

## OUR CUSTOMER SERVICE EXCELLENCE ASSESSMENT RESULTS ARE IN!

**Back in October, we took part in our annual assessment for our customer service excellence accreditation and we are pleased to report we passed with flying colours!!!**

The assessor was very impressed with the organisation and praised our commitment to constantly seeking to improve our offer to customers. For each criteria, we have potential to achieve a "compliance plus" if the assessor believes we are particularly strong in that area. We are proud to say we now have 9 compliance plus's! We are also pleased to report that we did not receive any partial

compliances meaning we are fully compliant!

What a team effort! Our staff put in fantastic efforts to assist with the bid but more importantly they live and breathe the mission and values of the organisation and our tenants.

**If you would like further information on the CSE accreditation, then you can visit our website [www.arawakwalton.com](http://www.arawakwalton.com)**



## STAR SURVEY RESULTS

**We carry out a STAR survey every 3 years to gauge how we are doing and if there are any areas we can**

**improve upon. We are pleased to announce the results of our recent Survey of tenant & residents (STAR).**

**Here is an overview of the results:**

**265 tenants took the time to complete the survey**

The survey was mainly based on a **10-point rating scale**. The questions covered a range of themes & activities such as repairs, complaints, digital, wellness and Arawak Walton specific service



**The overall Satisfaction rating for Arawak Walton is 83.4%** which places the association in the top quartile when compared with other housing providers taking part in similar surveys

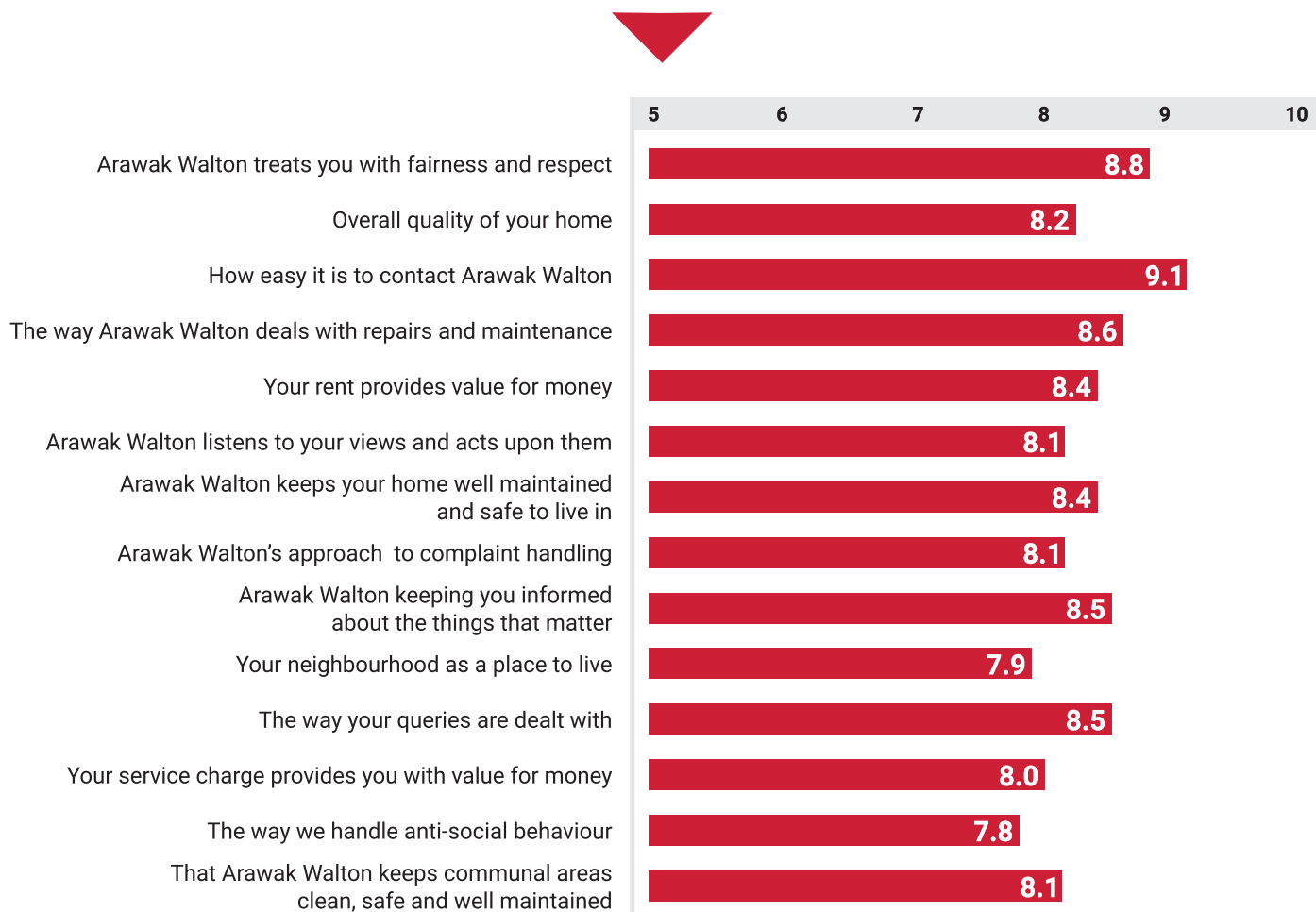
**The overall Net Promoter Score (NPS) is 55.6 placing Arawak Walton in the top quartile** when compared with other TLF Research Housing survey results (based on 120 NPS scores). This is the score that determines whether tenants would recommend Arawak Walton to others.

