

ARAWAK WALTON **TENANT SATISFACTION SURVEY** **2023**

by Rachel Allen & Chloe Dyson



KEY SURVEY INFORMATION



SAMPLING

- Total tenant population: 1,093
- 58 Tenants were excluded due to exceptional circumstances (blank records/LCHO sample/duplicates)
- A census sampling was used
- Total sample size achieved: 267
- All by telephone



QUESTIONNAIRE

- Respondents were fully informed
- TSM questions and routing correct
- TSM scales used correctly
- Followed MRS guidelines
- Questionnaire can be found in the Appendix



DATA COLLECTION

- Data collected between 28th August and 6th October
- TLF Research used as the external contractor
- Incentives were not used



WEIGHTING

- Weighting was not necessary, the sample is representative of the total population



RELIABILITY

- With a total population of 1,093 the confidence level must achieve within at least +/-5%
- We are 95% confident that the overall % satisfied is within +/-4.3%



ANALYSIS

- All partial completes that have answered overall satisfaction have been included.
- % satisfied has been calculated excluding Don't know and Not answered.
- All data within the report is unweighted
- All bases have been reported throughout

WHO WE INTERVIEWED V DATABASE



Based on information provided on the database.



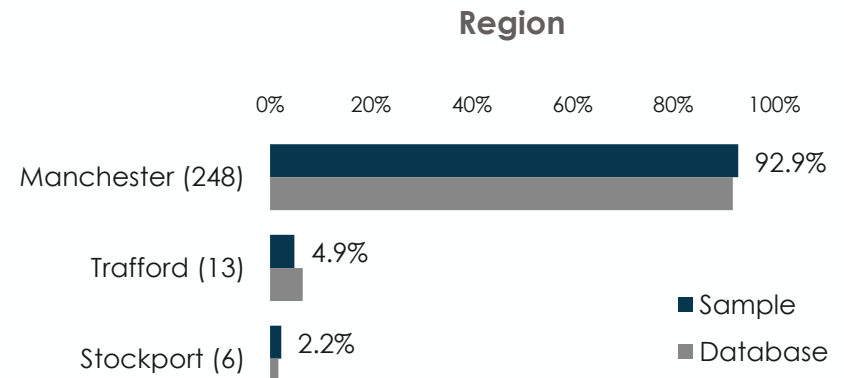
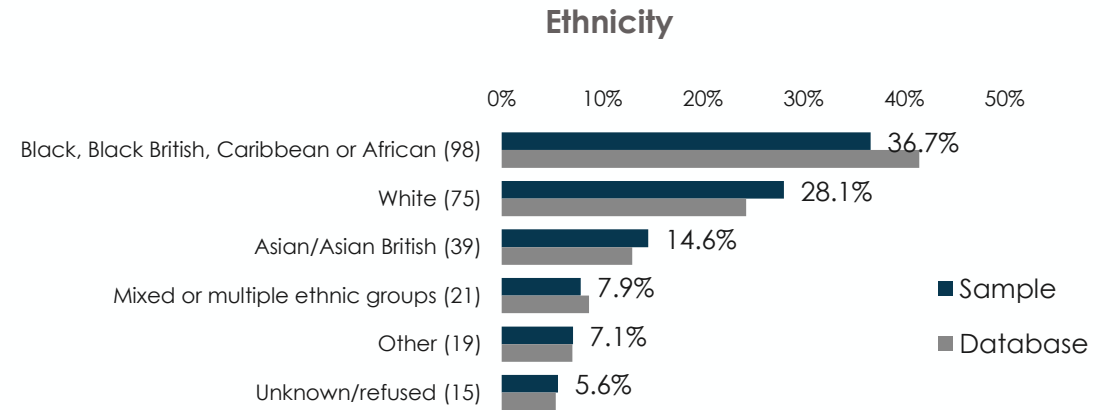
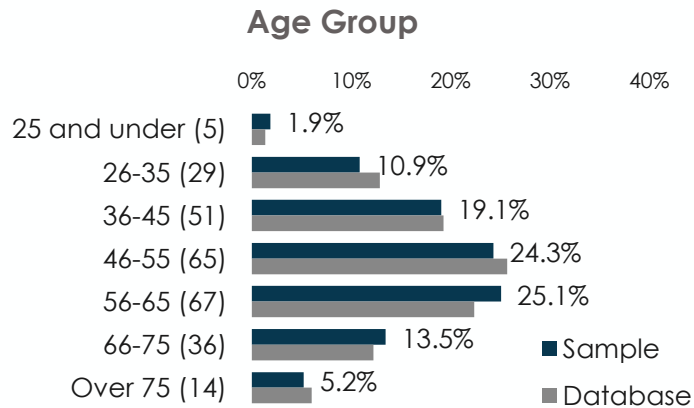
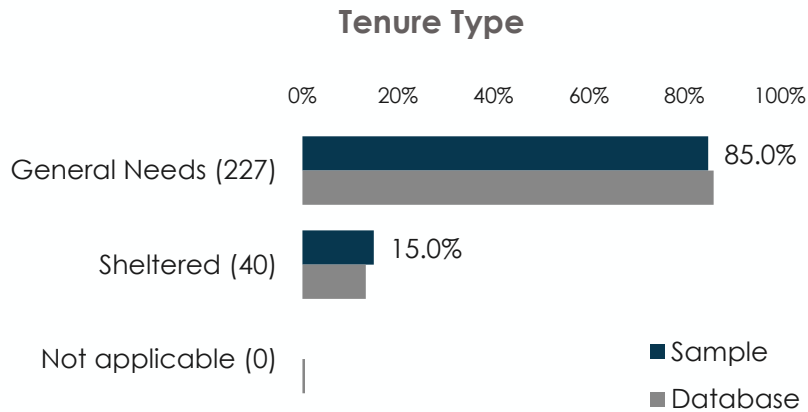
The survey was open from 28th August to 6th October.



267 Tenants were interviewed by phone. 254 surveys were completed in full, 13 were partial completes



All respondents are LCRA.



Sample size shown in () The sample closely represents the population make up and therefore does not require the data to be weighted.

