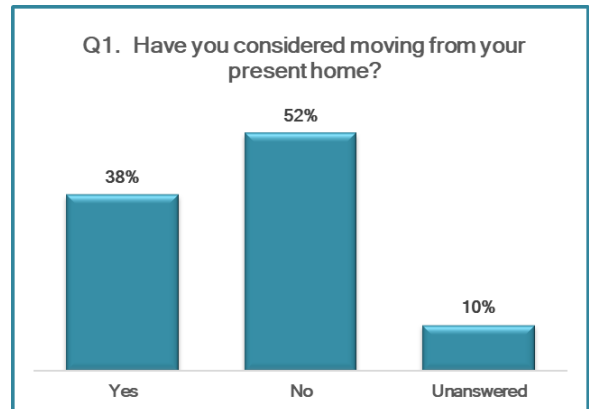


Arawak Walton Housing Association Postal Survey 2 - July 2024 - Housing Aspirations

Summary: Of the 76 questionnaires sent out 60 were returned, a 78.95% return rate. The results here are based on the 60 returned surveys which takes into consideration samples received where respondents selected more responses to a question than requested and on that basis could not be included in the data. Additionally, some questions were skipped and/or went unanswered.

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 second postal survey was on the theme of 'Housing Aspirations,' about where you as an individual would want to live; the type of house or neighbourhood you want to live in. Whether you wanted to be an owner occupier or are happy renting. Would you prefer to live in the countryside or an area where there is more greenery and nature. The survey was carried out by means of a questionnaire, consisting of enquiries about 'Housing Aspirations' that was also available to complete online.

For Question 1, we asked "Have you considered moving from your present home?" The outcome was encouraging (52%) of the total count indicated 'No', followed by (38%) who responded 'Yes' and the remaining (10%) skipped or left the question unanswered.



In Question 2, we asked "If you answered 'Yes', is it because?" And then asked you to please tick one of the options provided. In first place by a narrow margin accruing (9) votes was the "Need for a Larger Home"; then in second place, 'Other' with (8) responses. Reasons under 'Other' included moving closer to more amenities or to be nearer to family; for medical reasons; work opportunities or to move to a smaller property. Over 72% left the choices unanswered.

Q2. If you answered 'Yes', is it because ... please tick one of the options below		Unanswered
Need a larger home	9	51
Want a better neighbourhood	6	54
Want to buy your own home	4	56
Are unhappy with Arawak Walton	1	59
Other	8	52

In Question 3 we said "Arawak Walton own homes in the following areas. Which areas would you be happy to move to? (Tick all that apply)." The data gathered from the responses are presented in the table below.

Area		Area		Area	
Abbey Hey, Manchester	1	Edgeley, Stockport	5	Newton Health, Manchester	1
Alexandra Park, Manchester	6	Fallowfield, Manchester	7	Old Trafford, Trafford	8
Altrincham, Trafford	4	Gorton, Manchester	1	Openshaw, Manchester	2
Ardwick, Manchester	8	Harpurhey, Manchester	1	Reddish, Stockport	7
Beswick, Manchester	3	Hulme, Manchester	1	Rusholme, Manchester	1
Blackley, Manchester	0	Levenshulme, Manchester	4	Sale, Trafford	7
Cheetham Hill, Manchester	1	Longsight, Manchester	1	Stretford, Trafford	5
Chorlton, Manchester	10	Miles Platting, Manchester	0	Whalley Range, Manchester	12
Clayton, Manchester	0	Moston, Manchester	2	Withington, Manchester	6

In Question 4 we asked you "Are there any areas in Greater Manchester where you believe Arawak Walton should have homes for rent?" A small sample of the responses are below.

