



Arawak Walton

TSM Tracker 2024/25 Report

Prepared by: Acuity Research & Practice



Introduction

Arawak Walton has a proud heritage in helping to create vibrant and sustainable multi-cultural neighbourhoods in inner city areas. It has more than 40-year experience of providing quality affordable housing in Manchester, Trafford, and Stockport. With its roots in the African Caribbean community, Arawak Walton champions the provision of quality affordable homes in sustainable multi-cultural neighbourhoods. Arawak Walton has 1,105 properties including general needs, sheltered, and supported housing.

Acuity was commissioned over a two-year period to undertake independent satisfaction surveys of the tenants of Arawak Walton to be compliant with the requirements of the Regulator of Social Housing. The survey is based on the Tenant Satisfaction Measures which are required to be reported annually and the satisfaction questions asked to tenants of all registered providers, annually for all those with an excess of 1,000 properties.

The survey was conducted by telephone, with the aim of achieving a minimum of 287 completed surveys to reach the desired margin of error of $\pm 5\%$. The fieldwork began on 17 October and ran through until 5 November. At the close of the survey, 287 completed surveys were received, plus 14 incomplete responses, which are also required to be included by the Regulator.

The telephone survey is confidential, and the results are sent back to Arawak Walton anonymised unless residents give their permission to be identified – 76% of residents did give permission to share their responses with their details attached and 96% of these are happy for Arawak Walton to contact them to discuss any information they provided.

This survey aims to provide data on residents' satisfaction, which will allow Arawak Walton to:

- Provide information on residents' perceptions of current services
- Compare against the results from the 2023 survey conducted by TLF
- Inform decisions regarding future service development
- Report to the Regulator from April 2024 onwards.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with under 2,500 properties achieve a sampling error of at least $\pm 5\%$ at the 95% confidence level. For Arawak Walton, 287 completed responses were received this quarter. This response is high enough to conclude that the findings are accurate to within $\pm 5.0\%$, meeting the required error margin.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. The base numbers are included on the charts and shown as n=...

Key TSM Metrics

Overall Satisfaction

Good Repair

Building Safety

Neighbourhood

Engagement

Complaints

Wellbeing

Understanding Satisfaction

Summary

Demographics

84% 

Overall Satisfaction

The chart opposite shows the key metrics from the survey and shows that satisfaction is generally high with 84% of residents satisfied with the overall services provided by Arawak Walton.

In fact, two of the measures exceed 90% satisfaction, these being for the way Arawak Walton treats its residents fairly and with respect and keeps them informed about things that matter to them.

Just one measure falls below 50% satisfaction, that being the handling of complaints at 46%, although this is often the lowest scoring measure in surveys of this type.

The report will include a comparison with the survey from 2023 and towards the end will show a breakdown of the results by different subgroups to gain a better overall view of satisfaction and what is driving this.

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction



Residents were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Arawak Walton?” This is the key metric in any tenant perception survey.

Six out of seven residents are satisfied with the overall services provided to them by Arawak Walton (84%) with more residents very satisfied (51%) than fairly satisfied (33%), which is encouraging.

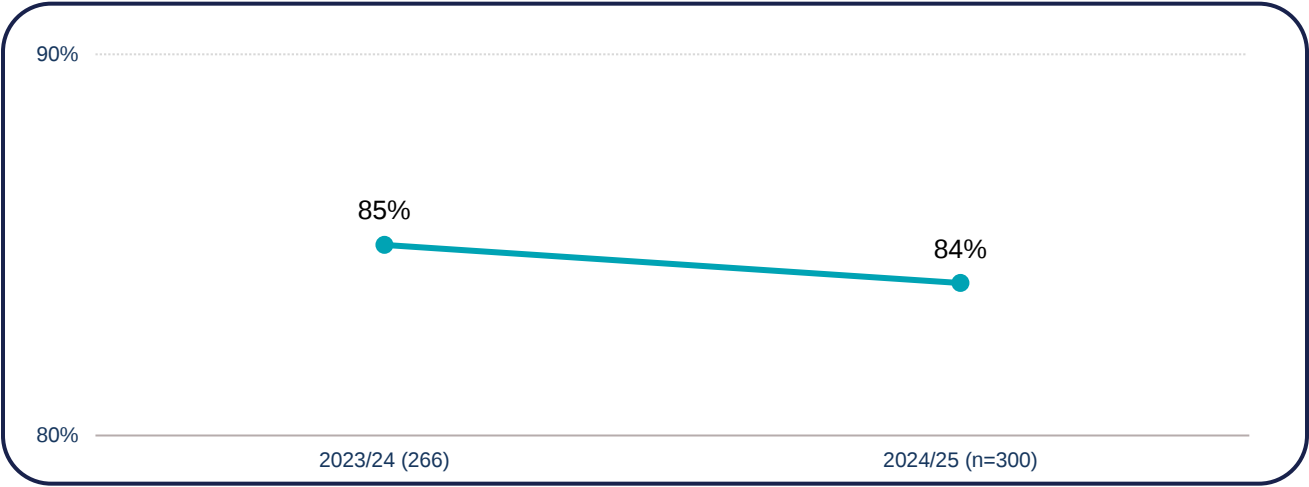
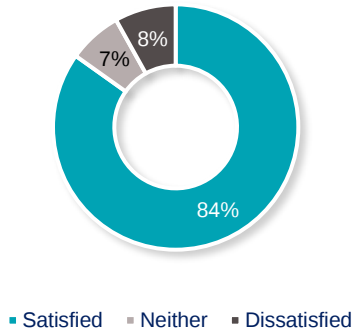
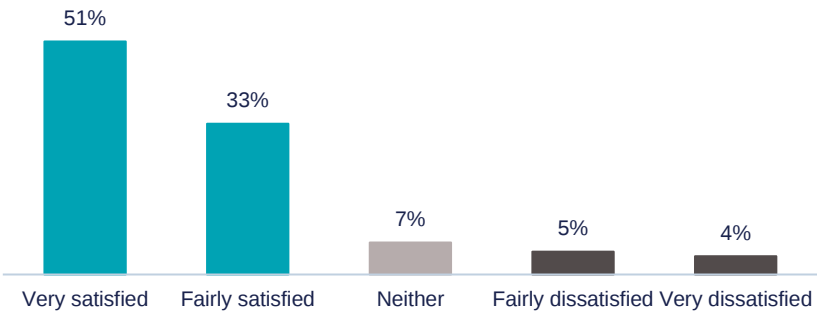
Just 8% of residents are dissatisfied with the overall services received and a further 7% are neither satisfied nor dissatisfied.

Arawak Walton had a survey completed for them by TLF in 2023 and the chart shows both the results from that survey and that of the current survey. This shows that there has been a small decrease in satisfaction since last year but, as shown below, this can be seen in the context of generally falling satisfaction across the sector.

The report will also show how the results from Arawak Walton compare with other social landlords and for overall satisfaction this falls into the top quartile, representing an excellent result, particularly for an organisation primarily working in inner city areas.

The residents were then asked to explain their reasons for the scores they gave and the results from this are shown in the following few pages.

Overall Satisfaction





Comments - Very Satisfied



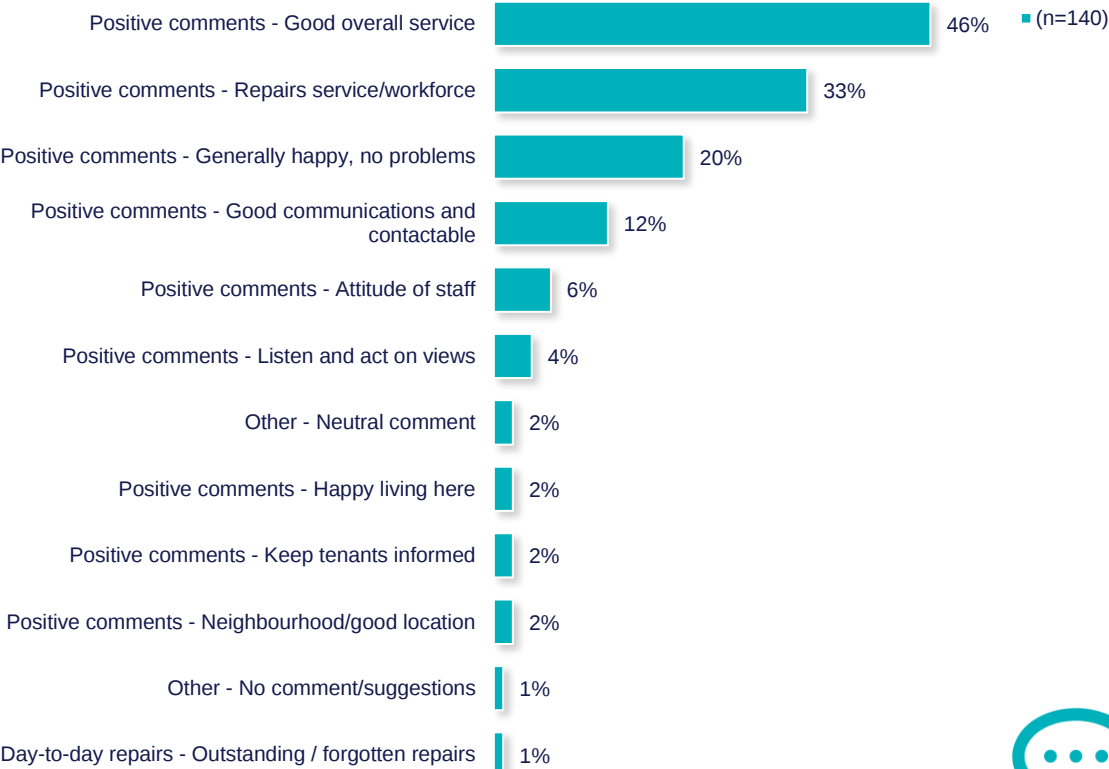
The residents were asked to provide further details of why they had answered the overall satisfaction question the way they had. Here, those giving a 'very satisfied' answer were asked to explain why, and 140 residents left comments, almost half of those responding.

As expected, these comments are very positive about the services provided and almost half of the comments made are about the good overall service with comments about prompt action, polite and professional staff and efficient service.

The repairs service also receives some specific praise, particularly around the quick service and general upkeep of the properties.

Other comments cover the positive attitude of the staff, how they are prepared to listen to residents' views and keep them informed.

Examples of these comments are shown overleaf and help to give a more rounded view of how residents feel about Arawak Walton.





Very Satisfied - Example Comments

Good Overall

"Every time I have rung them for a situation, repair or anything in that matter they have listened to me very quickly on that."

"They provide a good service."

"I'm just happy with the service they provide. everything I ask, they're straight on it."

"The facilities for which I pay rent are delivered well, and the management is very thoughtful."

"They are very good. They regularly put out surveys."

"Very efficient with what they do, they keep me informed on a regular basis with newsletters."

"Happy with the service no issue."

Positive - Repairs

"I always get my repairs done quickly, all jobs are completed, and I do not have to hang around or wait, they always work around my work time too."

"As soon as I phone them for repairs, they are done very quickly."

"When I report a repair, they send someone straight away and they aren't late."

"When something's broken, I call, and they solve the problem quickly."

"Because I am a single mum and I report a repairs, whenever I have problems, they always come and fix it for me."

"Everything gets done, if anything goes wrong it gets sorted straight away."

Generally Happy

"Whenever I asked for any services or if I have any problems they solve them straight away, it is better then I expected."

"No trouble, if I need anything I go to warden and that's it."

"They have not done anything wrong. They answer all my questions. All and all it's very good, I'm very satisfied, no problems with them."

"I have been with them over 13 or 14 years and I have never had a problem with the housing."

"Happy with everything."

"I have been with them over 13 or 14 years, and I have never had a problem with the housing."