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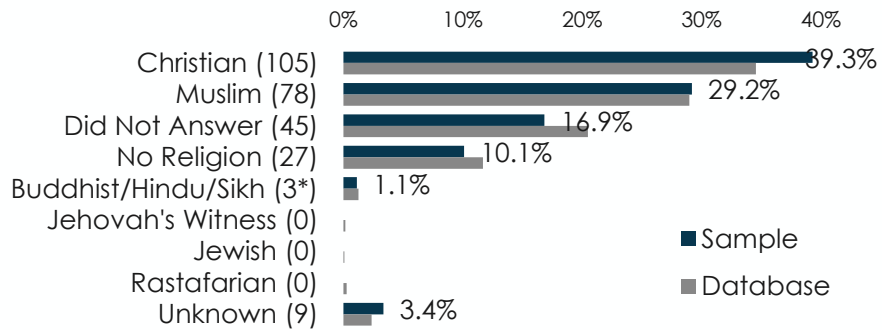


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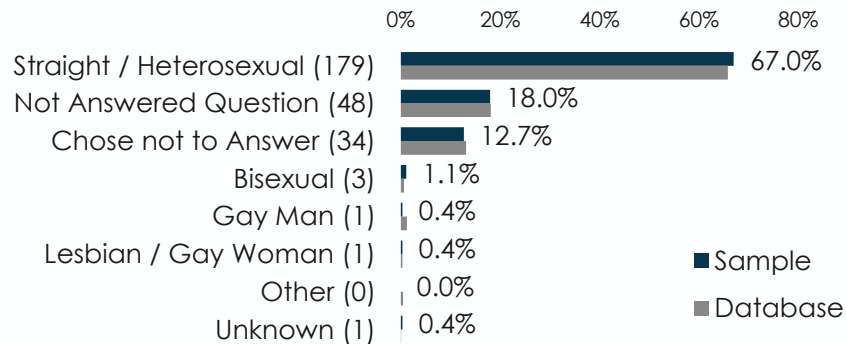


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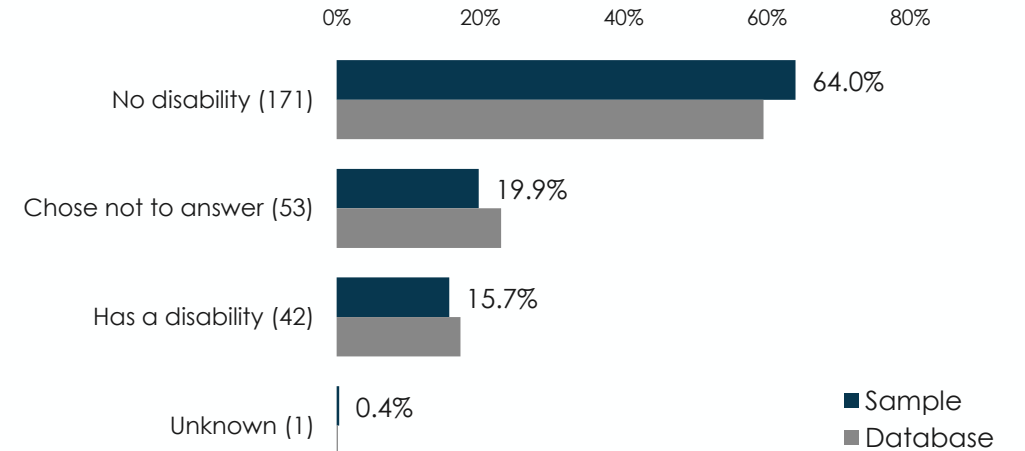
Faith



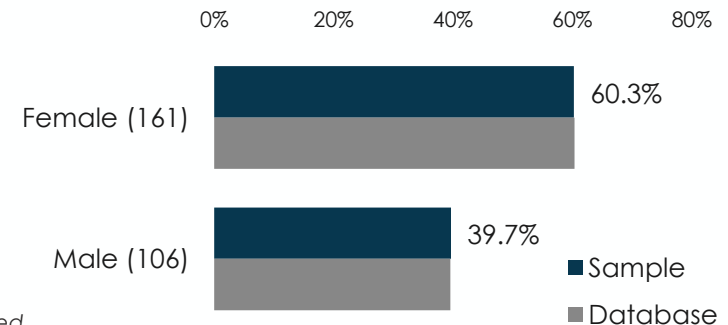
Sexuality



Disability



Gender

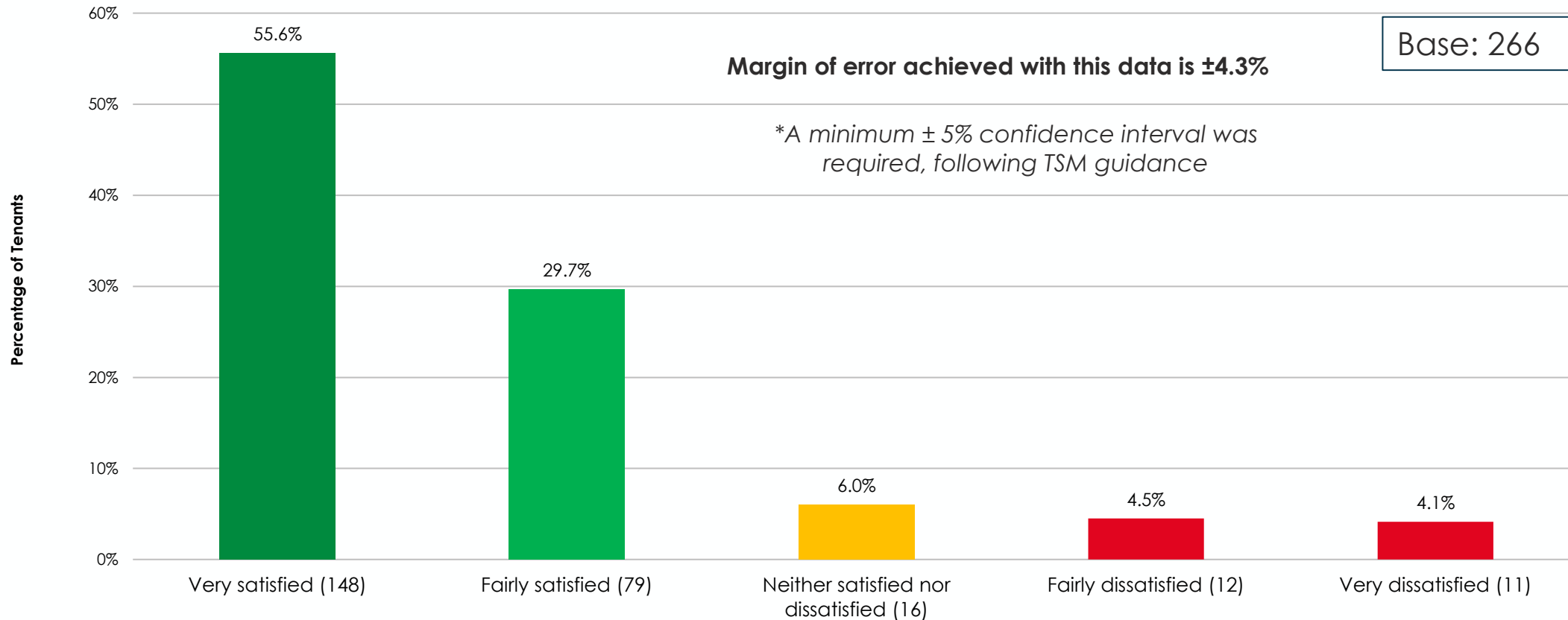


Sample size shown in (). The sample closely represents the population make up and therefore does not require the data to be weighted.

