

# Arawak Walton Housing Association

## Postal Survey 4 - October 2022 - Component Renewal

**Summary:** Of the 68 surveys sent out 63 were returned, which is a 92.65% return rate. The results produced in this analysis are based on the 63 responses received, bearing in mind that there are cases where answers from Respondents submitted were not measurable, 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. This survey was carried out by means of a questionnaire, consisting of enquiries on the theme of 'Component Renewal, and was also available to complete online.

In Question 1, we stated that "Each of our homes have what we refer to as 'Components' – generally they are doors and windows, gas boilers or electrical heating system, kitchens, bathrooms and roofs (unless you live in a flat). Our question to you is "How often do you think the following components should be replaced?" The components presented for consideration amassed a wide range of varying opinions across the examples presented (see table below) and therefore grouped to show the average response in years. For some tenants the question was not applicable.

COMPONENT	Question: How often should the item be replaced?
Bathroom	5 - 20 years
Boiler	3 - 10 years, with annual services
Doors and Windows	5 - 30 years another component to be checked regularly
Kitchen	2 - 15 years
Roof	2 - 50 years

**Comments:** Below are some of the remarks made by the tenants following their choice/s.

• When it is needed i.e., stop working properly (or as per guarantee).	• As and when needed.
• No idea!	• Unless there is a problem or breakage, I see no reason for them to be replaced.
• When the components cannot be repaired anymore.	• Updated when needed. Resident to maintain and report repairs.
• If something isn't broke why change it. Sometimes things do get dated but it should not be too often.	• When necessary.

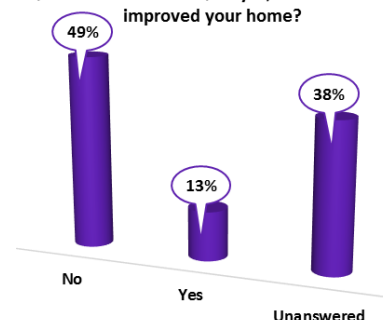
In Question 2 we asked you "Have you had a component renewal carried out in your home within the last 5-years?" Of the replies received (32) tenants selected 'Yes', followed closely by (28) who opted for 'No'. Only 3 tenants skipped or left the question unanswered.

Q2. Have you had a component renewal carried out in your home within the last 5-years?



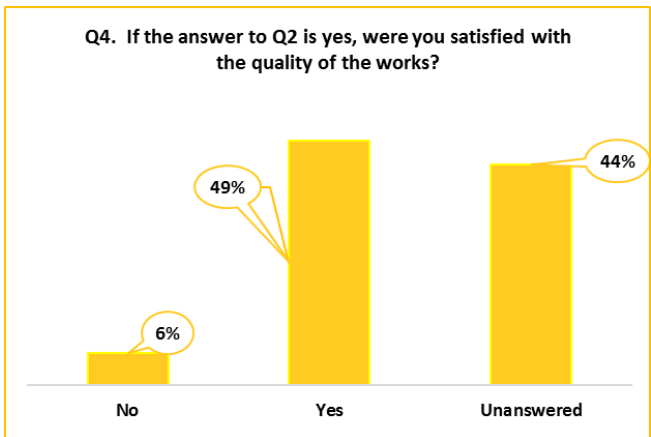
In Question 3 we said, "If the answer to Question 2 is 'Yes', have the works improved your home?". Disappointingly, just under half of the replies (49%) said 'No,' (38%) either skipped or left the question unanswered and only (13%) believe that the works made an improvement to the home.

Q3. If the answer to Q2 is yes, have the works improved your home?

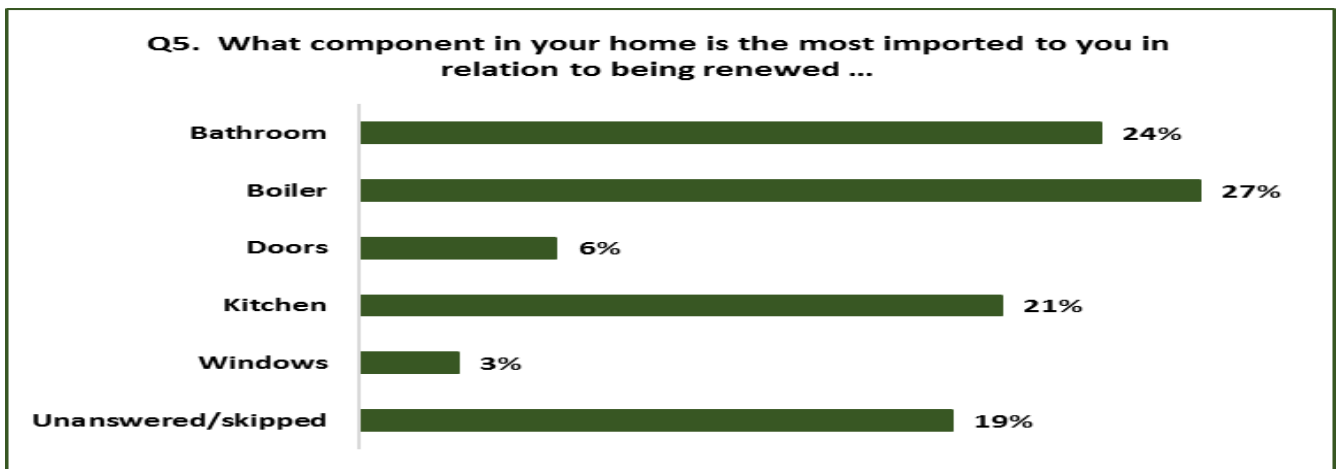


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Taking into consideration the two previous enquiries, in Question 4 we asked, “If the answer to Question 2 is ‘Yes’, were you satisfied with the quality of the works?” Surprisingly, (49%) marked this up as ‘Yes’ (44%) skipped the question or left the question unanswered and only (6%) said ‘No’.



In Question 5, we said to you “What component in your home is the most important to you in relation to being renewed regularly”? We asked tenants to pick only one component from the list provided however, some tenants selected more than 1, therefore for this exercise the figures are only



representative of the responses that were complete. The ‘Boiler’ was deemed the most important at (27%), ‘Bathroom’ (24%), Kitchen at (21%), Doors (6%), (19%) left the question unanswered or skipped the question and the remaining (3%) selected ‘Windows’

2.0	SUMMARY
2.1	The top 3 most important component renewals to the tenants were identified as boiler, bathroom, kitchen. This reflects and confirms, anecdotal evidence which suggests that these three core components have sustained frequent usage within the home.
2.2	The survey identifies that life cycles for component renewals are unknown to our tenants.
2.3	Only 13% of the responses received said the component renewal had improved their homes, 49% advised it hadn't.
2.4	Of those that were able to provide a response about the quality of work only 6% said they were unhappy with the quality, 49% advised the quality of the works was good, 44% didn't answer.

## ACTIONS

- Create more awareness with our tenants regarding component lifecycles by adding items to the newsletter and website.
- Contact directly the 49% of respondents that felt the component renewal hasn't improved their home. As only six percent reported being unhappy with quality of the work, their response may be motivated due to having a component replaced that sat outside of the top three items that respondents considered to be important (boiler, bathroom, kitchen). Further analysis is needed.
- Contact and visit the 6% who advised they were unhappy with the quality of the works and provide further feedback on completion.