Other Matters

"The services are very good with repairs when we ring, they are very cooperative when we ring up, and they are very human. It would be good to have soundproofing and maybe to have fencing around the driveway."

"Everything is fine. When I ring up, the company comes to the house. Just one problem with garden repairs, a tree that needs attending to. Also still waiting for kitchen repairs."

"It is always clean; they clean the car park and outside places, and they do look after us."

"They are a good company, very helpful and very nice for tenants. I am happy with them."



Comments - Neutral

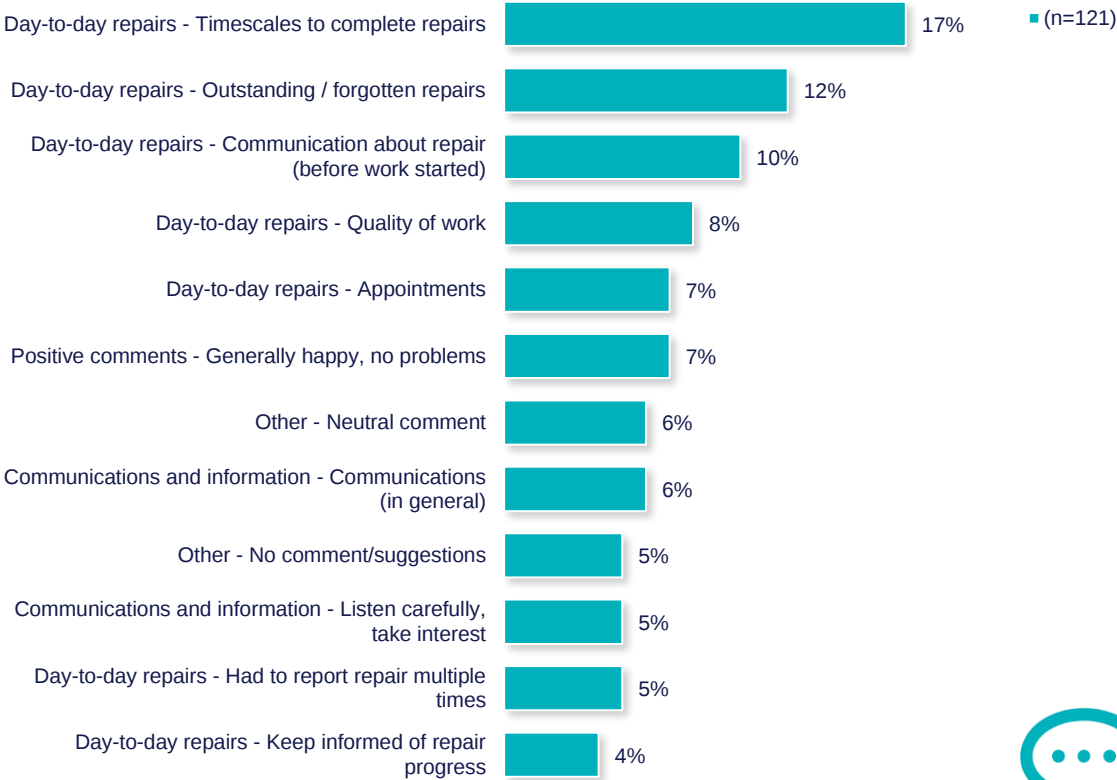


Residents who gave neither a very satisfied nor very dissatisfied answer were asked to explain why, and 121 residents gave their comments.

Whilst the repairs service is the source of much satisfaction with the overall services provided, it is also a source of some dissatisfaction and frustration. In particular, the issue of the time to complete repairs is raised by a number of residents, together with having repairs which remain outstanding or appear to have been forgotten.

In fact, comments about the repairs service dominate this section, with the quality of work and communications about the repair also mentioned, together with being kept up to date with progress and for some, having to report the repair several times.

These residents have taken a fairly neutral stance on overall satisfaction, and this implies that if some of these issues can be addressed, more are likely to move up into the very satisfied category.





Neutral Satisfaction - Example Comments

Time to Complete Repairs

"If they just got the jobs done quicker, if there are any faults in the house to just get jobs done quicker."

"Respond to repairs in a reasonable manner and time. Also with tenants who have been here a very long time and had no issues or requested anything, they need to respond. We have always been very respectful and my husband has been here 23 years since the house was built, we never had any issues and we now have mould and they are very lax about it. I have now had to go to the councilor to complain as there was no response from customer care."

"On reports and repairs. Repair needed to be done and was told could do it but they can't and waited a long while to be told that it couldn't."

Other Repairs

"Need to improve on updating residents with the repairs process."

"Not happy with repairs helpline takes too long to receive any update."

"Needs to be on top of things when carrying out repairs appointments."

"Repairs service and communicating with residents and go through the process with them."

"They need to improve the repairs process."

"Lack of response from repairs team."

"Actually do the job, they didn't fix the cupboard properly."

"Kitchen repairs - I have had it for a while."

Communication

"More communication with the tenants."

"Better customer service be on time listen to tenant."

"More communication and to take tenants issue seriously."

"Need to improve on their communication be more present and be able to listen."

"Better communication with my housing officer, there have been things not done properly like the tiling in the bathroom and with my boiler there are pipes exposed, so things like that."

"More meaningful communication."

"Listening more to tenants' opinions."

Other Matters

"The residents are still over packing the recycling bins."

"They should make the rent cheaper as it so expensive and keeps on increasing."

"Had to chase them a few times on a few things."

"Not happy with the building and would like to move there is ASB from neighbours."

"The communal building there is no cleaned properly regularly and when you report repair it takes."

"Had to chase them a few times on a few things."

"The residents are still over packing the recycling bins."



Finally in this section, those residents giving a 'very dissatisfied' answer to the overall satisfaction question were asked why and just 11 left comments.

The small number of comments is a reflection of the generally high levels of satisfaction with the overall services but, again, it is the repairs service which appears to be at the root of what little dissatisfaction there is. This time it is the issue of outstanding repairs which attracts the most attention, although the quality of work is a concern to some.

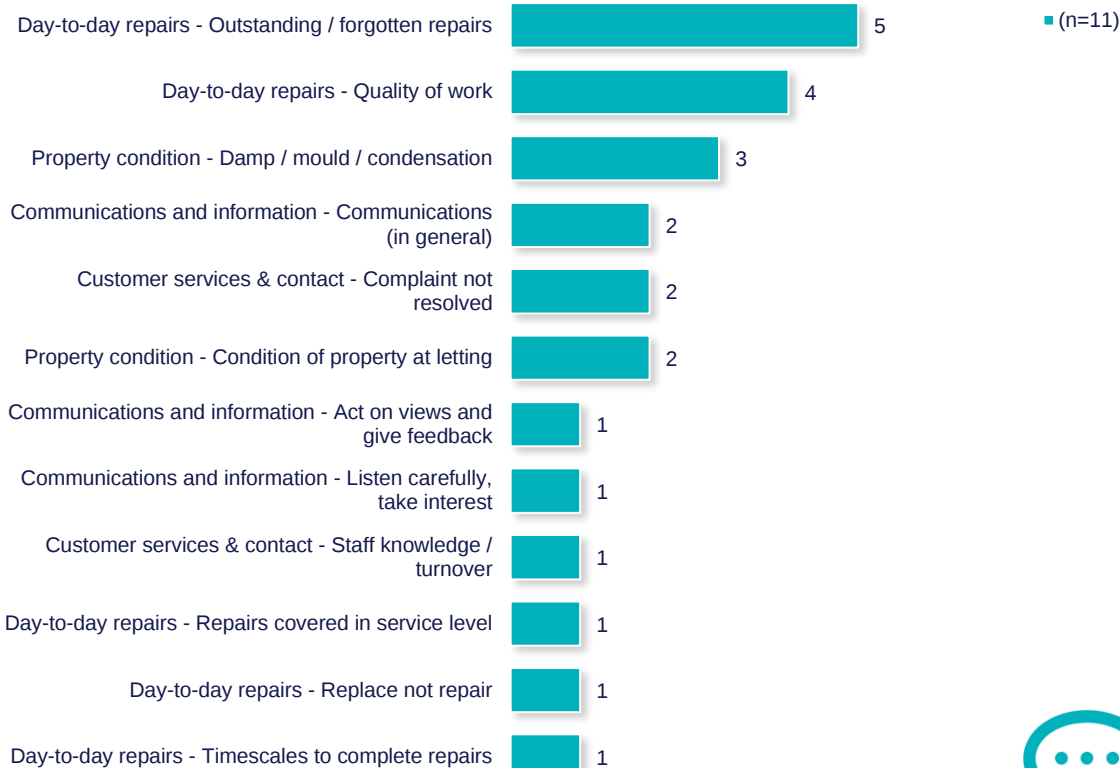
There are also a few residents who say they have problems with damp & mould in their homes, which not only affects their enjoyment of their property but is a potential health risk.

Other issues raised include communications and customer service, but these issues only affect a few with most happy with the service Arawak Walton provides.

It is interesting that it was the speed of repairs which was the main reason for dissatisfaction in last year's survey.

Examples of these comments are shown overleaf which help to explain why these few feel very dissatisfied with their service.

Comments - Very Dissatisfied





Very Dissatisfied - Example Comments

Repairs

"If something needs repair, they will come and replace but there is always problems straight away. work not done well."

"The services and repair wise the issues is the standard of the work, and the maintenance work is not done correctly and is of poor quality. And I have been waiting a long time for repairs, and the staff are very unprofessional and not helpful."

"How do they do the repairs on the house. Things should get updated and renewed and not fixed."

Property Condition

"The services, they are lazy. living in the house 16 years and have not changed anything. Said they would come back 4 years and for alarm with door and not been back. Mould in the property and had to get painting done after cleaning for him and no one came. Roof is green and gutters not been cleaned. not changed old kitchen."

"Not happy with the condition of the house."

"I came here in 2016, after one month the bedroom was going black with damp and mould. I told them straight away, the housing lady for maintenance I called, she told me that everywhere in the UK there is damp..."

Customer Service

"Not satisfied with the customer service no one listens and things are pushed back."

"They don't follow up on maintenance. My ceiling has soot on it for the past 2 and a half years. About 9 people have come out to take photos but they don't follow up. We have cockroaches in the hallways. People staying over in flats for years. I was also attacked 4 months ago from a tenant twice in one week and nothing was followed up. Noise complaint on the neighbour above me."

"Not happy with the communication between resident and housing."

Other Matters

"...to be honest she said use the spray, but the damp is really bad, they have not sorted it out. It is really cold all the time, I put carpets on the floor and put the heating on and the house is never warm. After that the water company said there was a leak, they were charging me £2000, I was living alone and my daughter was not living with me, i was crying. I told them I feel the cold in my bedroom from the roof. I told them to check the roof, some say there is a problem in the roof and some say there is not. After that I told the city council and they gave me a number to complain and I not happy as it affects me emotionally and mentally."