## SATISFACTION SCORES

How satisfied or dissatisfied are you with the following:

1 = completely dissatisfied, 10 = completely satisfied)

Sorted in: **descending importance order**



There are some areas that a percentage of tenants expressed room for improvement. As a result, an action plan has been drawn up to address the following:

- Improving communication with our repair's contractors
- Extra support required for people who are struggling with the cost-of-living crisis
- Assisting tenants with digital inclusion issues
- Keeping customers informed using a wide range of methods

A big thank you went to all the tenants who took part in the survey, their input really helps us to shape and improve the services we offer them.

## MARCH 2023 BOARD MEETING

During the course of the March, Board meeting, members approved the following:

The management accounts for quarter ended 31st December 22 (previously circulated via email)

The annual review of the Asset Management Strategy 2022 - 2023 (full review 2022)

The Budget for 2023/24

The key performance indicator targets including health and safety compliance targets 2023/24, including the outturns for the quarter ending 31st December 2022 (previously circulated via email)

The property acquisitions progress report

The risk changes report

The report on Board member recruitment options

### Two policies were considered

Damp, mould and condensation policy - previously included in the asset management strategy

Health and safety policy

### The following matters considered by the Audit committee were ratified

External Audit Plan 2022/23

Internal Audit Plan 2023/26

Insurance renewals 2023/24



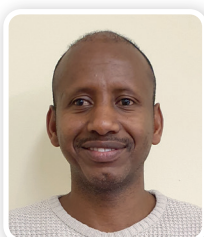
## STAFF NEWS

### STARTERS



#### ADEBAYO ADETUNDE

Adebayo Adetunde is our newest recruit, joining us on a fixed term contract as our IT Assistant. Adebayo is a recent graduate from Liverpool John Moore's University and prior to joining Arawak completed a traineeship as a Data Analyst.



#### MUHDIN ABDI

Muhdin was successfully appointed as our Assistant Accountant following a short time with us as a Temp. He has previous experience working in accounts departments and is an ACCA finalist (Association of Chartered Certified Accountants)



#### JORDAN OSBALDESTON

Jordan has joined the association as our new PA to the Chief Executive. Jordan will be working closely with our Senior Management Team and Board members.



#### DAVID SZUMINSKI

David will be joining Arawak Walton until June 2023 as our Interim Customer Services Manager.

### LEAVERS

#### CLAYTON SIMPSON

Clayton left the Association in January having secured a new position at Salix Homes as a Finance Officer. We wish him all the best in his new position.

#### JO MOON

Jo our Customer Services Manager has left Arawak Walton after 18 years. She has accepted a new challenge as a Project Manager at Barnardo's. Jo's contribution and dedication to Arawak Walton has been tremendous and she will be dearly missed by everyone.

We wish them all the best in their new ventures.

## GOOD NEWS



#### SARAH ATTA

Sarah has stepped into the role of Corporate Services Manager to cover Maternity Leave for 12 months.

#### KIRSTY MILLER

Kirsty Miller, our Corporate Services Manager gave birth to a beautiful and healthy baby girl in February whom she has named Daisy Hope.



## PERFORMANCE STATISTICS (KPI'S)

### ARAWAK WALTON PERFORMANCE

	DEC- 22	JAN - 23	FEB - 23	TARGET
VOIDS %	0.27%	0.27%	0.27%	<1%
RENT ARREARS %	2.43%	2.28%	2.12%	<3.20%
NUMBER OF DAYS TO RE-LET A PROPERTY	25.95	29.79	26.67	<26 DAYS
OVERALL SATISFACTION WITH REPAIRS %	98.72%	98.75%	98.74%	>92%

### REPAIRS COMPLETION STATS

	DEC- 22	DEC- 22	FEB - 23	TARGET
EMERGENCY-COMPLETED WITHIN 24 HOURS %	100.00%	100.00%	100.00%	>95%
URGENT-COMPLETED WITHIN 7 DAYS %	98.09%	97.74%	97.33%	>92%
ROUTINE-COMPLETED WITHIN 21 DAYS %	98.02%	98.09%	96.01%	>92%

#### KEY



ON TARGET



MISSED TARGET

**PLEASE PUT THIS NEWSLETTER UP ON YOUR RECEPTION NOTICE BOARD OR  
CIRCULATE IT TO OTHERS WHO YOU THINK MAY FIND IT OF INTEREST.**

**Alternatively, if you feel your organisation would benefit from having  
more copies available, please contact contact Jordan on  
0161 272 6094 or email her at [josbaldeston@arawakwalton.com](mailto:josbaldeston@arawakwalton.com)**