carried out in November 2021. The aim for repeating this survey, amongst many things is to compare the results of 2-years ago and evaluate the adjustments the Association made following that survey; how much attitudes have changed and whether our services are still meeting the needs of our tenants. In 2021 the results were based on 71 returned questionnaires compared to 75 returned this time round.

1.1. In Question 1, we asked "How often would you expect estate inspections in your area to be carried out?" In 2023 (29%) of our tenants voted for estate inspections to be carried out 'Every 6 months' compared to (30%) in 2021. In second place (28%) of tenants decided 'Every 3 months' was adequate compared to (31%) in 2021. In third place, 'Annually' accounted for (21%) of the votes in 2023 contrasted to (23%) in 2021. Checks on a 'Monthly' basis took (16%) of the responses as opposed to (14%) in 2021. The remaining (4%) skipped or failed to answer the question in 2023 in contrast to (3%) in 2021. Only 1 tenant decided there was 'No need to inspect,' whereas there were no votes against this in 2021. In summing up, the rise or fall between the numbers over the 2-year period show marginal differences.

1.2. For Question 2, we asked "How would you rate each of the following issues below in your community?"

The results under each corresponding year are presented in the table below.

| Q2. How would you rate each of the following issues below in your community? | Not a Problem | | Slight Problem | | Serious Problem | | Unanswered | |
|--|---------------|------|----------------|------|-----------------|------|------------|------|
| | 2023 | 2021 | 2023 | 2021 | 2023 | 2021 | 2023 | 2021 |
| Abandoned Vehicles | 48 | 39 | 15 | 18 | 5 | 7 | 7 | 7 |
| Anti-social behaviour | 32 | 30 | 21 | 23 | 13 | 12 | 9 | 6 |
| Cleanliness/Tidiness | 21 | 20 | 29 | 30 | 22 | 18 | 3 | 3 |
| Fly-tipping | 23 | 19 | 29 | 23 | 21 | 24 | 2 | 5 |
| Graffiti | 49 | 46 | 16 | 12 | 3 | 6 | 7 | 7 |
| Hate Crime | 52 | 44 | 8 | 9 | 7 | 10 | 8 | 8 |
| Infestation | 37 | 23 | 13 | 22 | 18 | 16 | 7 | 10 |
| Items stored in communal areas | 45 | 34 | 12 | 24 | 11 | 5 | 7 | 8 |
| Quality of maintenance | 44 | 43 | 15 | 16 | 9 | 5 | 7 | 7 |
| Stray dogs/fouling | 37 | 39 | 25 | 13 | 6 | 11 | 7 | 8 |
| Unattractiveness | 38 | 31 | 22 | 25 | 8 | 9 | 7 | 6 |
| Vandalism | 48 | 46 | 13 | 10 | 6 | 9 | 8 | 6 |

1.3. In Question 3 we asked you "How would you wish to receive the information we have gained from an estate inspection in your area?" Although lower than 2021, that had a score of (56%), yet still taking first place (45%) would prefer the data, 'In a report including photos of findings'. In second place with (33%), tenants indicated they would favour the information as a Newsletter article', up by (1%) to (32%) in 2021. There was an identical score for 2023 and 2021 of (4%) of tenants specifying that they would be happy to 'Have a chat when we see you whilst out on patch.' For 'No need to report' and those failing to answer the question the result was (9%) in 2023 and (4%) in 2021, and finally favouring to 'Put the Report on our Website (3%) in 2023 against (1%) in 2021'.

1.4. In Question 4 we said, "To what extent do you think tenants should be involved in estate inspection visits?" The responses were moderate requesting 'To be visited to discuss the issues', identical scores for both 2023 and 2021 at (35%). 'To be given the opportunity to send in views before the inspection' came in at (25%) for 2023 compared to (30%) in 2021. 'To accompany staff on inspections' in 2023, (17%) gauged against (21%) in 2021. A slight increase of 1% (11%) thought that tenants should have 'No involvement' as opposed to (10%) in 2021. For this question (12%) skipped or left the question unanswered in 2023 versus (4%) in 2021.

Comment: A resident who selected the statement 'To be visited to discuss the issue' remarked that "It is the responsibility of the tenants to send in views prior to enable a 'successful inspection'".

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1.5. In Question 5 we said, “Other than tenants, who else do you think should be invited to attend estate inspections?”
The top 3 answers of the last survey carried out on this topic retain their position, see table below ‘Maintenance Inspector’ receiving (39%) an increase of 9% in 2023, falling by 7% Police, Community Officer (PCSO) to (16%) and a decrease of (1%) ‘No-one else except Housing Officer’ (13%). Over (20%) skipped or left the question unanswered in contrast to (7%) in 2021.

| Q5. Other than tenants, who else do you think should be invited to attend Estate Inspections? | | | | | 2023 | 2021 |
|---|--|--|--|--|------|------|
| Local Member of Parliament | | | | | 7% | 11% |
| Other staff members at Arawak Walton | | | | | 1% | 8% |
| Police, Community Support Officer (PCSO) | | | | | 16% | 23% |
| No-one else except Housing Officer | | | | | 13% | 14% |
| Maintenance Inspector | | | | | 39% | 30% |
| Other housing organisations in your neighbourhood | | | | | 1% | 3% |
| Other, please list below | | | | | 1% | 4% |
| Unanswered/Skipped | | | | | 20% | 7% |

Comment: A resident selected ‘No-one else except the Housing Officer’ and remarked “then we know who to complain to!”

Question 6 & 7 were left open for tenants’ comments, some detailed below. We asked, “What do you think we could do to improve the area where you live?” Likewise, “If there was anything you wished to tell us on the subject of the Association and Estate Management?”

- Set up a workshop once every month or so and get involved in meeting, talking, and listening to the plight of the tenants.
- Very well looked after - I feel content to where I live.
- Encourage residents to take pride in where they live and have street competitions, best gardens show, best ideas for using the entries’ etc. It only takes a few tenants to start it and the rest will join in. Beever Street has flowers and night lights along the street, simple but effective. Neighbouring streets are starting to do the same.
- More police assistance for security and Council to do more for cleaning the environment.
- Asking tenants to clean and tidy their property and respect their home.
- Gated alleyways.
- Overall, I think you do a good job Any estate management concerns I have had, have been promptly addressed and resolved. Thank you.
- Most people around here tend to take pride in where they live.

| 2.0 | SUMMARY |
|-----|---|
| 2.1 | Thank you to all tenants who took the time to complete and return the survey. Your feedback is appreciated as it will help to shape our services |
| 2.2 | It is noted that tenants once again prefer to receive feedback from the estate inspections by way of report to include photos and findings. |
| 2.3 | There are 5 areas of issues which have increased since 2021. The largest increase relates to items in the communal areas, then quality of maintenance, cleanliness & tidiness, infestation and ASB. |
| 2.4 | Suggestions from the free text are welcomed. It’s good to see that some tenants take pride in where they live and have taken steps to make changes. |

ACTIONS

1. Review how we feedback to tenants’ findings of estate inspections in line with suggestion made.
2. Share the report with our Operations Department to make them aware of the areas of concern and to see how we can improve on those areas.
3. Look at the feasibility of taking forward suggestions made at questions 6 and 7.