Keeping Properties in Good Repair



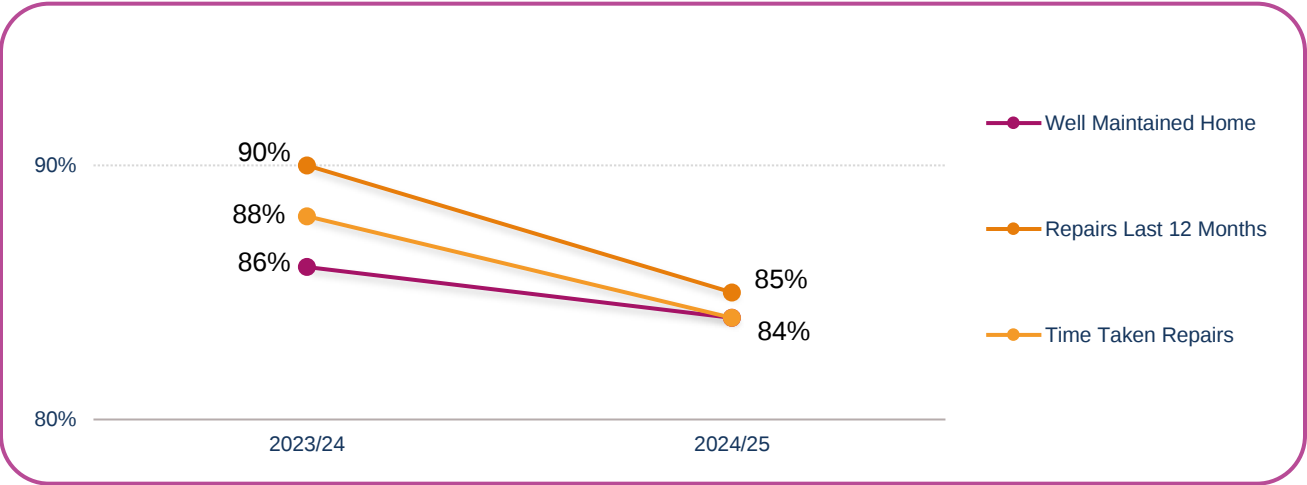
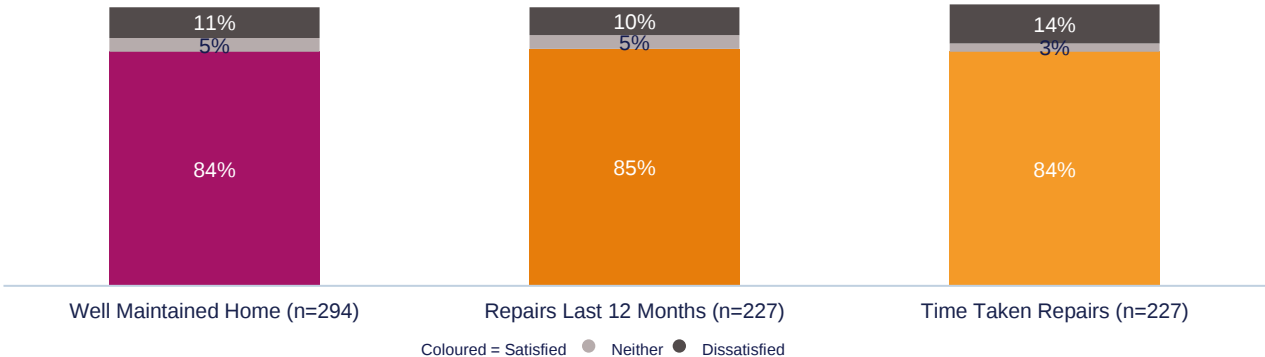
Keeping Properties in Good Repair

High numbers of residents are satisfied with their homes; 84% of residents feel that their homes are well maintained, whilst 11% are dissatisfied. However, this has seen a small fall in satisfaction, down 2 percentage points (p.p) since last year.

Three-quarters of residents (76%) said they had a repair completed to their home by Arawak Walton in the last 12 months, a little less than last year when 80% said they had a repair completed. Of these 85% are satisfied with the service during this period, just 10% are dissatisfied; this has also fallen a little, down from 90% in 2023.

It is common that fewer are satisfied with the time taken to complete repairs, and this is the case here, however, only marginally.

There are 84% of residents satisfied with the time to complete repairs and only 14% dissatisfied. This compares with 88% satisfied with the time to complete the most recent repair in last year's survey.





Comments - Dissatisfaction with Repairs

Residents not satisfied specifically with the repairs and maintenance service were asked to explain why and 47 residents gave comments.

As with last year, the timescales for repairs to be completed received the most comments. This is followed by outstanding or forgotten repairs and the quality of work.

The time taken to complete repairs is a theme across the sector, with landlords being impacted by the wider context, such as issues around the cost and availability of labour and materials. Additionally, residents can sometimes have high expectations around timescales. Therefore, it is important that Arawak Walton clearly communicates with residents about when they can expect repairs to be completed and keeps them updated throughout the process.

Again, these comments need to be put into context, for those experiencing problems they are serious and need to be addressed but the vast majority of repairs do appear to go off without a hitch and this needs to be remembered and celebrated; satisfaction is generally good, although dealing with these issues could make it even better.





Dissatisfaction with Repairs - Example Comments

Time to Complete Repairs	Outstanding Repairs	Other Repair Issues	Damp & Mould
<i>"Always take a long time. always promise a time but don't come."</i> <i>"They take too long to get the repairs fixed and there needs to be more update regarding how that repair went."</i> <i>"They need to do repairs on time, they always send someone to investigate, I understand we are in a cost of living and need to investigate before just undergoing repairs, but they need to follow up."</i> <i>"Took a little bit too long this time, reported on 3 occasions."</i> <i>"Takes a while to complete the repair."</i> <i>"it took over a month to complete the repair way too long of a wait."</i>	<i>"Reported a repair in May and its still not resolved."</i> <i>"Painting has not been done for mould in the property. was told would book it again but all most been 2 months."</i> <i>"Had to chase, sill not done had to contact and get it done myself."</i> <i>"Need to follow up on outstanding repairs and inform residents of the process."</i> <i>"We are waiting for Arawak to come and do the repair."</i> <i>"Same issue that I'm having haven't been completed."</i> <i>"Repair had not been completed."</i>	<i>"Always take a long time. always promise a time but don't come."</i> <i>"I reported a repair, and it wasn't properly done."</i> <i>"As I explained before, the quality of service from the companies that deal with Arawak is not good."</i> <i>"I had 2 repairs on the same job, the plumbing job was not very good, they were not very tidy and clean after they finish, the electrical contractors you could not fault them."</i> <i>"Improve the repairs process."</i> <i>"Repairs contractor did not know what he was doing."</i> <i>"Upgrade dated facilities such as my bathroom."</i>	<i>"Arawak used to be very good responding to repairs, but in the last 12 months we have been complaining about damp around the bathroom toilet, and it is spreading into the living room and main bedroom."</i> <i>"For over a year I contacted them about the mould in the toilet area, when I completed a similar survey last year, they called me, and they came out. They just painted over it and never fixed the problem, there was a leak. There were a lot of houses in the area with the same problem, the leaks need repairing. A lot of us have been here a long time, there are issues with the plumbing and the grounds are wet...."</i>



Maintaining Building Safety



Maintaining Building Safety

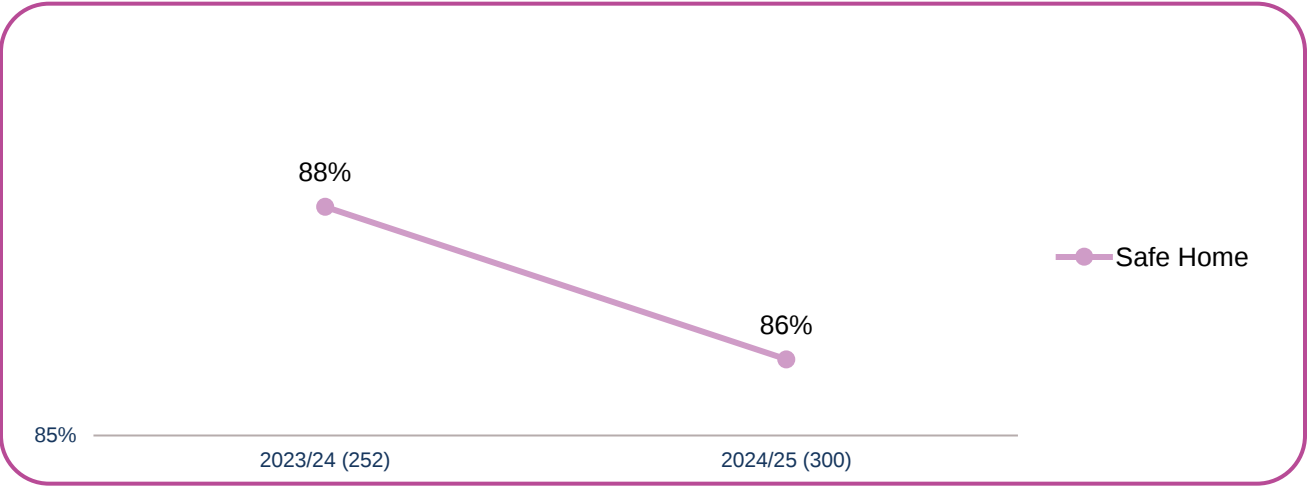
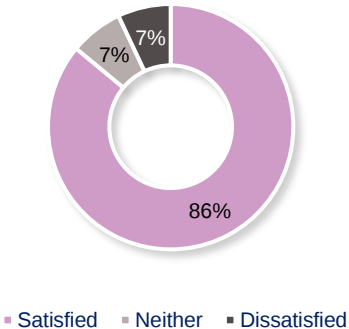
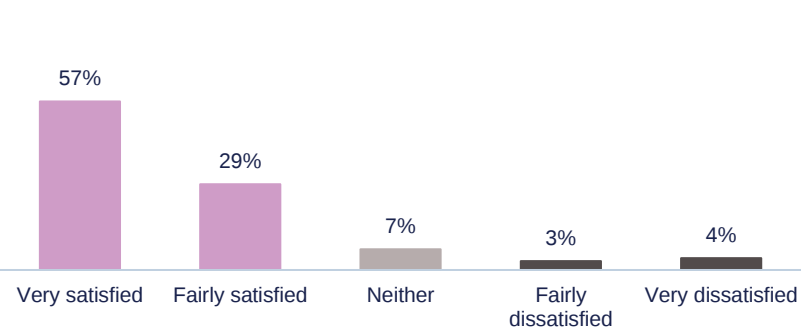
Satisfaction with the safety of the home is high at 86% with almost twice as many very satisfied (57%) as fairly satisfied (29%).

Just 7% of residents are dissatisfied with their homes' safety and a further 7% are neither satisfied nor dissatisfied.

Again, satisfaction is a little lower in 2024 compared with last year, down from 88% to 86%, but not a significant change.

It is usually the case that satisfaction with the safety of the home is higher than with its maintenance, and this is true here, 86% satisfied compared with 84% satisfied that their home is well maintained.

Residents were then asked to explain their reasons for their response, and these are shown by the main subject areas overleaf.





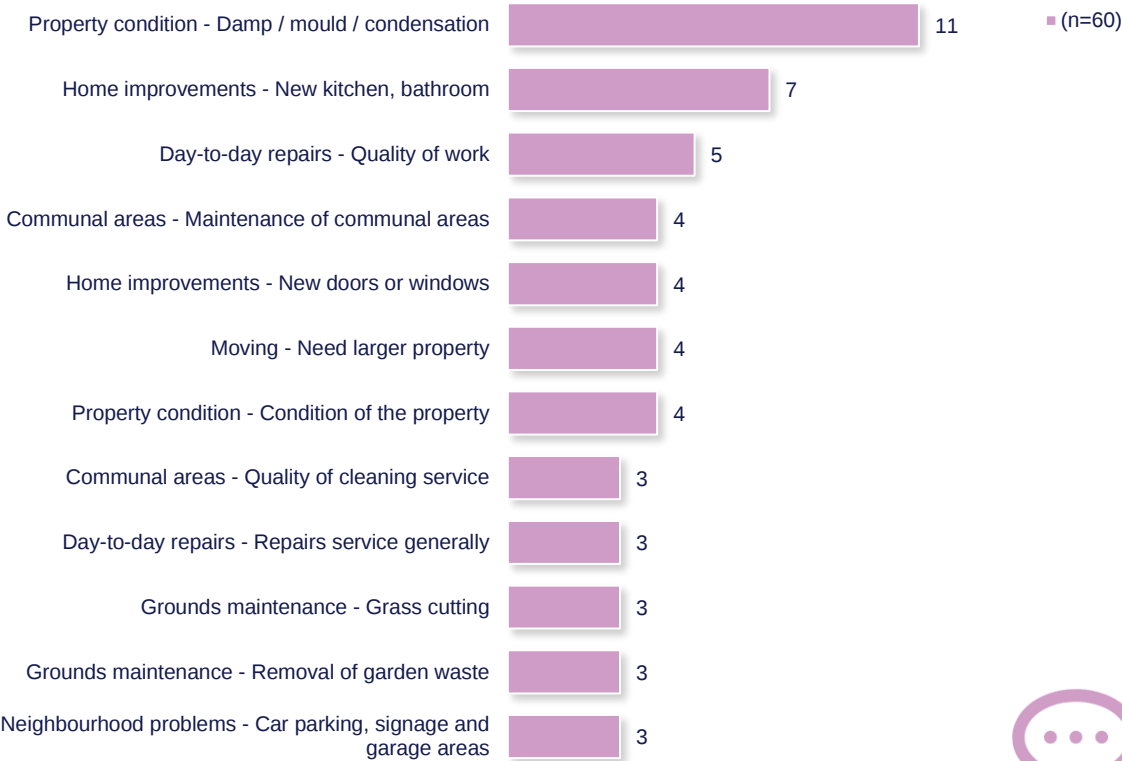
Comments - Home or Communal Areas not Well Maintained or Safe

Residents not satisfied with their homes or communal areas were asked to provide more information and suggest what Arawak Walton could improve, and 60 residents made comments.

