

Arawak Walton Housing Association Postal Survey 1 - March 2024 - Tenant Quality Panel

Summary: Of the 1,149 questionnaires sent out 76 were returned, a 6.61% return rate. The results here are based on the 76 replies received, taking into consideration 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.

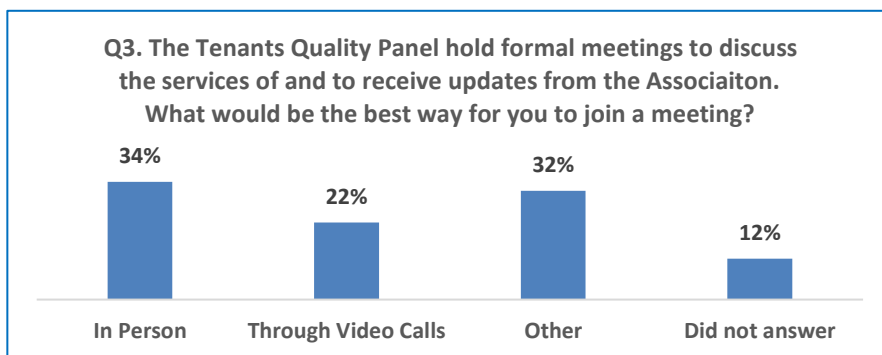
1.0 Introduction: Arawak Walton is committed to ensuring that residents can give their views and take part in the decision-making process in a way that fits with their lifestyle and commitment. This survey was carried out by means of a questionnaire, consisting of enquiries about the Arawak Walton 'Tenant Quality Panel, that was also available to complete online.

1.1. In Question 1, we asked "How much do you value these Resident Involvement activities?" The data gathered from the responses are presented in the table below. Postal Surveys (54); Repair Satisfaction Surveys (49); Newsletter (45); Annual Estate Inspections (44); 3-year Independent Satisfaction Survey (35); and sadly coming in last Tenant Quality Panel (28). Sixty of the questions were skipped or left unanswered.

Q1. How much do you value Resident Involvement Activities?	Value a lot	Value a bit	Do not Value	Unanswered
Postal Surveys	54	13	2	7
Newsletter	45	25	1	5
Tenant Quality Panel	28	26	7	15
Annual Estate Inspections	44	16	3	13
Repairs satisfaction surveys	49	16	4	7
3-year independent satisfaction survey	35	24	4	13

1.2. In Question 2, we asked "If you are not already involved, would you like to participate in the decision making of Arawak Walton?" A majority (72%) indicated "No", "Yes" came in at (25%) with the remaining (3%) either skipping or failing to answer the question.

1.3. In Question 3 we told you that the "Tenants Quality Panel" hold formal meetings to discuss the services of, and to receive updates from the Association. What would be the best way for you to join a meeting?" The outcome was moderate, 'In Person' received (34%) of the returns, 'Other' (32%), 'Through Video Calls' (22%) and the remaining (12%) skipped or failed to answer the question.



Although 'Other' placed second in the poll there were few clues as to what other ways would make it easy for them to attend. The few comments received under this question were:

✚ Through email
✚ Through the post
✚ Getting involved is important to me to see if what Arawak Walton values I agree with.

1.4. In Question 4 we asked, "What prevents you from attending a Tenants Quality Panel meeting?" (Tick all that apply) 'Other' received (29) votes, 'Disability' (18), 'Family Commitment' (17), 'Travel' (15), 'Finance' (7). Again, 'Other' was the most popular response, however, indications of what these hinderances were few, however, were indirectly answered elsewhere on the questionnaire. Physical health and well-being were offered by 2 respondents and again many of the options were left unanswered.

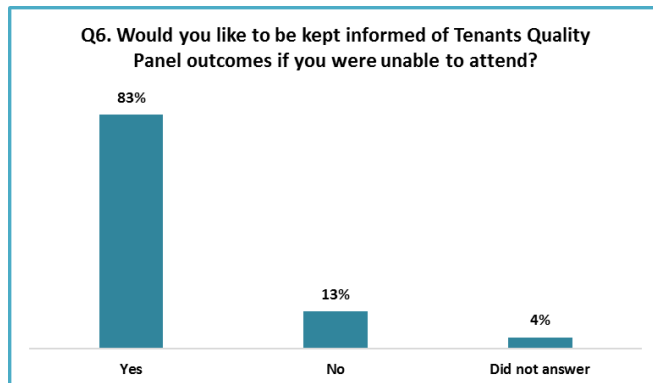
✚ Never heard of it or when they are	✚ I am busy Monday to Friday
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✚ Work. When you held them during pandemic, they were online so I could use the staff office to join in. However, they are in person now and run during weekdays so I can no longer attend.

1.5. In Question 5 we said, “What would you like to discuss?” (Tick all that apply). ‘Estate & Environment Issues’ yielded (31) of the votes followed by ‘Repairs’ (27), ‘Rents’ and ‘Finance’ (23), ‘Communication’ (19), ‘Rehousing’ (17) and ‘Customer Service’ (15).

1.6. In Question 6 we asked, “Would you like to be kept informed of Tenants Quality Panel outcomes if you were unable to attend?” An overwhelming 83% of the votes counted replied ‘Yes’, followed by ‘No’ at 13%. The remaining (4%) skipped or failed to answer the question.



1.7. Question 7 provides the opportunity for respondents to comment on the chosen topic. We asked, “Is there anything else you would like to tell us around the subject of the Arawak Walton Tenants Quality Panel?” Some of the remarks are noted below:

✚ Address the littering and fly tipping in this area, also huge potholes. Reported issues many times - still happening. I can make suggestions as to how to help the issues.	✚ I'm glad you have brought up the issue because I can't remember the last time I attended a meeting. I may have even decided to get out of the TQP through health reasons. But I would like to get involved health permitting now.
✚ When and where do meetings happen and what time?	✚ It would be helpful to receive updates from the Tenants Quality Panel
✚ No, I think everything is fine around the subject.	✚ Work might prevent my attendance.

2.0	SUMMARY
2.1	Thank you for all our tenants for taking part in the postal survey.
2.2	The 6.61% return is a lot lower than in previous years. More needs to be done to increase the response rate
2.3	The tenant quality panel has the highest number of respondents reporting that it is not valued and preferred not to answer. This indicates that the Tenant Quality Panel is not widely known. More information needs to be shared with our tenants about the Tenant Quality Panel meetings.
2.4	54% of respondents stated that they would like to join the Tenant Quality panel though video calls and by other means, compared to being in person.

ACTIONS

1. Look at other ways to increase the response rate to the postal survey by using new and existing technologies like survey monkey, QR codes, text messaging or a combination of several formats to attract a more diverse range of tenants.
2. Look at new and existing ways to publicise the Tenant Quality Panel meetings to increase awareness of the meeting and give tenants the opportunity to take part in the decision making of Arawak Walton Housing Association.
3. Offer more flexibility of how tenants can join the Tenant Quality Panel meetings with new and existing technologies. Consideration needs to be given to the timings, where the event takes place and what day and time the event take place.