OVERALL SATISFACTION: 85.3% (VERY & FAIRLY SATISFIED)



Taking everything into account, how satisfied or dissatisfied are you with the service provided by Arawak Walton?

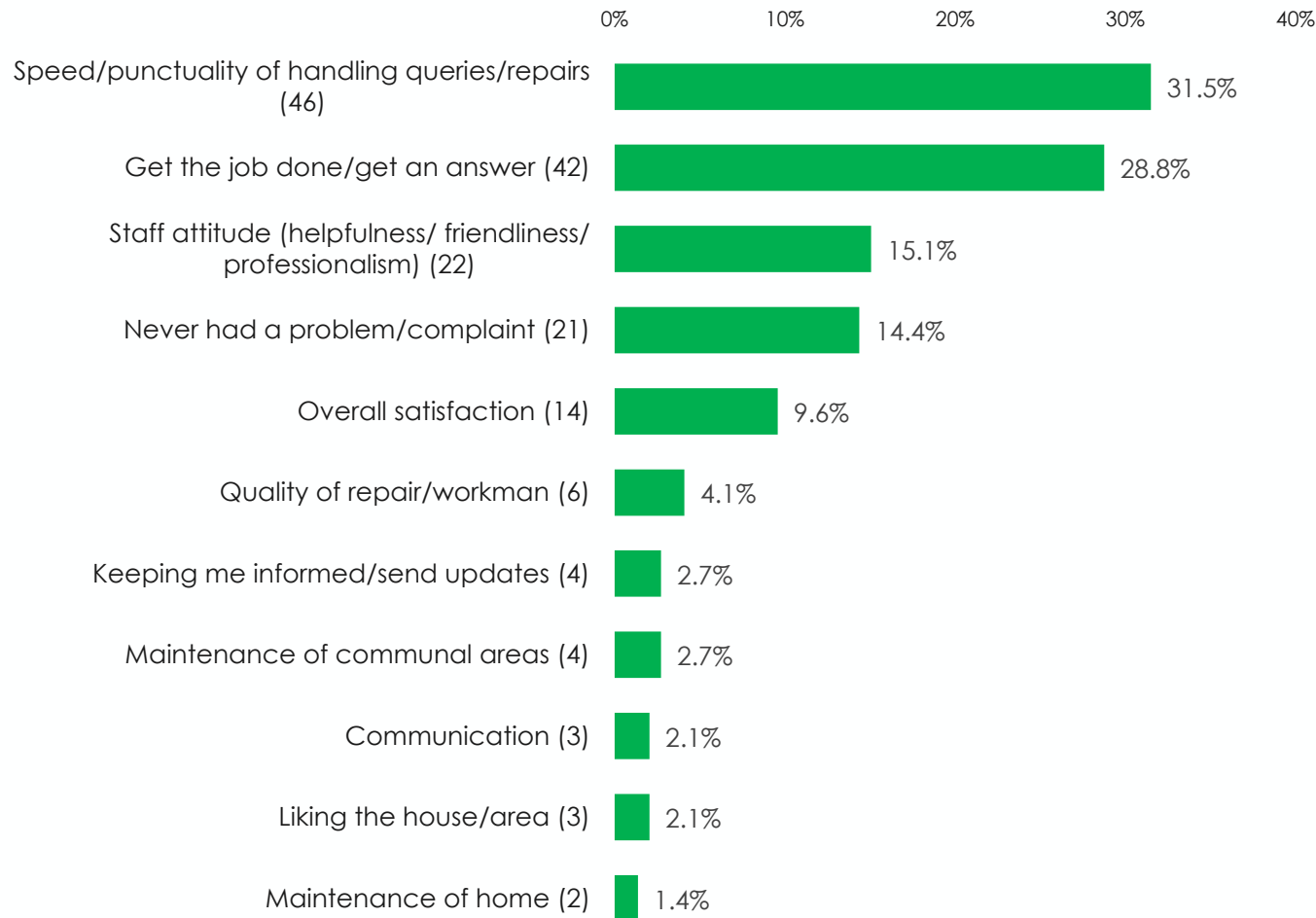


Sample size shown in (). Does not include 1 Tenant that didn't answer.

WHY WOULD YOU SAY YOU ARE VERY SATISFIED?



Comments from Tenants that scored 'Very Satisfied' on Taking everything into account, how satisfied or dissatisfied are you with the service provided by Arawak Walton?



Speed/punctuality of handling queries/repairs
 "This is because they have helped me a lot with every problem that I have had and they always did it straight away. I am really happy with all the services provided."

Get the job done/get an answer
 "Because when they have a repair to be done they try their best to get it done. I work full time so they work around me which is quite rare these days."

Staff attitude (helpfulness/friendliness/professionalism)
 "I am very satisfied with the service provided by Arawak Walton, because they take into consideration the needs of the tenants they are looking after. Obviously various tenants have very different needs, and Arawak Walton take that into consideration when asking what people's needs are, and they try and help as much as they can."

Never had a problem/complaint
 "I am satisfied as I have no problems, I have lived there for ten years and I am satisfied with everything."

Overall satisfaction
 "I am satisfied with the service provided by Arawak Walton, because Arawak have always been good to me over the years."

Sample size shown in (). % calculated out of the 146 Tenants who said very satisfied. Some comments could be coded into more than one category. 2 respondents didn't comment

WHAT COULD BE DONE TO MAKE YOU MORE SATISFIED?



Comments from Tenants that scored 'Fairly Satisfied' or 'Neither Satisfied nor Dissatisfied' on Taking everything into account, how satisfied or dissatisfied are you with the service provided by Arawak Walton?



Speed of repairs/work not done yet

"Be more responsive and keep up with the times with regard to repairs. As for maintenance: jobs are not being done properly such as grounds maintenance although we pay for it through the service charge."

Quality of repairs/contractors

"The new contractor does not deliver the same standard of service as the previous contractor. The operative did not return when he said he would, having started the job. I had chase him up. He did not clean up after himself."

Follow up/updates on repairs

"They send out letters as final warnings about things when they never tried to investigate what was going on. The policies seems to be unfair amongst different households."

Property maintenance

"They could respond more regarding maintenance because they are very poor at that."

Responsiveness to queries

"I would say that they could be more mindful of the tenants because there are some reports that have gone uninvestigated. I have also asked for a few things to get done and did not get any response."