Whilst these metrics are primarily about the structure and repairs of the homes, residents clearly also take a wider view of safety and maintenance to include environment and local areas issue.

Having said that, the main issue raised by the residents of Arawak Walton is that of damp & mould in the home, this appears to be affecting the enjoyment of their property for some and some also complain that works haven't been effective in resolving the problems.

Some residents would also like to see improvements to their homes, principally updated kitchens and bathrooms, but also new doors and windows





The Home - Example Comments

Home Improvements	Damp & Mould	Day-to-day Repairs	Other Matters
<i>"Update the windows to have vents on them to help with condensation. Damp and mould located in the kitchen and bathroom."</i> <i>"Fix the doors."</i> <i>"It is fairly well maintained; it is just that they promised us a new kitchen 3 years ago and a new bathroom 5 years ago and they have not been done."</i> <i>"I think they need to do regular assessments of the home and this will improve the quality of the work. they also need to make regular improvements and make updates to the home."</i> <i>"The bathroom is old and needs re doing and repairing and no ventilation."</i> <i>"The windows need repairing, not opening."</i>	<i>"There is mould around the home."</i> <i>"Mould in the property."</i> <i>"Maintain mould and damp."</i> <i>"...we have mould in the property for the last 10 years and they do nothing about that, they just do the painting, using the wash paint on specific parts. The mould comes back as they have not dealt properly with the mould."</i> <i>"We had some damp issues. Because of that, it's not in good condition. The walls need pointing and the windows have a draught and the kitchen and bathroom need updating."</i> <i>"I do not feel safe due to the damp inside and the risk to my health."</i>	<i>"Do the work to a better standard and find out the problem properly so it does not come back."</i> <i>"As for maintenance, it is not good because the Arawaks deal with maintenance companies that are not of a good standard and always use lower quality, and thus the Arawaks will be forced to spend more instead of doing maintenance with good quality, and this is what we suffer from in the homes belonging to the Arawaks."</i> <i>"It is about the repairs, the water coming in from the roof it is just that they are not doing the work properly."</i> <i>"I've had a few issues on the same thing, keep coming in and repairing instead of replacing..."</i>	<i>"The home is overcrowded no space for the entire family would like to be housed in a bigger place."</i> <i>"Have make complaints and noting was done about it."</i> <i>"We have to implement safety ourselves; it is not that it is not safe."</i> <i>"The issue is the fire doors are left open, the people who are let in their friends from the hostels, there is a shortcut you can take from the garden, someone from the block threw keys to their friends from the fire entry and never felt safe taking that route again."</i> <i>"One, I do not use them anyway, there are supposed to be parking spaces in that area, and I am not able to get to it, so I do not use it at all."</i>



Responsible Neighbourhood Management



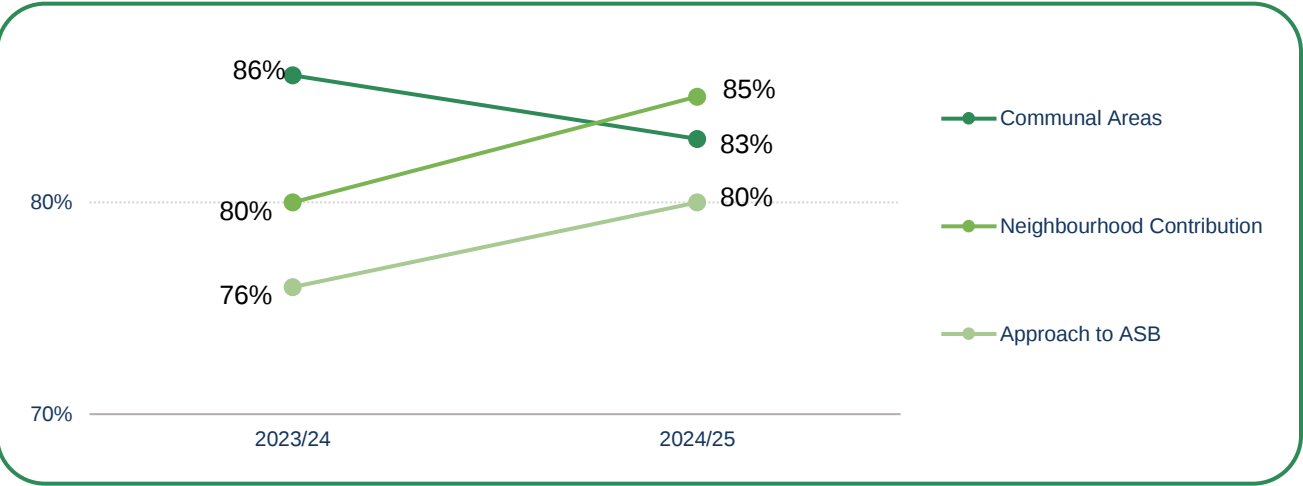
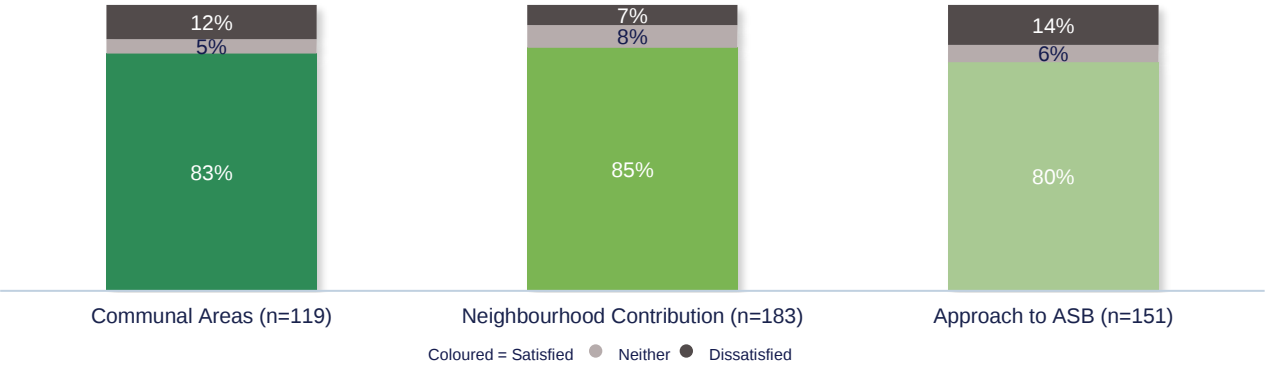
Responsible Neighbourhood Management

Two out of five residents stated that they live in a building with communal areas that Arawak Walton is responsible for maintaining (40%), although this is down from last year when 51% said they had communal areas.

Some 83% of residents are satisfied that Arawak Walton keeps their communal areas clean and well-maintained, down from 86% last year, although only 12% are dissatisfied.

Six out of seven residents are satisfied that Arawak Walton makes a positive contribution to their neighbourhood (85%), this having increased by 5p.p since the previous survey and showing that the Association is visible in the area and makes an impact on those living there.

However, fewer residents are satisfied with Arawak Walton's approach to dealing with anti-social behaviour (80%), although this is also up, this time by 4p.p, and 14% are dissatisfied. It is not clear from the results alone why this is the case, whether it is linked to the outcome of the problem, its handling, or a combination of the two. It may be worth following up on some of those affected to seek their experiences and to see what could be improved.





Respectful & Helpful Engagement



Respectful & Helpful Engagement

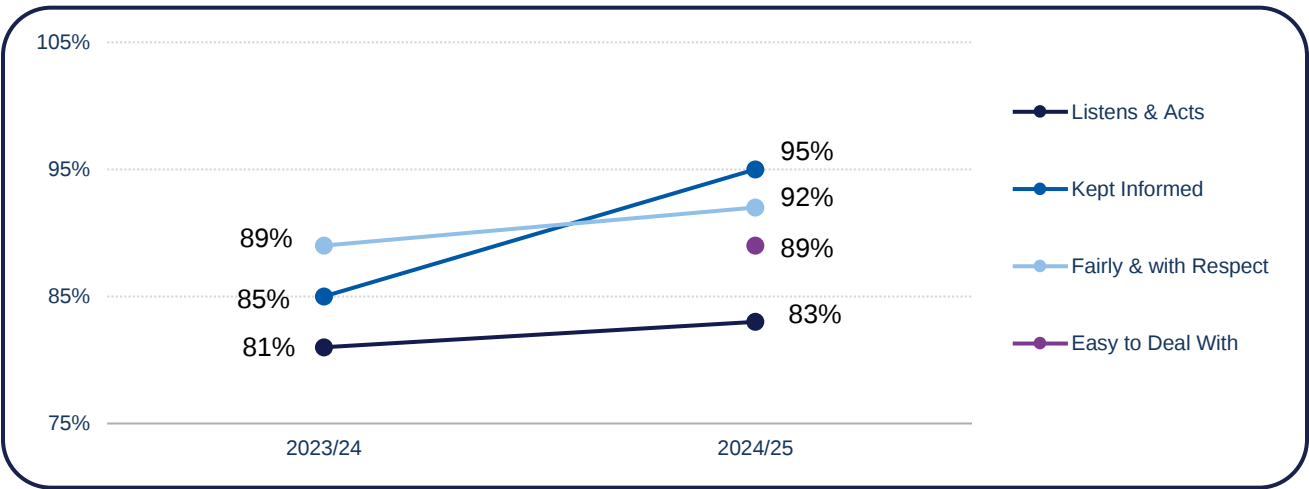
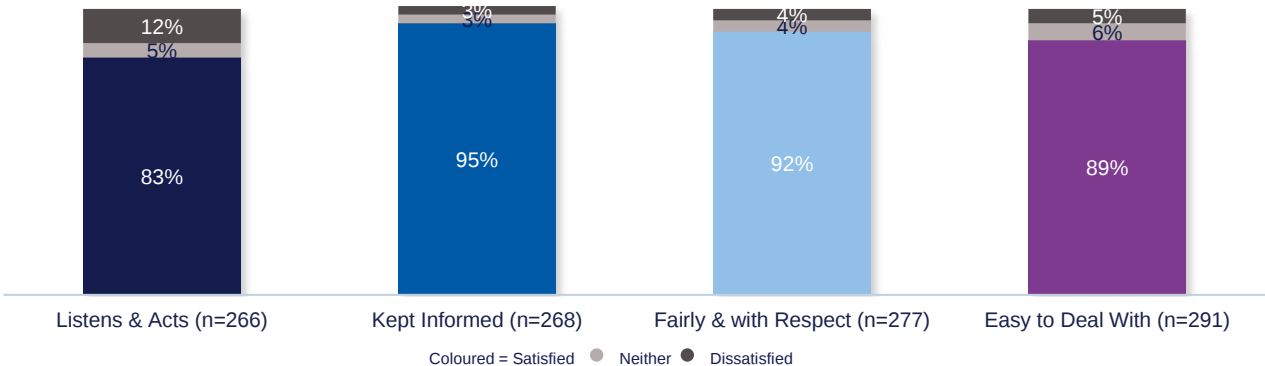
Nine out of ten residents find Arawak Walton easy to deal with (89%), while 92% agree that they are treated fairly and with respect, with just 3% who disagree.