<ul style="list-style-type: none"> Sale and Stockport are both lovely areas Oldham and surrounding area (near hills). 	<ul style="list-style-type: none"> 1) Bramhall, 2) Gatley, 3) Heaton Norris, 4) Heaton Mersey (Wilmslow Road, Rusholme).
<ul style="list-style-type: none"> I don't know about other areas I am happy at Whalley Range. 	<ul style="list-style-type: none"> I think a wider area would be good, Bury is one of them.
<ul style="list-style-type: none"> Salford. City Centre. 	<ul style="list-style-type: none"> Somewhere more countrified like near Glossop.

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In Question 5 we said “If there was one thing you could do to change your home for the better, what would it be and why?”

<ul style="list-style-type: none"> • For my kitchen I wish I have large kitchen and storage in my home. • Update the shed for better storage. • To change my bathroom shower and have a bath back in and the shower over the top. 	<ul style="list-style-type: none"> • Make decisions such as remove a bath that has not been used in 20 years, not be refused by landlord. • I would change the radiators and gas fire; they are old and out of date.
<ul style="list-style-type: none"> • Nothing. • More storage. 	<ul style="list-style-type: none"> • No change needed to improve home for the better.
<ul style="list-style-type: none"> • I would take down the wall between the kitchen and living room as the house is dark in the living room. Possibly fence the front garden (Sorry that's two!) 	<ul style="list-style-type: none"> • Put CCTV in as the area has become a haven for drug dealing. • Wouldn't change it at all. Been here 36 years and very happy.
<ul style="list-style-type: none"> • The size of the garden - it's too small. A driveway - parking on this road is now a nightmare • Solar Panels - reduces carbon footprint. 	<ul style="list-style-type: none"> • Added utility room for appliances as kitchen not large enough to accommodate appliances preferred.
<ul style="list-style-type: none"> • Remodel the bathroom, kitchen and wardrobes in the bedroom. Will probably change the windows as well. 	<ul style="list-style-type: none"> • New bathroom. Need updating • Kitchen size. No place to prepare food.

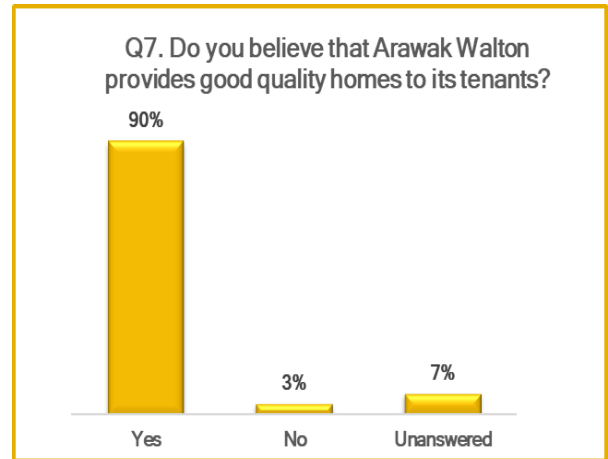
In Question 6 we asked you to “Think about your home and tenants who live in blocks of flats, or Sheltered Housing Schemes, also considering Communal areas, “Is there any technology you think we should be introducing into our properties?”

<ul style="list-style-type: none"> • Cannot comment as I am not familiar with these types of properties • We should have cameras or CCTV the street/area is known for people fly tipping and selling drugs on bikes. 	<ul style="list-style-type: none"> • Not living in any of the above, wouldn't know what technology needed. • Free Wi-Fi.
<ul style="list-style-type: none"> • The Lenovo computer in the lounge is very basic and allows access to the internet but I could do with being able to take pictures so I could send a picture of a disease I may have and send the photo to my health centre since this is what they ask for. 	<ul style="list-style-type: none"> • I live in a flat, 1 storey up and in winter months when it is dark, and someone knocks on my door I don't have a clue who it is so perhaps a camera up my stairs would help. • Video doorbells.

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In Question 7, we asked “Do you believe that Arawak Walton provides good quality homes to its tenants? An overwhelming and positive (90%) responded ‘Yes’. (7%) skipped or left the question unanswered the remaining (3%) elected ‘No.’