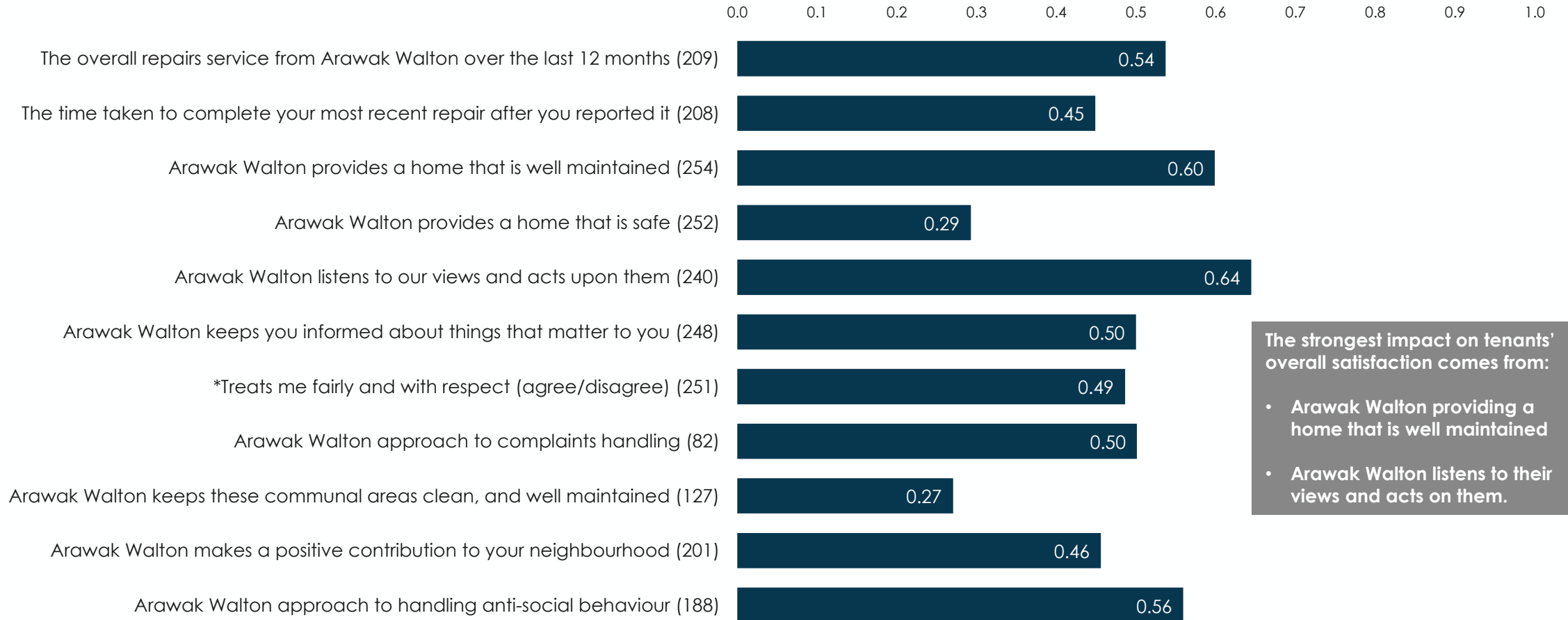
Sample size shown in (). % calculated out of the 95 Tenants who said fairly satisfied or neither. Some comments could be coded into more than one category.

IMPACT ON OVERALL SATISFACTION



Sorted in **questionnaire order**. Satisfaction questions correlated with the question:

'Taking everything into account, how satisfied or dissatisfied are you with the service provided by Arawak Walton?'



The strongest impact on tenants' overall satisfaction comes from:

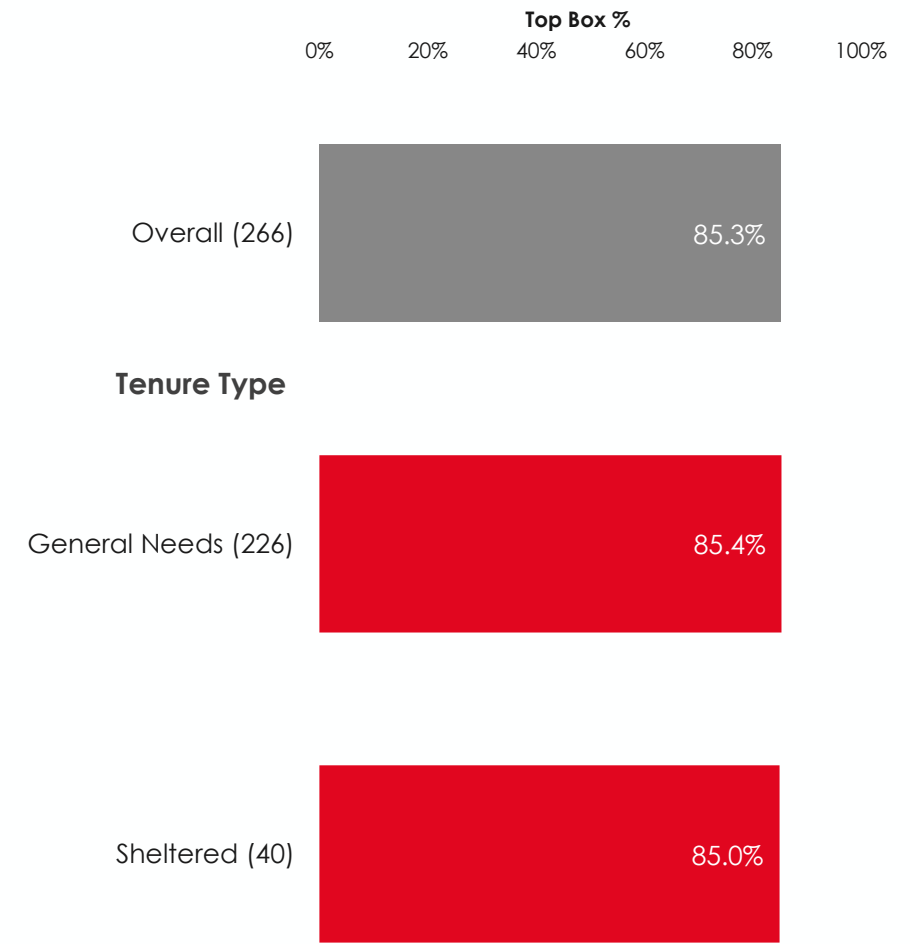
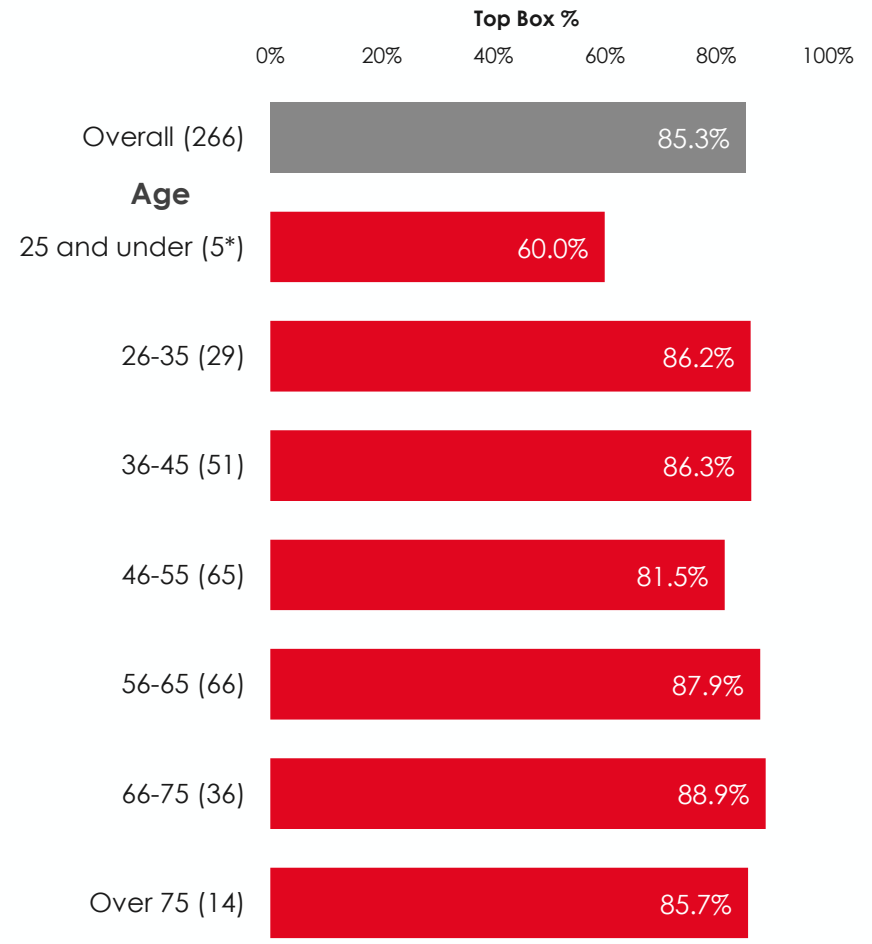
- Arawak Walton providing a home that is well maintained
- Arawak Walton listens to their views and acts on them.

