

## Arawak Walton Housing Association Postal Survey Four - December 2021 - Estate Management

**Summary:** Of the 78 surveys sent out 71 were returned, which is a 91.02% return rate. The results here are based on the 71 responses received, bearing in mind there are cases where some questions were skipped and/or went unanswered. The 71 people who returned the survey will each receive a £20 Asda gift voucher in December 2021.

**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 'Estate Management', which was also available to complete online.

**1.1. In Question 1, we asked "How often would you expect estate inspections in your area to be carried out?"** Of the responses received (31%) opted for 'Every 3 months', at a very close second came 'Every 6 months' at (30%); 'Annually' at (23%) and 'Monthly' at (14%). The remaining (3%) skipped or failed to answer the question.

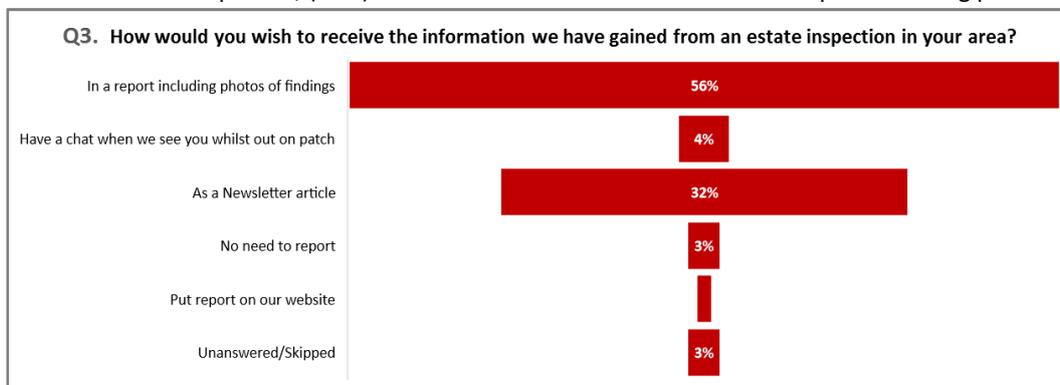
**1.2. For Question 2, we asked "How would you rate each of the following issues below in your community?"**

The results are shown in the table below.

| Q2. How would you rate each of the following issues below in your community? | Not a Problem | Slight Problem | Serious Problem | Unanswered |
|--|---------------|----------------|-----------------|------------|
| Abandoned Vehicles   | 39            | 18             | 7               | 7          |
| Anti-social behaviour  | 30            | 23             | 12              | 6          |
| Cleanliness/Tidiness   | 20            | 30             | 18              | 3          |
| Fly-tipping  | 19            | 23             | 24              | 5          |
| Graffiti   | 46            | 12             | 6               | 7          |
| Hate Crime   | 44            | 9              | 10              | 8          |
| Infestation  | 23            | 22             | 16              | 10         |
| Items stored in communal areas   | 34            | 24             | 5               | 8          |
| Quality of maintenance   | 43            | 16             | 5               | 7          |
| Stray dogs/fouling   | 39            | 13             | 11              | 8          |
| Unattractiveness   | 31            | 25             | 9               | 6          |
| Vandalism  | 46            | 10             | 9               | 6          |

**1.3. In Question 3 we asked you "How would you wish to receive the information we have gained from an estate inspection in your area?"** Over half the responses, (56%) would like to see the information 'In a report including photos of findings;'

(32%) as a Newsletter article; very low responses (4%) specified they would be happy to 'have a chat when we see you whilst out on patch'; 'No need to report' and those that failed to answer the question had an identical



scoring (3%) with only 1 person favouring to 'Put report on our website.'

**1.4. In Question 4 we said, "To what extent do you think tenants should be involved in estate inspection visits?"** The responses were moderate (35%) wished 'To be visited to discuss the issues'; (30%) 'To be given the opportunity to send in views before the inspection and (21%) 'To accompany staff on inspections. Only (10%) thought that tenants should have 'No involvement,' the remaining (4%) skipped or left the question unanswered.

**Comment:** A resident who selected the statement 'To be visited to discuss the issue' remarked that 'This will make inspection more meaningful'.

**1.5. In Question 5 we said, "Other than tenants, who else do you think should be invited to attend estate inspections?"**

The top 3 answers as you can see from the table overleaf show 'Maintenance Inspector' receiving (30%) of the responses; (23%) Police, Community Officer (PCSO); (14%) 'No-one else except Housing Officer'.

**Comment:** from a responder indicated 'City Council.'

**Arawak Walton Housing Association  
Postal Survey Four - December 2021 - Estate Management**

| <b>Q5. Other than tenants, who else do you think should be invited to attend Estate Inspections?</b> |     |
|--|-----|
| Local Member of Parliament   | 11% |
| Other staff members at Arawak Walton   | 8%  |
| Police, Community Support Officer (PCSO)   | 23% |
| No-one else except Housing Officer   | 14% |
| Maintenance Inspector  | 30% |
| Other housing organisations in your neighbourhood  | 3%  |
| Other, please list below   | 4%  |
| Unanswered/Skipped   | 7%  |

Comments following this question: -

- Those working full-time are unable to accompany staff on inspections
- I never have seen anyone visiting the property inspection. Anyway, in my opinion there is no need to involve myself in something which is unnecessary.
- Any of these could be appropriate depending on current situation

**Question 6 was left open for residents' remarks, which are detailed below, where we asked "What do you think we could do to improve the area where you live?"**

Free text comments

- To discuss with Council to keep the estate clean
- I think community groups, general public and HA's (*Housing Association's*) should work together to improve the area
- Make sure tenants are keeping outdoor areas clean
- Just do what you are doing keep on top of things
- More plants / Gardens
- Put a skip in once every 3 months or 6 months
- Address fly-tipped items – eyesore

| <b>2.0 SUMMARY</b> |  |
|--------------------|--|
| <b>2.1</b>         | Thank you to all tenants who completed and returned the survey. The responses will help us when reviewing our Estate Management Policy and Procedure.  |
| <b>2.2</b>         | The results and comments will be shared with all in the Operations Department so that we can be aware of the issues you have raised and address these and any hot spots as appropriate.  |
| <b>2.3</b>         | It is noted that the majority of respondents prefer feedback on inspection by way of a report together with photographs of findings which is how we used to report in the past but have moved away from doing so.  |
| <b>2.4</b>         | In the free text comments respondent(s) has suggested that we put a skip on patch every 3 to 6 months. However, we would not wish to do this but to continue to encourage and educate tenants on how they can dispose of their waste and bulky items properly to avoid and reduce the many occasions where we have had to arrange for a contractor to remove waste and other items left in and around bin stores. If respondents have any ideas on how we can improve this, please let us know at <a href="mailto:communal@arawakwalton.com">communal@arawakwalton.com</a> |

**ACTIONS**

- **Feedback from this questionnaire will be taken into account when reviewing the Estate Management Policy and Procedure including how we report our findings.**
- **Issues raised, in particular those at question 1.2, will be shared with Housing Officers so that they are aware of and can deal with these issues whilst out on patch.**
- **As well as the Housing Officer and Maintenance Inspector we will aim to invite the PCSO and local councillor to estate inspections**