Encouragingly, more are satisfied with how they are kept informed about things that matter to them (95%).

However, fewer are satisfied that Arawak Walton listens to their views and acts upon them (83%), whilst 12% are dissatisfied.

It is common that the listen and acts metric is among the lowest-rated scores in surveys of this type, and this is the case here. It is not entirely clear why this occurs, perhaps it is difficult to gauge whether an organisation has taken the residents' views into account so it is difficult to be positive about this.

What is encouraging is the positive change seen with these engagement measures since last year. There are now 10p.p more residents who feel that Arawak Walton keeps them informed about things that matter to them, 3p.p more agree they are treated fairly and with respect and 2p.p more are satisfied that their views are listened to and acted upon.





Comments - Customer Service

Residents who stated that they are not satisfied with Arawak Walton's customer service and communications were asked to explain why and suggest what could be improved; 49 residents gave comments.

The top two comments relate to staff showing a little more care, empathy, and support when residents make contact and listening more carefully to the residents. One resident suggested this had deteriorated, whilst others feel the staff should be better at listening to residents' views.

However, there are a range of other issues raised including some who cited that call/emails are not returned and for the repairs service, many having to report repairs multiple times whilst others again mention outstanding repairs.

Examples of these are shown overleaf to help better understand the issues around customer service, but again this should be seen in the context of generally high and improving satisfaction with these aspects of engagement.





Customer Service - Example Comments

Customer Service	Communication	Repairs	Other Matters
<i>"Customer service has deteriorated not polite to residents and find them to be aggressive."</i> <i>"In regards to customer service they do not respond back to enquires."</i> <i>"Take responsibility, better service, be more professional."</i> <i>"The customer service needs to be improve and asked if there is anything more the resident would like."</i> <i>"I am not happy with that as when something falls down, I am not happy with the information that I get from the customer services."</i> <i>"When ever trying to reach someone they say will call back but not getting a call back."</i>	<i>"Respond when people call in, reception tell us they will respond, and they do not respond. When the gentleman came out, he said all these things will happen and they never happened, so false information."</i> <i>"Be more clear on the process of repairs and services."</i> <i>"They are hard to deal with lack of communication keep calling no response."</i> <i>"When someone calls the office whoever is on reception does not pass on the messages."</i> <i>"Need to be more supportive and listen more to residents."</i> <i>"Should listen to the tenants a bit more."</i>	<i>"A couple of years ago the repairs would be done in a couple of days, now we are waiting weeks and weeks for repairs to be done."</i> <i>"There are multiple times I have contacted them about needing a repair and anytime I contact them I never hear back. I have to chase them all the time asking for updates, sometimes I give up calling."</i> <i>"Hard to get through and come to the job."</i> <i>"Make sure things (repairs) are done."</i> <i>"I recommend high quality maintenance, effective moisture treatment, and installation of excellent airtight and soundproof doors and windows."</i>	<i>"I've never seen my housing officer; they could keep in touch more."</i> <i>"Telephone skills."</i> <i>"I think it is more to do with the fact there is a lot of people here since I moved in, it is an open-door flat situation, one door per home, no communal door. A lot of people have bikes with no storage area or a lock, so people use the front pathway as their own gardens, and it is starting to look a mess."</i> <i>"Not happy with the communication with the location manager."</i> <i>"Call backs when they say they will call residents back."</i> <i>"Get better contractors to come every month and check and get the service charge worth as only coming twice week."</i>



Effective Handling of Complaints



Effective Handling of Complaints

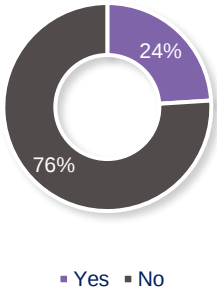
Just under a quarter of residents said they had made a complaint to Arawak Walton in the last 12 months, although it is impossible to tell how many of these are genuine complaints or service requests yet to be fully actioned. However, this level has reduced from 34% who said they had made a complaint in last year's survey.

Some 46% of residents are satisfied with Arawak Walton's approach to handling complaints, down from 54% in 2023/24, while 37% are dissatisfied. At least it is encouraging that there are more satisfied than dissatisfied, as this is not the case for many social landlords using the TSMs.

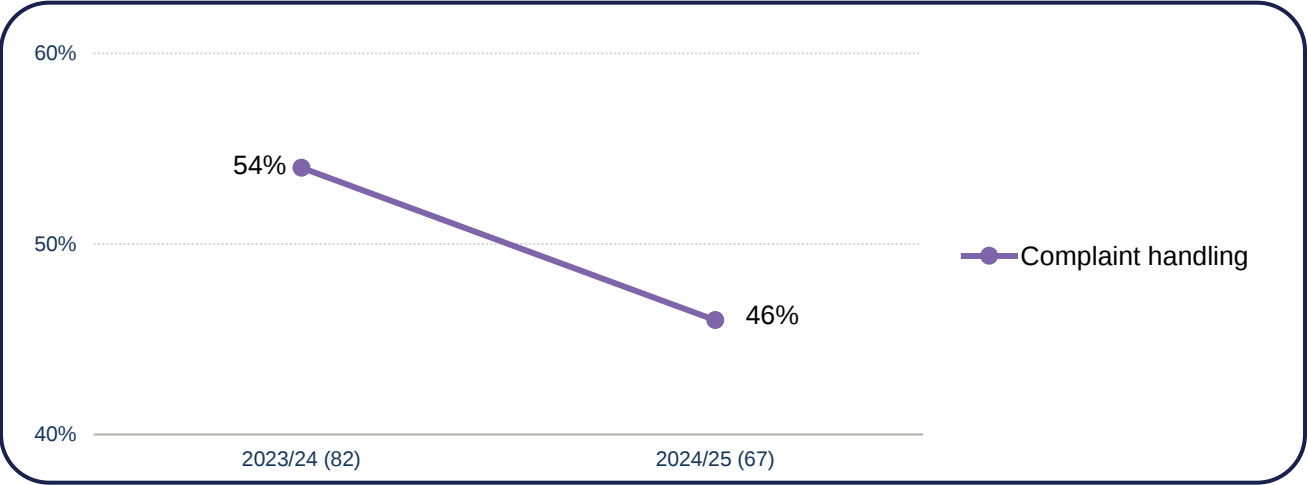
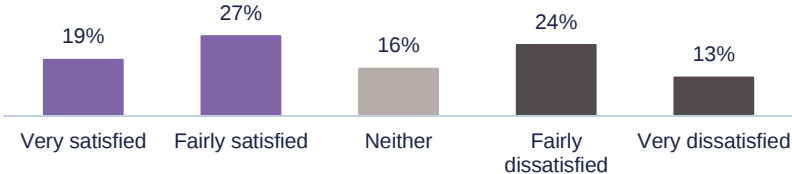
This metric regularly scores poorly in surveys of this type and the issue of 'what is a complaint?' has affected everyone since the introduction of these questions in the TSMs.

There is clearly room for improvement and where organisations fare well with complaint handling, it is usually down to good, regular and consistent communications. It may be worth Arawak Walton looking at the responses from some of these affected to see where satisfaction is low, and this may help to target areas that could be improved.

Complaint in last 12 months



Satisfaction with Complaints Handling





Wellbeing



Cost of Living

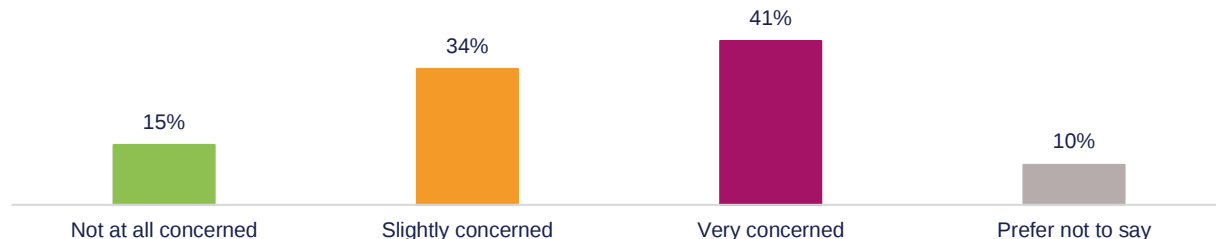
Tenants were asked about the cost of living and how concerned they are with the cost of living crisis in their household.

Two-fifths of residents surveyed this year stated they are very concerned about the cost of living crisis (41%), with a further 34% slightly concerned.

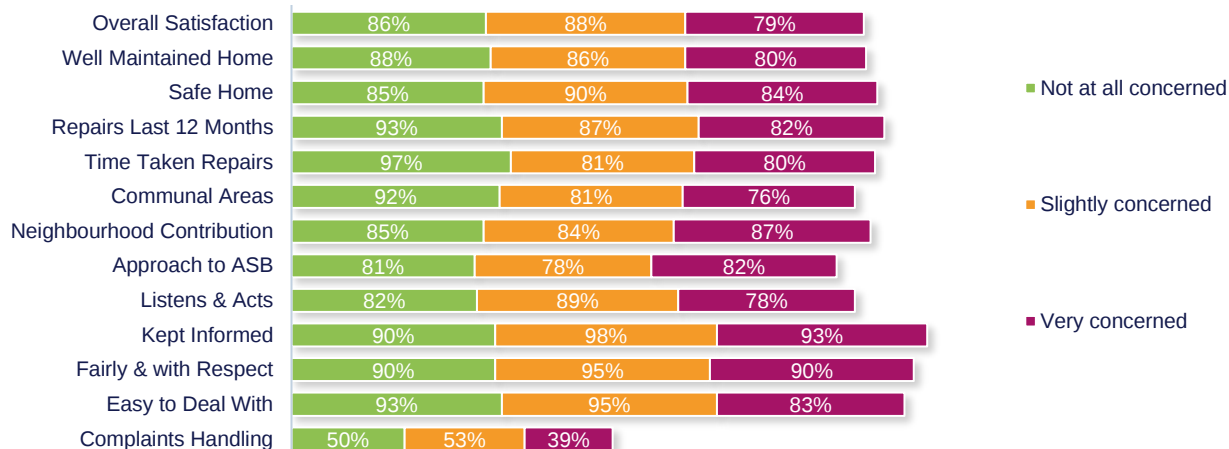
Only 15% of residents cited they are not at all concerned and 10% preferred not to say.

The table to the right shows costs of living concern by satisfaction. Evidence from similar surveys does suggest that those concerned are generally a little less satisfied with their homes and the services they receive. This does suggest that any help Arawak Walton can offer its residents, with things like budgeting and benefits, may not only improve their lives but also lead to higher levels of satisfaction.

Cost of Living Concern



Cost of Living Concern & Satisfaction



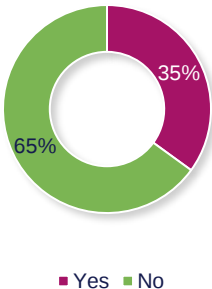
Damp and Mould

It is of concern that a third of residents said they have problems with damp & mould in the home (35%) and this is the source of a number of comments made about the home and the services they receive. The good news is that the vast majority of these have reported the issue to Arawak Walton (82%), although 18% have yet to do so.