*Agree scale rather than satisfied.

OVERALL SATISFACTION BY TENANT TYPE

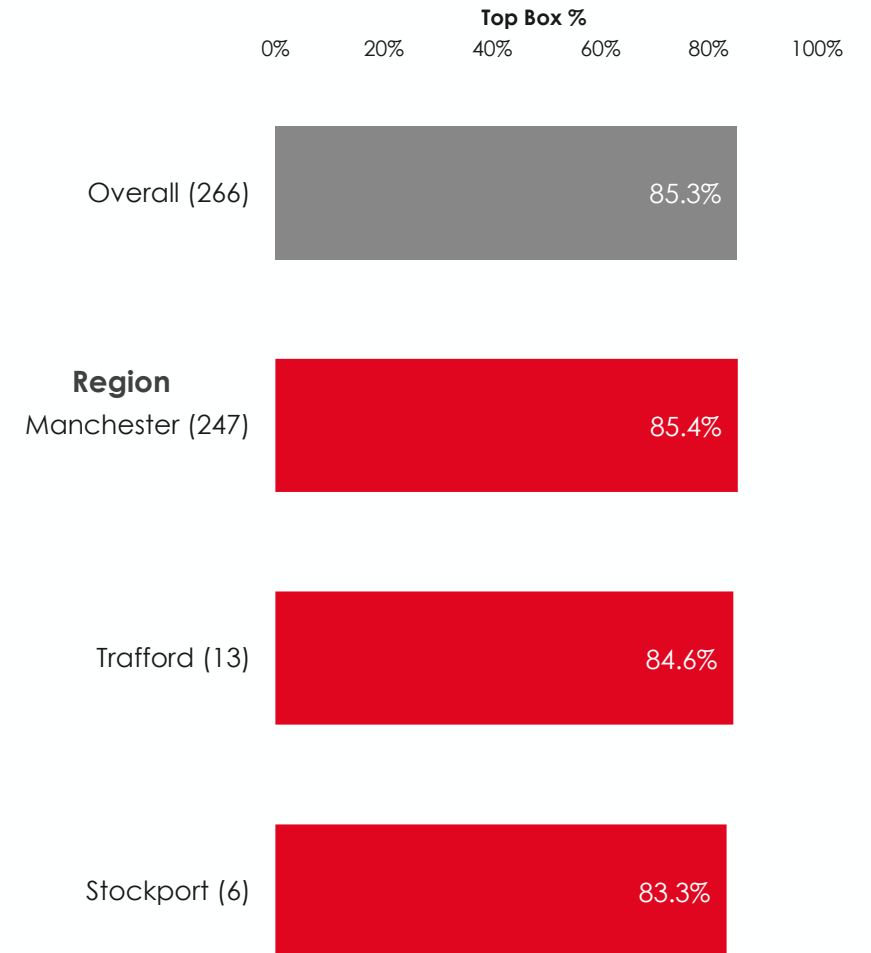
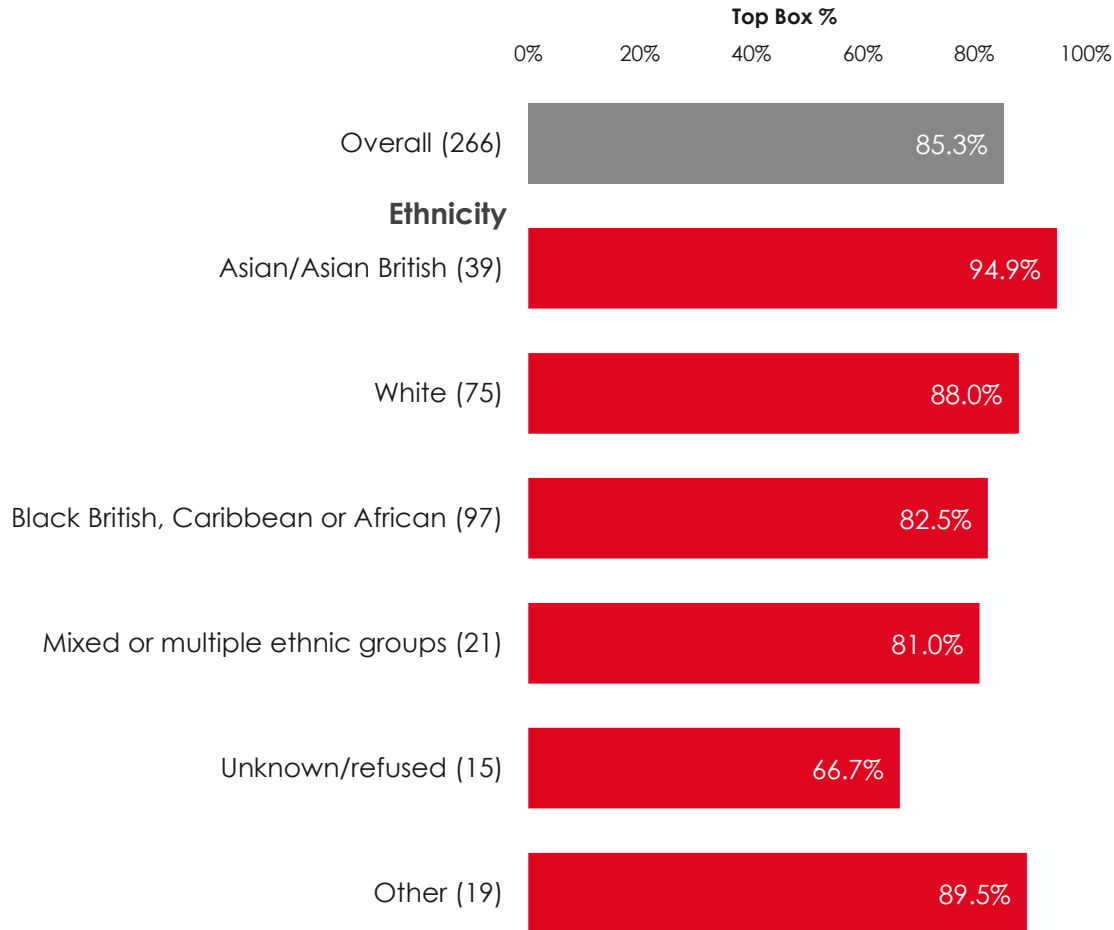


