

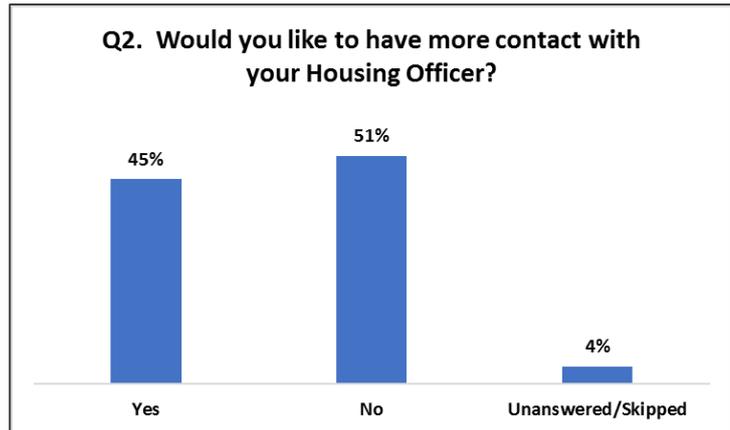
# Arawak Walton Housing Association Postal Survey Three - September 2021 - Housing Officer Tenant Engagement

**Summary:** Of the 104 surveys sent out 78 were returned, which is a 75.00% return rate. The results here are based on the 78 responses received, 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. This survey was carried out by means of a questionnaire, consisting of enquiries on the theme 'Housing Officer Tenant Engagement', which was also available to complete online.

**1.1. In Question 1, we asked "Do you know who your Housing Officer is?"** Of the replies received 'Yes' amassed (78%) of the overall votes with the remaining (22%) stating 'No.' No one failed to answer the question

**1.2. For Question 2, we asked "Would you like to have more contact with your Housing Officer?"** Although over half of the results (51%) said 'No', it is not a negative response, as the results disclosed residents know they can get help with their matter if not through the Housing Officer then by means of the other Departments available in the Association. The remaining (45%) stated 'Yes' and (4%) skipped or left the question unanswered.



**1.3. In Question 3, we asked, "Would you be interested in speaking to your Housing Officer ...?"** and suggested a number of settings where tenants could meet with their Housing Officer and asked you to select all that would be flexible and suit your lifestyle. The results are displayed in the table below.

Q3. Would you be interested in speaking to your Housing Officer ... (select all that apply)	
In the office	42
At your Home	33
On the Street	11
At a Drop-in-Clinic in your local area	16

Residents further commented: -

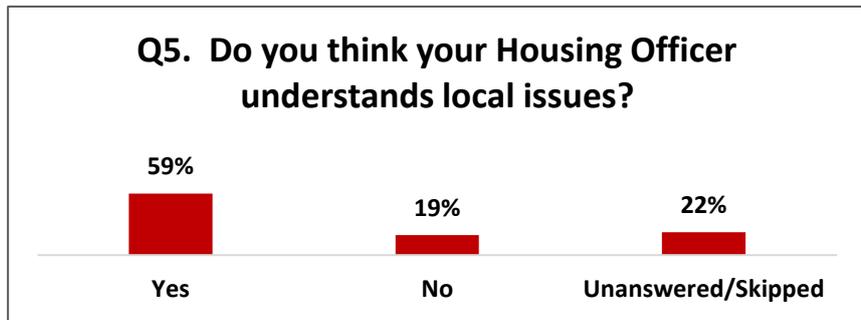
<ul style="list-style-type: none"> <li>It would be better over the phone as I work full-time</li> </ul>	<ul style="list-style-type: none"> <li>Drop-in-clinic where I can meet with other tenants</li> </ul>
<ul style="list-style-type: none"> <li>Happy to speak anywhere provided not confidential on the street</li> </ul>	<ul style="list-style-type: none"> <li>Over the phone is usually sufficient</li> </ul>
<ul style="list-style-type: none"> <li>In the Communal Lounge</li> </ul>	<ul style="list-style-type: none"> <li>Or email</li> </ul>