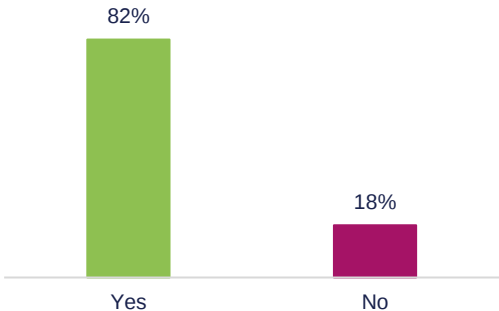
It is important that these cases are investigated as a matter of urgency if not already being done so, and action is taken where necessary to prevent the risk to health and to stop the deterioration of the property.

Dealing with damp & mould has become a big issue for social landlords and has to be taken seriously. However, it can have an effect on the organisation's resources and lead to delays in completing other works, often causing frustration among residents.

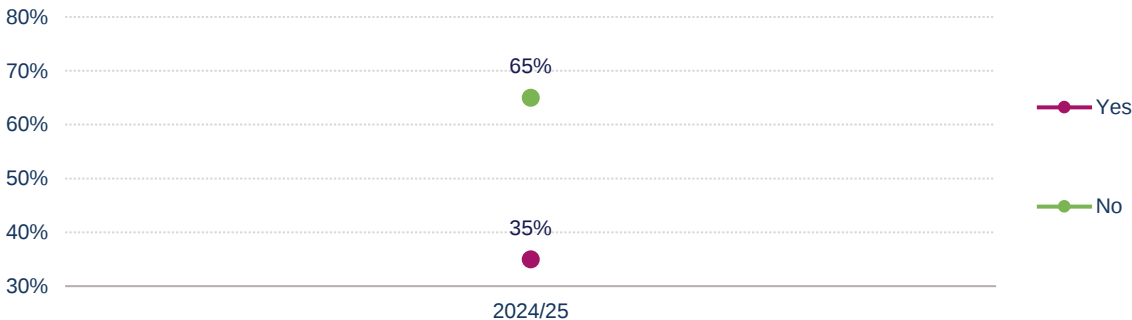
Currently Suffer from Damp & Mould



Reported Damp & Mould



Suffering from Damp & Mould over time





Understanding Satisfaction



Annual Satisfaction & Dissatisfaction

The charts opposite show both the range of satisfaction and dissatisfaction with the different measures within the survey.

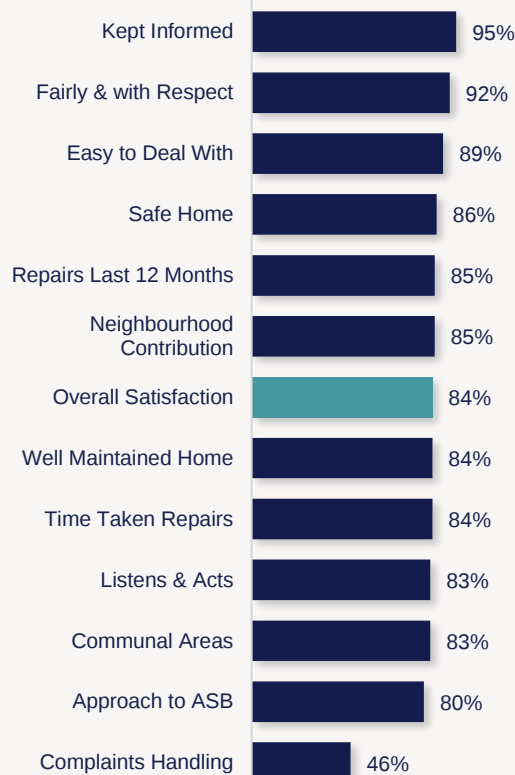
Satisfaction is high with 84% satisfied with the overall services provided and a high of 95% for residents being kept informed about things that matter to them and 92% agree that they are treated fairly and with respect.

Correspondingly, dissatisfaction is relatively low, with just 8% dissatisfied overall.

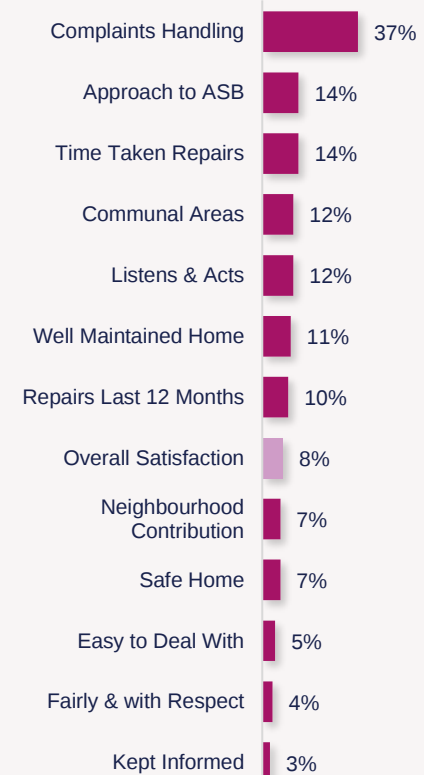
The only notable high level of dissatisfaction is for the complaints handling which is at 37% this year, otherwise dissatisfaction ranges from just 3% for the way they are kept informed to 14% for the handling of ASB.

Overall, Arawak should be pleased with this set of results, and it shows that it is largely meeting its aims of providing quality affordable housing in Manchester, Trafford, and Stockport.

Satisfaction with Measures 2024/25



Dissatisfaction with Measures 2024/25





Arawak Walton undertook a TSM based survey of its residents in 2023/24 using TLF and here shows the difference in the results between the two surveys.

For changes to be statistically significant they need to exceed the combined margins of error for these two surveys, $\pm 4.3\%$ last year and $\pm 5.0\%$ this year, so needing to exceed 9.3p.p. Only one measure does exceed this figure, with 10p.p more satisfied with the way Arawak Walton keeps them informed about things that matter to them.

The remaining changes are all relatively small, some falling and some increasing.

Overall satisfaction is down by just 1p.p, although the repairs service sees a fall of 5p.p for the service over the last 12 months and 4p.p for the time to complete repairs; this being a source of frustration for a number of residents. The handling of complaints has seen a fall in satisfaction of 8p.p.

However, apart from keeping residents informed there have been increases in satisfaction with the positive contribution made by Arawak Walton to the neighbourhood, dealing with ASB, listening to views and treating residents fairly and with respect.



Year on Year Change

	2023/24	2024	Change (p.p)
Overall satisfaction	85%	84%	1
Well maintained home	86%	84%	-2
Safe home	88%	86%	-2
Repairs - Last 12 months	90%	85%	-5
Time taken - Last repair	88%	84%	-4
Communal areas clean & well maintained	86%	83%	-3
Positive contribution to neighbourhood	80%	85%	5
Anti-social behaviour	76%	80%	4
Listens & Acts	81%	83%	2
Keeps you informed	85%	95%	10
Treats fairly & with respect	89%	92%	3
Complaints handling	54%	46%	-8



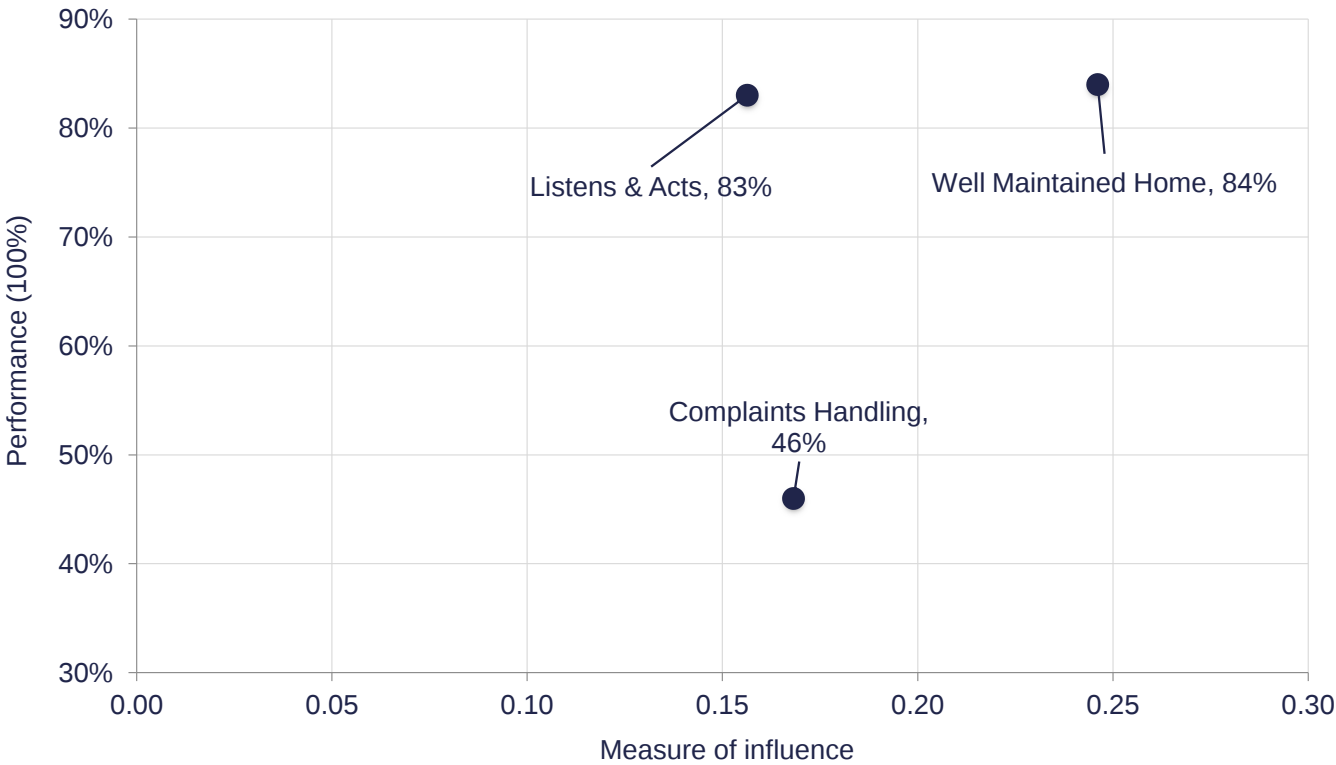
Key Driver Analysis

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction.

Each landlord has its own unique pattern of influence, and when considering the results for 2024/25, the most important driver for residents' satisfaction with the overall services is that Arawak Walton provides a home that is well maintained. This is often seen as the key driver with other social landlords and shows the importance of the repairs & maintenance service to the residents. The handling of complaints and how Arawak Walton listens and acts to their residents' views are also important, but not quite as influential.

This analysis implies that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall services provided. Satisfaction with the maintenance of the home is already high, although has fallen a little since last year, but dealing with the issues raised by residents in this survey could help reverse this change and improve satisfaction again.