OVERALL SATISFACTION (% VERY & FAIRLY SAT.) BY DEMOGRAPHIC



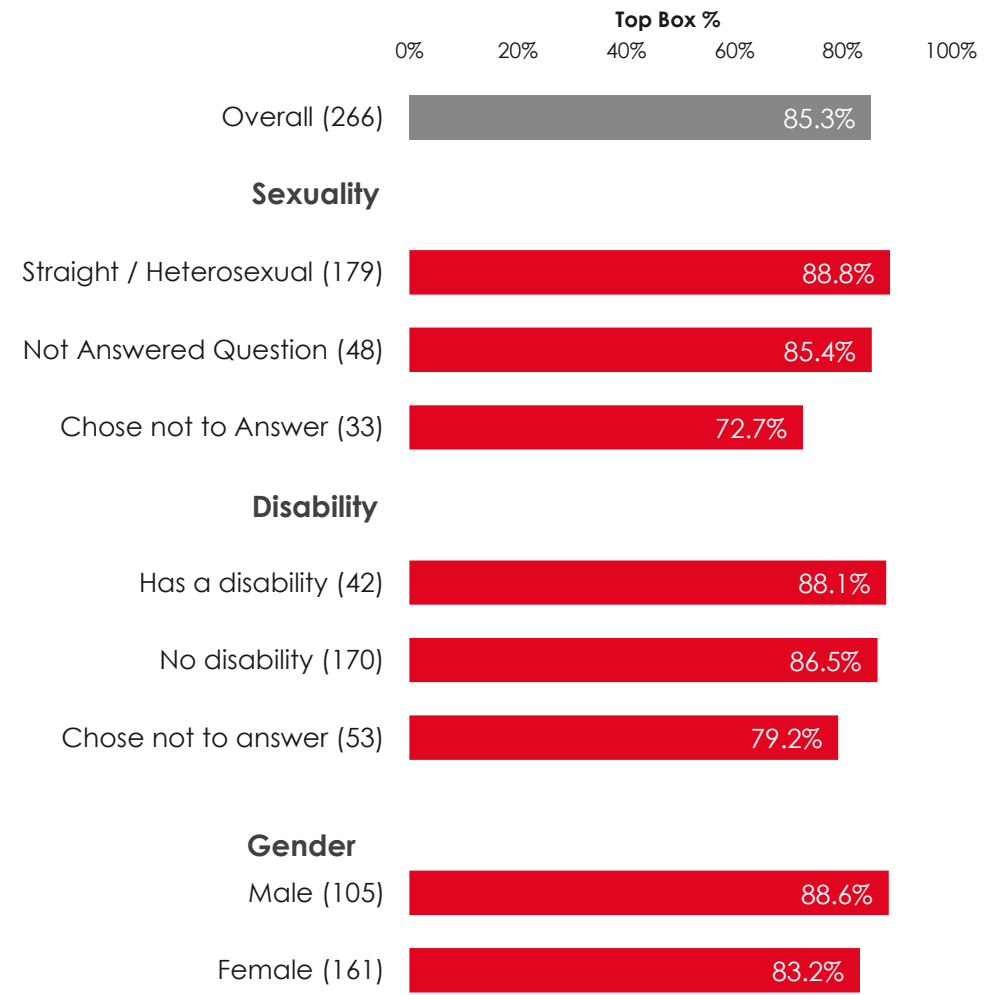
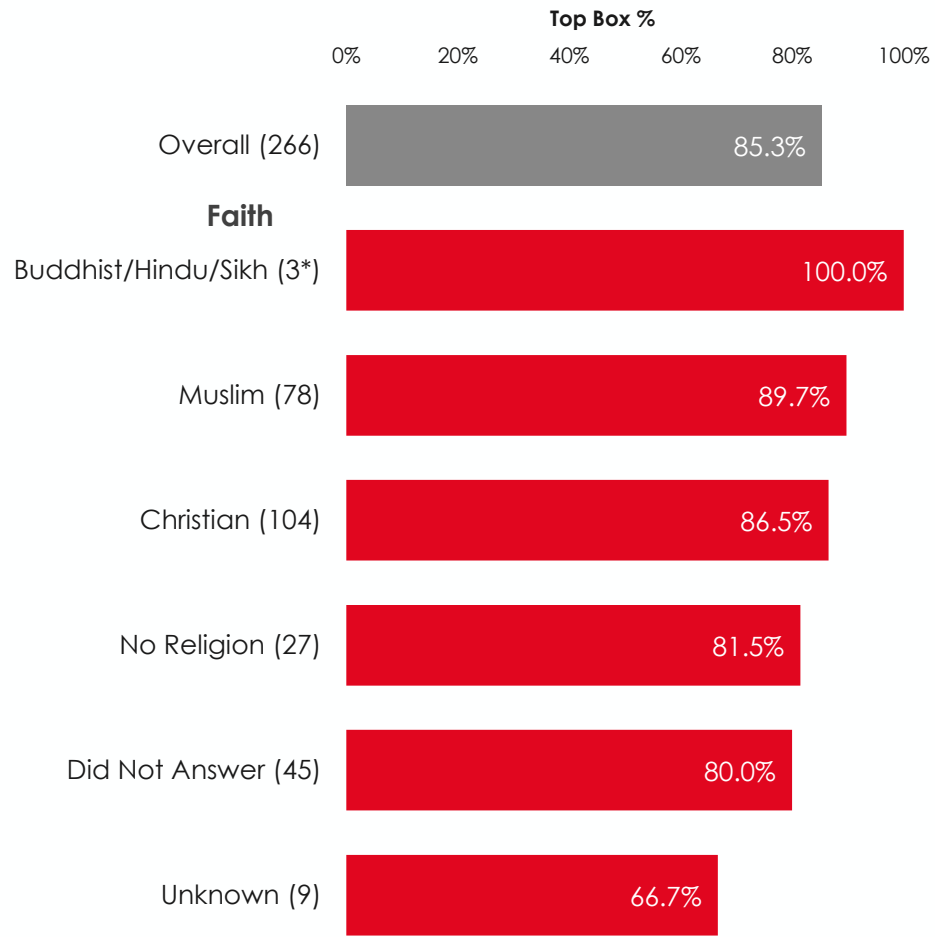
Sample size shown in (). Results not reported where fewer than 5 people have answered the question