In Question 8, we said “If you answered, ‘Yes’ or ‘No’ to Question 7, please tell us why you gave this answer?” Comments are below.



- But I think if they can build their own homes.
- Speaking from experience, I moved into a new property, and it was ready for me to make it into a home.

- The houses are modern, got all the needs.
- There are some truly bad landlords, Arawak is not one of them - generally alright but far from perfect.
- Great service 10/10.
- They are very efficient and have always been very good on repairs that have needed to be completed.
- The properties are well maintained to a high standard.
- It's a good housing association.
- The rents are reasonable.
- Clean modern flat, repairs dealt with quickly, Communal areas upkeep.
- They get the repairs done.
- Good conditions, well looked after, homes are affordable.
- I think the standard of housing Arawak provides is of reasonable quality.
- I all the years I have lived in my present address I have always had great response to my calls. (Until recently).
- The apartments albeit are fairly old, they still look pretty conducive and comfortable to live in - some renovations and upgrades would be helpful though. Typically, bathroom and kitchen.
- 1) Good value for money 2) Good properties
- They maintain their homes to an ok standard
- Because Arawak *have* got nice homes and also clean.
- Arawak are excellent in getting jobs done. People on the phone are very pleasant and helpful.
- I think their houses are of good quality.

- Good standard homes, well maintained, and care about the outside as well as inside. Affordable homes.
- Always helpful on the phone, repairs get down promptly.
- My home is ok, and repairs are done when needed.
- Both as getting quality repairs, or any is extremely hard.
- Very happy with my flat & building & neighbours.
- Because I have lived in my flat for 11 years with no major problems.
- I say yes because is good company Arawak Walton good staff, all of those, good behaviour with communities.
- Happy with my kids, just the house is a bit old.
- The homes are comfortable and clean.
- Previous house was much better than this house because we faced numerous problems at this property damp, holes, leakages water, uneven floor (trip hazard) backyard water.
- I am happy in my home and its quiet and peaceful
- Sycamore Court is safe and quiet.
- No reason not to.
- Arawak Walton because compared to their competition they supply good value for money.
- The area has its greenery and trees although there could be more
- Because I'm comfortable in my flat
- Because you look after your tenants and listen to us sort things out.
- Yeah. They have a large room and their services are available.

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<ul style="list-style-type: none"> • Yes, it provides high quality homes for its tenants because they are clean and well-furnished homes. 	<ul style="list-style-type: none"> • Because I am pleased to live here. • Well maintained.
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We further asked if there was anything else you'd like to say about Arawak Walton and your Housing Aspirations.

<ul style="list-style-type: none"> • Right to Buy is considered a terrible thing by the NHA. For tenants, it a vital first step on the ladder. If one-for-one replacements are built, it will reduce the housing shortage. • Good customer service but sometimes slow to remedy the issues. • I would just like the fly-tipping problem resolved. Also, the streetlamp provides poor lighting, making <i>it</i> too dangerous to be out in the street after dark. • I have plans of moving into a bigger home or apartment at some point in the future and Arawak will be my first. housing organisation to consider. • No, everything is perfect. 	<ul style="list-style-type: none"> • If Arawak have any bungalows available, we would like to apply to go on the waiting list! • The only downfall at present is a little bit amount communicate. I made a phone call about a previous repair and quite a while later my husband rang for an update to find that the previous phone call wasn't logged. • No, I am happy to be here thanks. • I like where I live, and my neighbours are great now. People are taking pride in having flowers etc. at the front which is nice to see. I am happy here overall. • Very happy with Arawak Walton. • They are doing good job, and they should keep it up.
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2.0	SUMMARY
2.1	I was very happy to read the positive comments made and to know that tenants are in the main happy with their home.
2.2	We will continue to listen to our tenants and aim to improve our services where possible.

ACTIONS

- The outcome of this survey will be shared with the Association's Senior Management Team and Managers so that they are aware of tenants' aspirations and where we need to make improvements. The information provided will be taken into account when we review our services to tenants.