Annual Key Driver Analysis – Overall Satisfaction





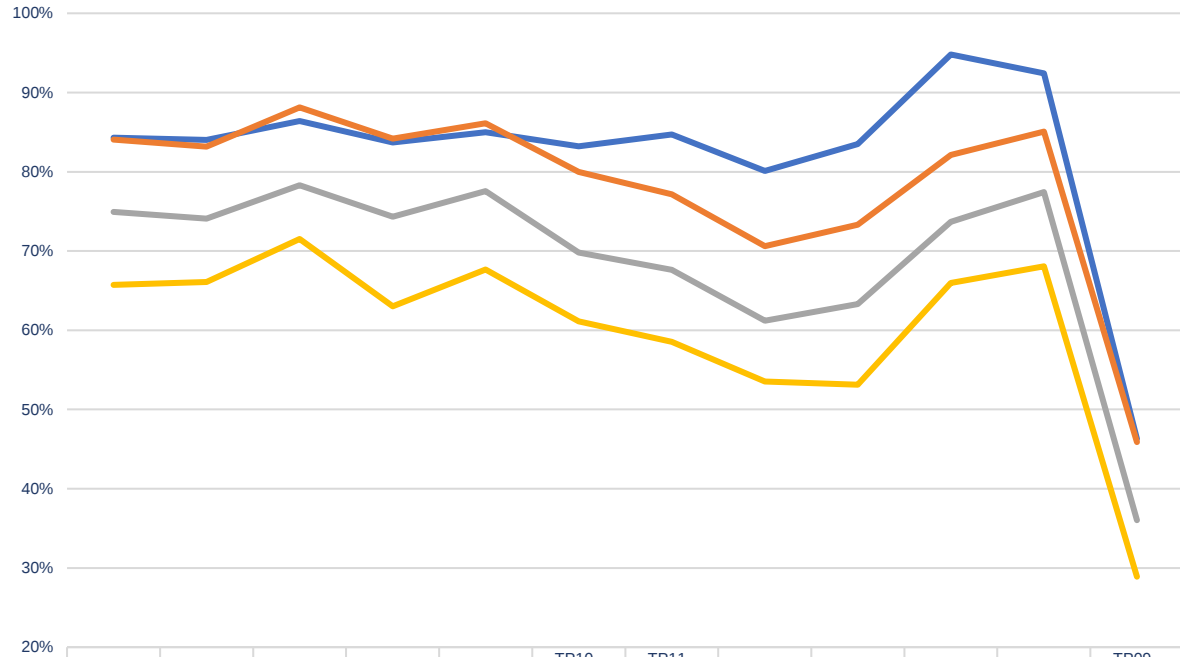
Benchmarking – Acuity Clients (LCRA)

Since the introduction of the Tenant Satisfaction Measures, Acuity has been undertaking satisfaction surveys for a range of clients using this question set. It is, therefore, possible to compare the results from the Arawak Walton survey with the combined results from these clients. Shown here are the quartile positions of all those working with Acuity during the last year or so. This is based on LCRA residents only so is comparable with the Arawak Walton survey.

The results from Arawak Walton compare very well against this group of landlords with all measures above the medians and nine in the top quartile, including the overall satisfaction.

Whilst this cohort of landlords now exceeds 200, they do vary in terms of type, size and location, so will not be directly comparable with the characteristics of Arawak Walton. However, this does help to provide a useful context to the results.

As the Regulator releases the results for the TSMs, it will be possible to create more accurate and robust peer groups, making benchmarking even more appropriate.



	TP01 - Overall Sat	TP04 - Well Maintained	TP05 - Safe	TP03 - Time Taken	TP02 - Repairs Sat	TP10 - Communal Sat	TP11 - Neighbourhood	TP12 - ASB	TP06 - Listens	TP07 - Informed	TP08 - Fairly	TP09 - Complaints Sat
Arawak Walton	84.3%	84.0%	86.4%	83.7%	85.0%	83.2%	84.7%	80.1%	83.5%	94.8%	92.4%	46.3%
Upper Quartile	84.1%	83.2%	88.1%	84.2%	86.1%	80.0%	77.1%	70.6%	73.3%	82.1%	85.1%	45.9%
Acuity Median	74.9%	74.1%	78.3%	74.3%	77.6%	69.8%	67.6%	61.2%	63.3%	73.7%	77.5%	36.0%
Lower Quartile	65.7%	66.1%	71.5%	63.0%	67.6%	61.1%	58.5%	53.5%	53.1%	66.0%	68.1%	28.9%
Quartile position	1	1	2	2	2	1	1	1	1	1	1	1
Number of Landlords	219	218	219	219	219	212	218	218	218	218	218	196



When considering the results, it is important to consider the national context and external factors.

For example:

- Cost of Living Crisis, increase in poverty and pressure on local authority funding
- Government & Political Changes
- Uncertainty about the Future
- Brexit and the economy

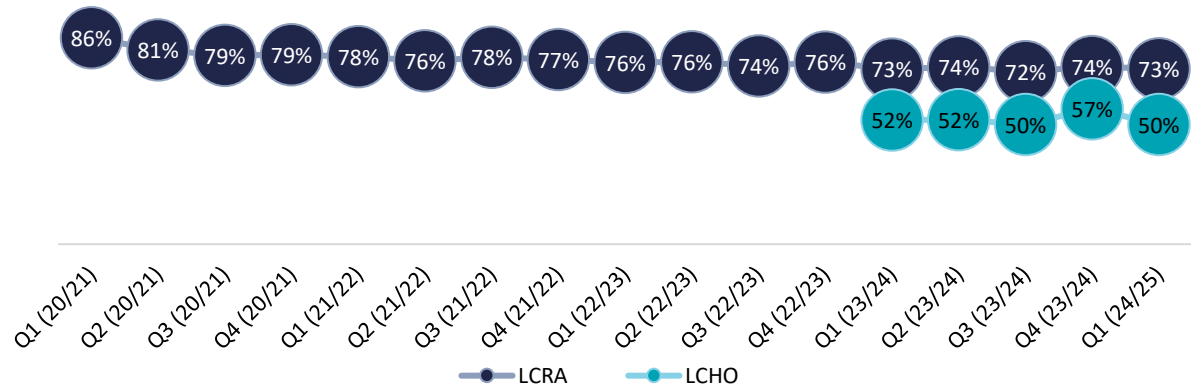
Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic have altered the way some social landlords operate.

The top graph demonstrates how overall satisfaction has changed over time (tracker only). The trendline is downward. The lower chart shows the results from Housemark members with a peak in 2015/16 but a slow decline since; this started before the effects of the pandemic started to hit.

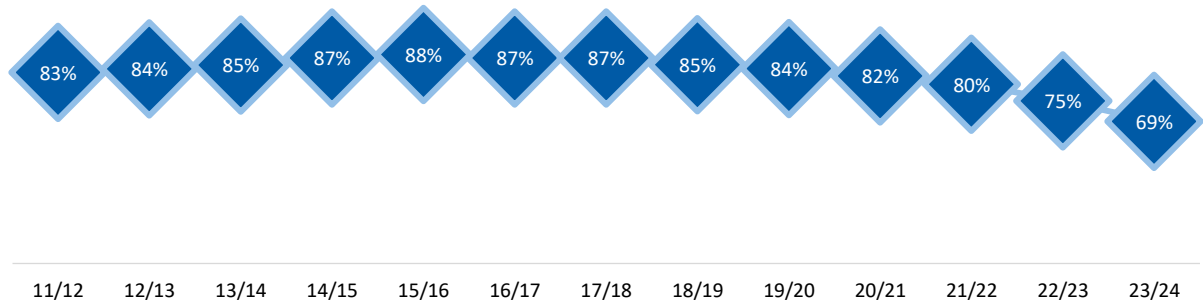
When considering the results from the previous survey, changes are relatively small with some measures showing increases and some falling. In the context of generally falling satisfaction, this represents a good response.

National Context

Overall Services (Acuity Clients)



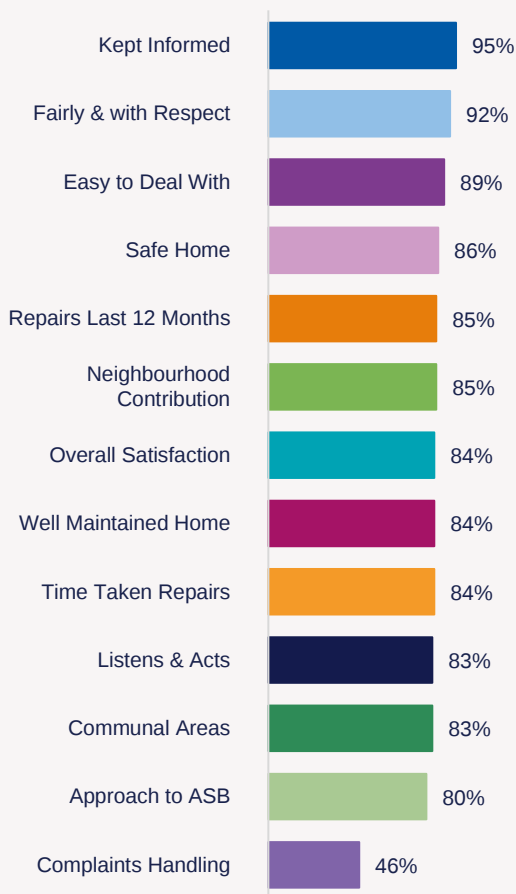
Satisfaction with services provided (NHF/Housemark median - general needs)





Summary

Satisfaction with Measures



Summary



Acuity was commissioned by Arawak Walton to undertake independent satisfaction surveys of its residents over the next two years, based on the Tenant Satisfaction Measures from the Regulator of Social Housing, using its in-house telephone calling team. At the close of the survey on 26th October, 287 interviews were completed, meeting the required margin of error for the survey.

Satisfaction with the range of services is good with 84% of residents satisfied with the overall services provided by Arawak Walton. All of the remaining measures have satisfaction at 80% or above, apart from complaints handling. The best-performing measures this year are the way Arawak Walton keeps their residents informed about things that matter to them (95%) and treats its residents fairly and with respect (92%). At the other end of the scale, the lowest performing measure is the handling of complaints, with only 42% of residents who have made a complaint in the last 12 months satisfied, while 37% are dissatisfied.

When comparing the results against the previous survey undertaken last year, the changes are small with overall satisfaction down just 1p.p, which in the context of the changes across the wider sector is a good result. Satisfaction with the home and the repairs service is down a little but engagement factors have seen increases, with 10p.p more satisfied with the way Arawak Walton keeps its residents informed.

The key driver for overall satisfaction is shown to be the provision of a well-maintained home, the result being that if this could be improved further, overall satisfaction should also improve as a result, although complaint handling and listening to views are also important but not quite as influential. The results from Arawak Walton also compare very well with other social landlords who have worked with Acuity and used the TSMs over the last year or so. Scoring in the upper quartile in nine of the twelve measures.

There are also some residents concerned with the cost of living, some 41% of residents are very concerned, with a further 34% slightly concerned. Around a third of residents have issues with damp and mould in their homes, which need to be dealt with, and the vast majority of these are known to Arawak Walton, although 18% haven't yet been reported. The names and addresses of those affected have been passed on to Arawak Walton to follow up and take action where necessary.

Residents were given the opportunity to explain further their reasons for the scores they gave on some questions, and this revealed that many are happy with their homes and the services they currently receive. Where there are issues, many are linked to the repairs service, in particular, the time taken to complete repairs and dealing with those repairs that remain outstanding or appear to have been forgotten. Some residents also have problems getting in touch on occasions and having calls returned when promised, and some would like the staff to listen to them more carefully and show them a little more care, empathy, and support when they make contact.

Breaking down the results by different subgroups reveals that satisfaction generally increases with age and this is also reflected in the tenure type where sheltered tenants are generally more satisfied than their general needs counterparts. Residents in Manchester tend to be more satisfied than those in Trafford, Black Caribbean residents are a little more satisfied than the other ethnic groups, those new to Arawak Walton are more satisfied than those with longer tenancies and male residents are consistently more satisfied than female residents.



Recommendations

Arawak Walton provides quality affordable housing in Manchester, Trafford, and Stockport. They specialise in meeting the needs of Black and Minority Ethnic communities.

A survey of this type can not address or provide evidence of all of these aims but the level of satisfaction does suggest Arawak Walton is performing well.

However, there are always areas that can be improved and the recommendations opposite give some suggestions that Arawak Walton may wish to follow up on.

Repairs service

Satisfaction with the repairs' service is good but has fallen a little from last year, the service over the last 12 months seeing a fall of 5p.p and the time to complete repairs is down by 4p.p. Having a well-maintained home is the key driver for overall satisfaction and the repairs service attracts most of the comments, with residents split between those praising the service and those wanting to see improvement.