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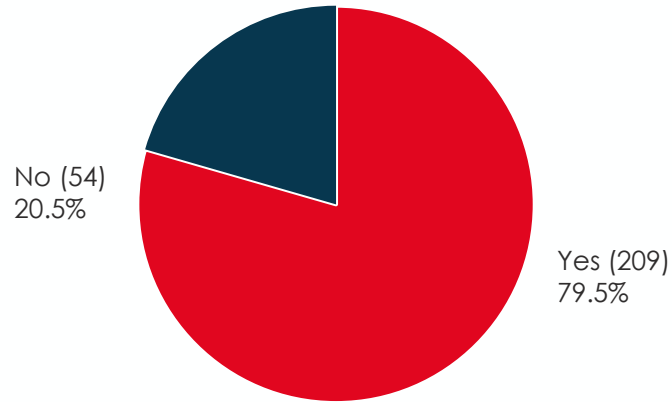
TSM REQUIREMENTS



REPAIRS



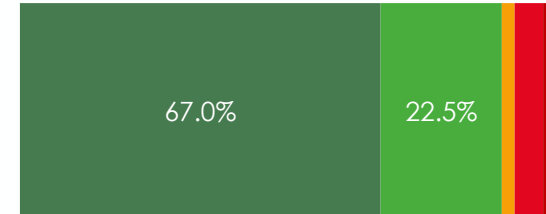
Has Arawak Walton carried out a repair to your home in the last 12 months?



If yes, how satisfied or dissatisfied are you with..

■ Very Satisfied
 ■ Fairly Satisfied
 ■ Neither nor
 ■ Fairly dissatisfied
 ■ Very dissatisfied

The overall repairs service from Arawak Walton over the last 12 months (209)



% Fairly & Very satisfied



Taking everything into account, how satisfied or dissatisfied are you with the service provided by Arawak Walton?

0% 20% 40% 60% 80% 100%

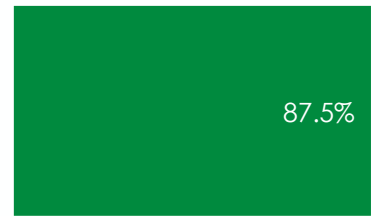
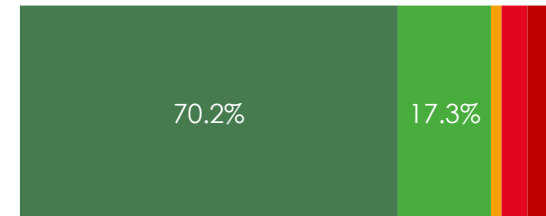
Have had a repair (208)



Haven't had a repair (54)



The time taken to complete your most recent repair after you reported it (208)

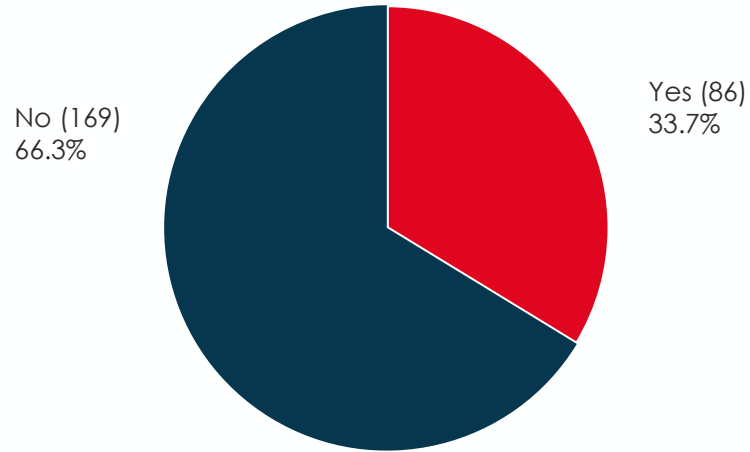


Sample size shown in ()

