

Arawak Walton Housing Association Postal Survey 1 - Sheltered Housing - March 2022

Summary: Of the 1,149 surveys sent out to our tenants, 86 were returned, a 7.48% return rate. The results here are based on the 85 responses received including responses where some questions were skipped and/or went unanswered.

Introduction: Arawak Walton is committed to ensuring that residents are able to give their views and take part in the decision-making process in a way that fits with their lifestyle and commitment. The survey was carried out by means of a questionnaire consisting of enquiries around the subject of Sheltered Housing. The Survey was also available to complete online.

1.0 In Question 1, we asked you “Do you know what ‘Sheltered Housing’ is?” Of the sample replies received an overwhelming (81%) of the votes indicated ‘Yes’, which is good to see, followed by (17%) who stated ‘No’ and the remaining (1%) recorded skipped or did not answer the question.

1.2 In Question 2, we said “If you do know what Sheltered Housing is, would you consider moving into and living in this type of housing?” The calculated results were average, in that (47%) responded ‘No’; votes in of (40%) replied ‘Yes’ and (14%) failed to answer or skipped the question.

1.3 In Question 3, we asked you, “Have you visited any of Arawak Walton’s Sheltered Housing Schemes?” Identical outcomes to Question 1, albeit the opposite way round! The majority (81%) selected ‘No’; thereafter, (18%) said ‘Yes’ and the remaining (1%) missed or left the question unanswered.

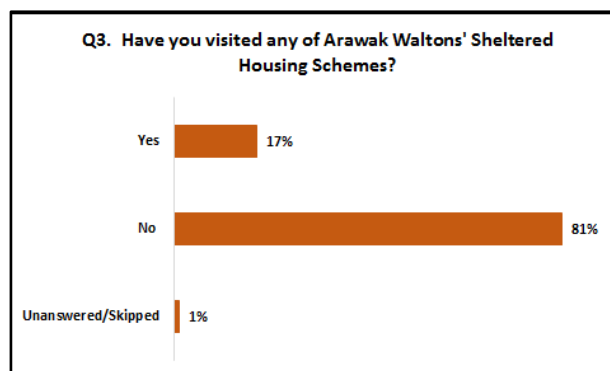
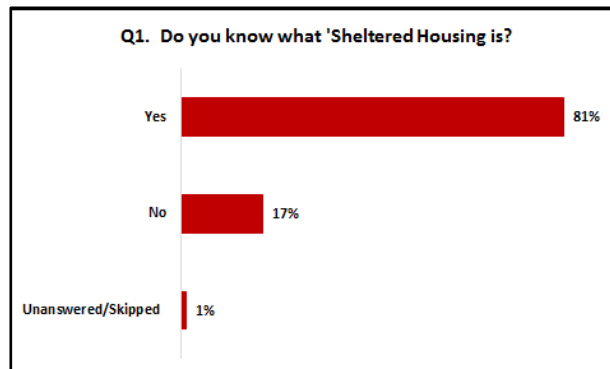
1.4 Following on from Question 3, Question 4 is a free text response for your opinion and/or comments. We said, “If you answered ‘Yes’ what was your first impression?” A sample of those observations are below:

“If you answered “Yes” what was your first impression?”

Arawak Walton is doing a good job with their sheltered housing schemes	Not Impressed!
I have visited Daisy Bank, Bougainvillea & Sycamore, they are nice.	I have not visited any Arawak Walton Housing Schemes, but I think it will be wise to give some information about these houses. Another option - it can be explained in a booklet
I was both surprised and impressed/the people seemed very happy, and it felt comfortable and homely. I visited Daisy Bank & Bougainvillea.	When I came for interview my first impression was that this place is 100% better than where I was living at Blackley, the place was like a slump.
All staff are very kind to me, I am lucky enough to be accepted as a tenant of the Arawak Walton Housing Association. Thank you so much	Great you feel safe and warm and nice people you can feel wanted someone to talk to you no longer feel lonely
Looks nice and comfortable	Not bad
I live in Sycamore Court, and I like it	Ok but not for me

1.5 In Question 5, we asked you “If you answered “No”, would you like us to arrange for you to visit one of our Schemes?” There was a somewhat, disappointing result to this enquiry where (64%) of the responses replied ‘No’; (20%) said ‘Yes’ and (16%) skipped or left the question unanswered.

1.6 In Question 6 we asked for your suggestions when we asked, “If you had to move to a Sheltered Housing Scheme what type of facilities or features would you like to see there?” Ideas put forward by the Tenants are below: -



"If you had to move to a Sheltered Housing Scheme what type of facilities or features would you like to see there?"

Personal space and privacy	Nice gardens; security; on a transport link
I would hope moving into one give me the same level of home comfort.	I'm not interested in that kind of housing.
I would like to see nice gardens to relax in, in the summer months and be in a close community; nice lounge for gathering and get togethers.	Room for friends/Family. If someone wanted to stay overnight. Somewhere I could garden, a greenhouse would be lovely. Being able to keep a pet.
Individual garden, communal garden with seating area, room to rent for visitors to stay overnight, security features, e.g., lights/gates, laundry areas, outside storage area, parking, regular visits/inspections of the communal areas, mobility adaptations.	Lots of different communal areas - eating - social - garden - garden areas - launderette etc.

Q7. We stated that "Arawak Walton currently have Sheltered Housing Schemes in Miles Platting, Longsight and Victoria Park. In which other area or areas do you think we should also have Sheltered Housing?"

- ✚ Wythenshawe. They need some help. Please thank you.
- ✚ Old Trafford, Hulme, Moss Side
- ✚ It would be nice if you had schemes in Altrincham Timperley or Sale close to people I know and family.
- ✚ Whalley Range and Chorlton
- ✚ If I was ever to move, then I would be interested in Stockport/Didsbury/Burnage area
- ✚ Chorlton, Stockport, Sale, Seaside area, i.e., St Ann's
- ✚ Moss Side, Hulme & Ardwick
- ✚ Ardwick / Gorton
- ✚ Rusholme, Chorlton near the water park
- ✚ Heywood and Blackley
- ✚ Chorlton, Fallowfield, Withington
- ✚ Openshaw, Stretford and Hyde
- ✚ Levenshulme, Stockport
- ✚ Chorlton, Hulme, Stretford, Trafford area, Sale, Urmston, North Manchester
- ✚ Newton Heath/Failsworth

Thank you for taking the time to complete Postal Survey 1, 2022 – Sheltered Housing

2. Summary findings and (if appropriate) actions are as follows: -

- It was positive to see that the majority of respondents stated that they knew what Sheltered Housing is. However, some of the comments made indicates that further information on this type of accommodation is required to provide a true understanding of what Sheltered Housing is.
- The responses from our tenants currently living in Sheltered Schemes show that they are happy living there.
- Tenants generally stated that Arawak Walton should have Sheltered Housing in areas either where they currently live or close by. One tenant suggested by the seaside. I'm not sure if we can accommodate this request but who knows what the future may hold.

ACTIONS

1. Arrange visits to our Sheltered Schemes for those who have requested.
2. Look at how we can share information on our Sheltered Schemes with our tenants so that there is a better understanding of what this type of housing is.
3. Analyse the responses provided further and record in a format that we can use when looking at our current and any future Sheltered Schemes.