**1.4. In Question 4 we said, "What sort of things would you like to see your Housing Officer doing in your area?"** This question was left open for your opinion and/or comments, some which are listed below: -

- Improving community relations
- Regular inspections as we used to have when Arawak would go around the area noting rubbish and things that needed doing
- No thoughts on this
- Community meeting and bringing the street together more. Sorting Anti-social behaviour, and work with the council to sort out fly-tipping on the street
- Activity for residents
- Ongoing welfare concerns clinic

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1.5. In Question 5 we said, “Do you think your Housing Officer understands local issues?” The majority voted (59%) ‘Yes’, (19%) ‘No’ and (22%) failed to answer or skipped the question.



1.6. We then asked, “What makes you think this?” (Free Text Response) Below is a sample of the free text remarks received.

<ul style="list-style-type: none"> <li>Housing Officer' has always responded always helped with any problem I have had with neighbours etc. They are an asset to Arawak. '...goes above and beyond the extra mile - outstanding help.'</li> </ul>	<ul style="list-style-type: none"> <li>Past discussions - articles in Newsletter.</li> </ul>
<ul style="list-style-type: none"> <li>I can speak to my Housing Officer on the phone and discuss almost any problem I have.</li> </ul>	<ul style="list-style-type: none"> <li>Recent visit by Housing Officer to area.</li> </ul>
<ul style="list-style-type: none"> <li>I'm not sure.</li> </ul>	<ul style="list-style-type: none"> <li>I would like to think being an Housing Officer, understands what going on locally.</li> </ul>
<ul style="list-style-type: none"> <li>I think they are trained and experienced.</li> </ul>	<ul style="list-style-type: none"> <li>...has always been helpful. I've no reason to think she doesn't understand local issues.</li> </ul>
<ul style="list-style-type: none"> <li>... made wellbeing calls during the pandemic and gave pointers on useful services.</li> </ul>	<ul style="list-style-type: none"> <li>I'm sure that H/O would know what's going on in the areas they are responsible for.</li> </ul>
<ul style="list-style-type: none"> <li>Repeated contacts regarding safety issues and other tenants behaviour issues.</li> </ul>	<ul style="list-style-type: none"> <li>Very helpful.</li> </ul>
<ul style="list-style-type: none"> <li>Don't know.</li> </ul>	<ul style="list-style-type: none"> <li>Because most of issues seems to be resolved as and when they come up.</li> </ul>
<ul style="list-style-type: none"> <li>When I first moved here, they used to do walk through now they don't.</li> </ul>	<ul style="list-style-type: none"> <li>Having visit on site and seeing what's happening around the area i.e., rubbish on the street lighting and maintenance of buildings and gardens etc.</li> </ul>
<ul style="list-style-type: none"> <li>Lots of things.</li> </ul>	<ul style="list-style-type: none"> <li>I think he/she visits the premises.</li> </ul>
<ul style="list-style-type: none"> <li>They've' been around the area a few times also 'they've' seen the area first-hand.</li> </ul>	<ul style="list-style-type: none"> <li>... wouldn't be a Housing Officer otherwise! '... should have enough experience and wisdom of local issues.'</li> </ul>
<ul style="list-style-type: none"> <li>... is helpful.'</li> </ul>	<ul style="list-style-type: none"> <li>Always helpful.</li> </ul>

2.0	SUMMARY
2.1	There were some extremely positive comments about individual Housing Officers, indeed, the feedback overall was good.
2.2	Tenants feel listened to, and that their Housing Officer has a good grasp of local issues in their area.
2.3	Tenants seem to be happy with the methods by which they can engage with their Housing Officer; there is possibly some appetite for locally based drop-in clinics.
2.4	Tenants like to see their Housing Officer out on patch.

**ACTIONS**

- **Housing Officers will contact their tenants who stated they did not know who their Housing Officer is.**
- **Housing Officers to explore the possibility of drop-in clinics in their respective patches.**
- **Housing Officers have already started to spend more time on patch through the implementation of their Neighbourhood Plans and will continue to maintain their focus on this area.**