Some common issues within the sector are raised by those residents a little less satisfied with the service. These being the time to complete repairs and the issue of dealing with outstanding or forgotten repairs. Some residents mention they have noticed a change in the repairs service from Arawak Walton in the last year, with the service lowering in quality. This could be a result of changes to contractors or the issues linked to resources and delays caused by focusing on more urgent problems, such as damp & mould. It could be suggested that contractors' work is spot-checked to ensure that standards are met as many residents mentioned issues with the quality of work.

However, resident expectations is often the cause of some frustration and social landlords find it hard to match these. Good quality and timely communications is important so residents are fully aware of when a repair will be done and informed of progress or any delays. It will not be possible to please everyone but by managing these expectations most will appreciate the issues and competing priorities behind delays and will accept these reasons. To help further, perhaps Arawak Walton could look at how it communicates and plug any gaps that exist.

Damp & mould

It is of concern that over a third of residents have problems with damp & mould in their homes, although 82% of these instances have already been reported to Arawak Walton. This issue has become a hot topic across the sector following some tragedies in social housing, and as a results there has been a change in the law and a clearer focus on dealing with these issues. These instances need to be investigated as a matter of urgency, if not already being done so, and action taken where necessary to prevent health issues and a deterioration of the property. However, whilst these need to be treated seriously, they can lead to delays with other, less urgent repairs, often causing frustration among those affected, hence the need for good quality communication to make it clear what is to be done and when and how it impacts on other services.



Recommendations (cont)

This page continues with recommendations which may help Arawak Walton achieve even higher satisfaction with its services in future.

Customer Services & Communication

Satisfaction with those measures linked to engagement between residents and Arawak Walton have increased this year and satisfaction is high, particularly for the way it keeps its residents informed, which is now up to 95%. However, some residents used the opportunity to mention issues they have with the service when making contact with the Association.

In particular, some residents say they want the staff to listen to them more carefully and take an interest in their issues, and show them more care and support when making contact. Again some residents said they had seen a change in the service over the last year despite the increasing satisfaction. On top of this, some have problems making contact and having calls returned, which also adds to frustration. Giving sufficient time to all when call volumes are high can be difficult but if Arawak Walton can be aware of these concerns, it may be possible to listen better and make sure tenants feel heard.

These clearly only affect a few and the results suggest that most interactions work well leaving residents satisfied, however, by sorting out the issues experienced by the few, satisfaction could improve even further.

Maintaining high satisfaction

The results overall are excellent and compare very well with other social landlords who have completed TSM based surveys in the last year or so. There have been small changes, which would be expected, and these will be seen in the context of generally falling satisfaction across the sector. The results are even more impressive given that Arawak Walton works primarily in inner city locations, which can be difficult. The challenge facing Arawak Walton is to maintain this level of satisfaction over time. Using the results from this exercise can help to identify those areas which could do with some additional work, and it also allows the Association to contact those giving their permission to find out more of their experiences of being an Arawak Walton resident. Working with the residents will help set priorities and they often have great suggestions for improvement, having experienced the service firsthand.

Arawak Walton should be very pleased with these results, but not be complacent, as the survey has highlighted some areas which could be improved further, but the outlook is promising.



Demographics



Tenure

Whilst the majority of Arawak Walton's properties are general needs, it also has some sheltered and supported housing. Although no residents in supported housing took part in the survey this year.

In terms of satisfaction, those in the sheltered accommodation are the most satisfied with eight of the thirteen measures. Although those in general needs accommodation are the most satisfied with the overall service, 85%, compared to 82% of residents in sheltered accommodation.

The largest difference can be observed in the maintenance of communal areas, where residents in sheltered accommodation are 22% more satisfied than those in general needs.

	All Residents	General Needs	Sheltered
Overall Satisfaction	84%	85%	82%
Well Maintained Home	84%	83%	91%
Safe Home	86%	86%	91%
Repairs Last 12 Months	85%	84%	92%
Time Taken Repairs	84%	82%	96%
Communal Areas	83%	78%	100%
Neighbourhood Contribution	85%	83%	92%
Approach to ASB	80%	80%	84%
Listens & Acts	83%	84%	77%
Kept Informed	95%	95%	94%
Fairly & with Respect	92%	92%	94%
Easy to Deal With	89%	89%	89%
Complaints Handling	46%	47%	43% *

*Base below 10



Area

Arawak Walton covers three main areas, these include Manchester, Stockport, and Trafford. However, Stockport did not get the required ten responses, therefore, will not be included in the comparison.

When comparing residents in Manchester and Trafford, residents in Manchester are more satisfied with all the measures this year, with the exception of the time taken to complete repairs, where 9p.p more are satisfied in Trafford.

Overall satisfaction is 23p.p higher for residents living in Manchester than in Trafford.

	All Residents	Manchester	Stockport	Trafford
Overall Satisfaction	84%	85%	83% *	62%
Well Maintained Home	84%	84%	83% *	75%
Safe Home	86%	87%	100% *	69%
Repairs Last 12 Months	85%	85%	100% *	83%
Time Taken Repairs	84%	83%	100% *	92%
Communal Areas	83%	86%	67% *	43% *
Neighbourhood Contribution	85%	84%	100% *	89% *
Approach to ASB	80%	81%	100% *	50% *
Listens & Acts	83%	85%	80% *	62%
Kept Informed	95%	95%	100% *	92%
Fairly & with Respect	92%	93%	80% *	92%
Easy to Deal With	89%	90%	80% *	75%
Complaints Handling	46%	48%	100% *	20% *

*Base below 10



Age Group

It is often found in surveys of this kind that satisfaction generally increases with age.

For Arawak Walton, this tends to be the case, with residents aged 65 - 74 the most satisfied with the overall service, and those aged 45 to 54 the least.

The general trend is consistent with many other surveys and means that the age profile of different landlords will be a major factor in determining satisfaction levels.

It is not entirely clear why this is, but it could be that older people are generally less likely to complain and, perhaps, put up with lower standards of service, whereas younger residents can have higher expectations of what they feel services should look like.

	All Residents	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	84%	71% *	87%	82%	78%	88%	86%	92%	100% *	86% *
Well Maintained Home	84%	71% *	81%	82%	73%	88%	97%	89%	100% *	100% *
Safe Home	86%	86% *	84%	83%	79%	88%	92%	97%	100% *	100% *
Repairs Last 12 Months	85%	83% *	79%	85%	74%	100%	96%	93%	100% *	60% *
Time Taken Repairs	84%	86% *	66%	85%	80%	87%	100%	92%	83% *	80% *
Communal Areas	83%	50% *	69%	93%	68%	77%	83%	100%	100% *	100% *
Neighbourhood Contribution	85%	50% *	84%	79%	79%	77%	100%	91%	100% *	100% *
Approach to ASB	80%	60% *	67%	85%	73%	83%	82%	91%	75% *	100% *
Listens & Acts	83%	71% *	85%	84%	77%	90%	85%	87%	100% *	67% *
Kept Informed	95%	100% *	91%	93%	91%	97%	100%	100%	100% *	83% *
Fairly & with Respect	92%	83% *	86%	95%	85%	100%	92%	100%	100% *	100% *
Easy to Deal With	89%	71% *	81%	96%	81%	97%	92%	88%	100% *	100% *
Complaints Handling	46%	0% *	67% *	42%	47%	38% *	57% *	50% *	0% *	100% *

*Base below 10

Ethnicity



Satisfaction among the main ethnic groups of residents is shown here and this shows that the most satisfied group overall are those from the Black Caribbean community and those with mixed White & Black Caribbean households, both having 90% satisfied. This compares with the Black African residents where 79% are satisfied.

However, when looking across the range of measures, the differences between the groups is not great, most expressing high satisfaction with their homes and the related services.

The least satisfied with their homes and the repairs service are the Arab residents, although those in the Other group are the least satisfied with the engagement measures.

	All Residents	Arab	Asian British - Pakistani	Black British - African	Black British - Caribbean	Mixed - White & Black Caribbean	No Information	Other	White - British
Overall Satisfaction	85%	84%	89%	79%	90%	90%	88%	86%	84%
Well Maintained Home	84%	78%	89%	79%	95%	80%	88%	79%	86%
Safe Home	86%	72%	94%	86%	89%	94%	88%	75%	87%
Repairs Last 12 Months	86%	81%	88%	79%	97%	82%	92%	89%*	89%
Time Taken Repairs	86%	81%	88%	82%	86%	100%	92%	78%*	89%
Communal Areas	83%	100% *	83% *	79%	80%	89% *	100% *	75%*	83%
Neighbourhood Contribution	85%	100%	91%	85%	83%	73%	92%	89%*	81%
Approach to ASB	80%	75%	89% *	84%	71%	67% *	67% *	67%*	86%
Listens & Acts	84%	85%	88%	85%	87%	80%	86%	69%	85%
Kept Informed	94%	93%	94%	95%	94%	100%	100%	80%	93%
Fairly & with Respect	92%	100%	94%	88%	97%	95%	93%	77%	95%
Easy to Deal With	89%	94%	94%	85%	92%	100%	81%	85%	91%
Complaints Handling	45%	60% *	0% *	46%	57% *	60% *	33% *	33%*	33% *

*Base below 10



Length of Tenancy

As those with the longest tenancies are often among the oldest tenants, satisfaction tends to be high in these groups, however, this is not so much the case for Arawak Walton in 24/25.

Satisfaction also tends to be high for newer tenants, as seen here where the less than 1-year group is the most satisfied with eight of the measures, including the overall satisfaction.

One theory for this pattern is that tenants are often happy to get an offer of a home, perhaps having waited for some time or having come from poor accommodation, but as they experience more issues over the years, they become more critical.

The challenge, therefore, is to maintain the level of initial satisfaction as time progresses.

	All Residents	A. < 1 year	B. 1 - 3 years	C. 4 - 5 years	D. 6 - 10 years	E. 11 - 20 years	F. Over 20 years
Overall Satisfaction	84%	94%	85%	88%	81%	85%	81%
Well Maintained Home	84%	88%	83%	94%	80%	83%	85%
Safe Home	86%	100%	84%	88%	83%	88%	86%
Repairs Last 12 Months	85%	93%	88%	92%	82%	77%	94%
Time Taken Repairs	84%	93%	89%	88%	80%	79%	85%
Communal Areas	83%	100% *	96%	73%	82%	80%	75%
Neighbourhood Contribution	85%	82%	90%	90%	83%	83%	81%
Approach to ASB	80%	90%	77%	87%	85%	76%	76%
Listens & Acts	83%	94%	84%	86%	81%	84%	80%
Kept Informed	95%	100%	95%	97%	97%	92%	93%
Fairly & with Respect	92%	100%	95%	90%	93%	90%	93%
Easy to Deal With	89%	100%	91%	90%	89%	88%	84%
Complaints Handling	46%	67% *	50% *	40% *	55%	45%	22% *

*Base below 10



Gender

Female tenants outnumber their male counterparts but are generally a little less satisfied with the majority of measures.

In fact, male tenants are more satisfied with all of the satisfaction measures. The differences between these two groups are relatively small, with the largest gap of 8p.p for the maintenance of communal areas, and just 4p.p between the two groups on the overall services.

	All Residents	F	M
Overall Satisfaction	84%	83%	87%
Well Maintained Home	84%	84%	85%
Safe Home	86%	84%	90%
Repairs Last 12 Months	85%	84%	86%
Time Taken Repairs	84%	83%	85%
Communal Areas	83%	79%	87%
Neighbourhood Contribution	85%	83%	87%
Approach to ASB	80%	77%	84%
Listens & Acts	83%	82%	85%
Kept Informed	95%	93%	97%
Fairly & with Respect	92%	90%	96%
Easy to Deal With	89%	88%	91%
Complaints Handling	46%	44%	50%



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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