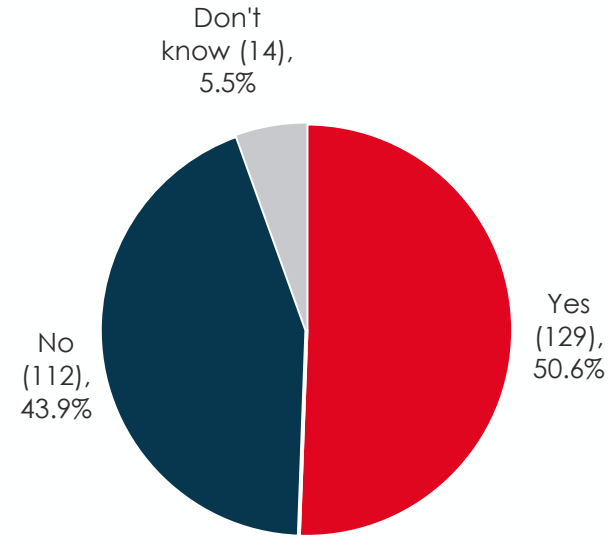
QUALIFYING QUESTIONS



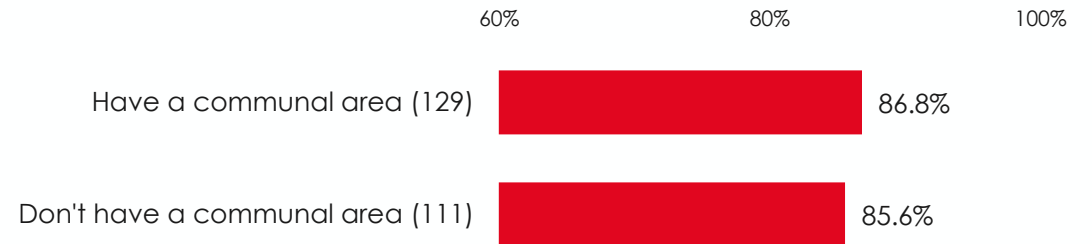
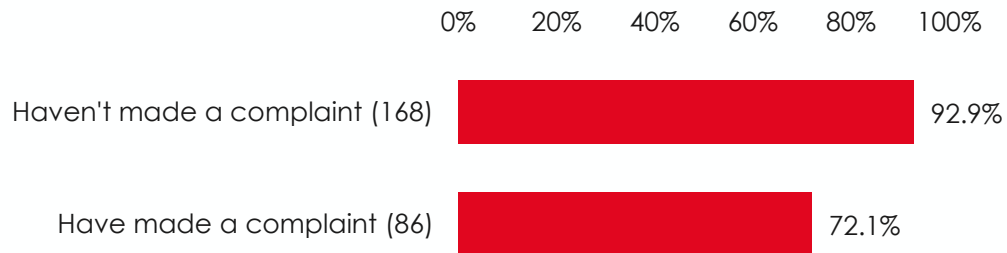
Have you made a complaint to Arawak Walton in the last 12 months?



Do you live in a building with communal areas, either inside or outside, that Arawak Walton is responsible for maintaining?

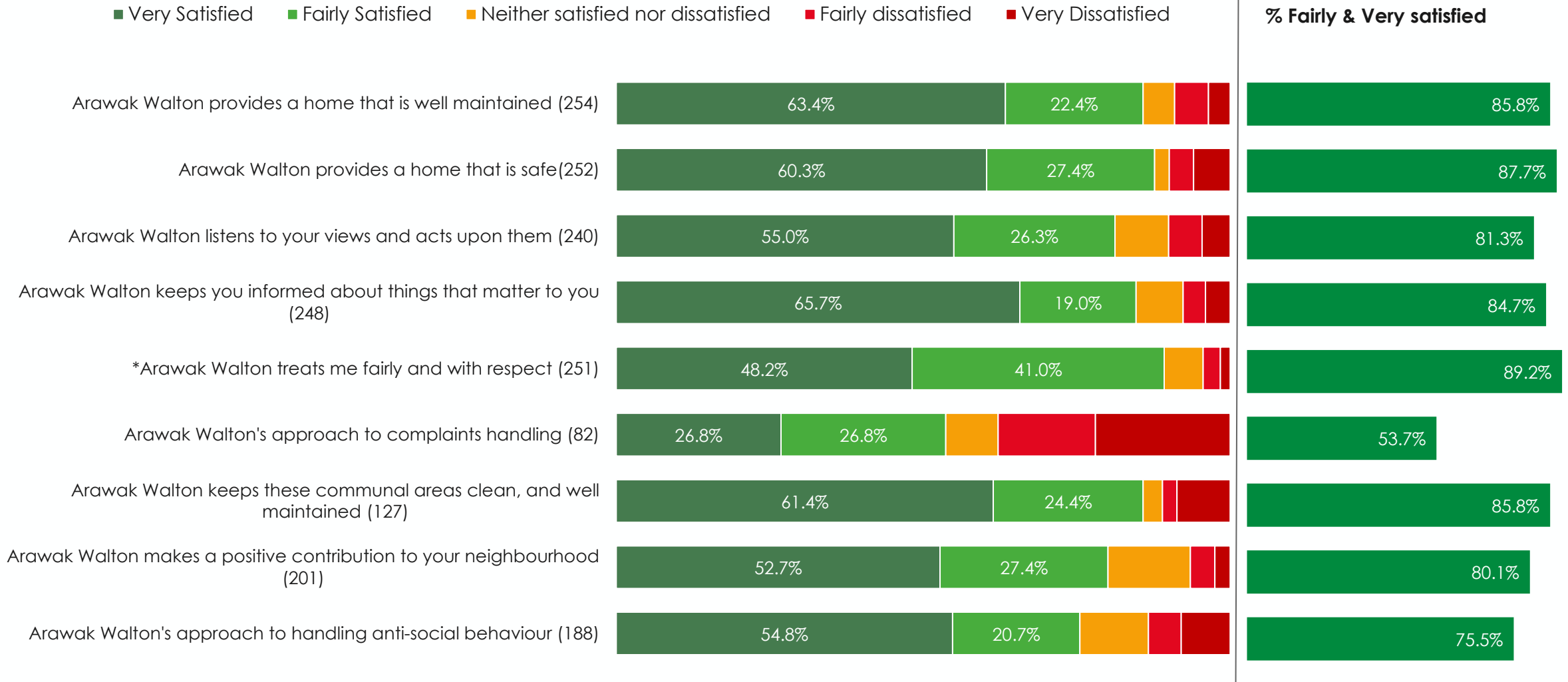


Taking everything into account, how satisfied or dissatisfied are you with the service provided by Arawak Walton?



Sample size shown in ()

HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING:



Sample size shown in () *Agree scale rather than satisfied. Sorted in questionnaire order.

EXTRA QUESTIONS

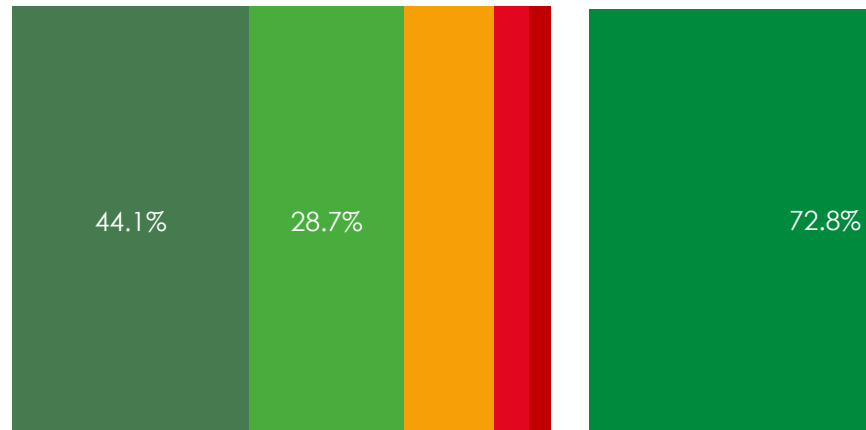
DECISION MAKING



Satisfaction with available opportunities for decision making

■ Very Satisfied
 ■ Fairly Satisfied
 ■ Neither nor
 ■ Fairly dissatisfied
 ■ Very dissatisfied
 % Fairly & Very satisfied

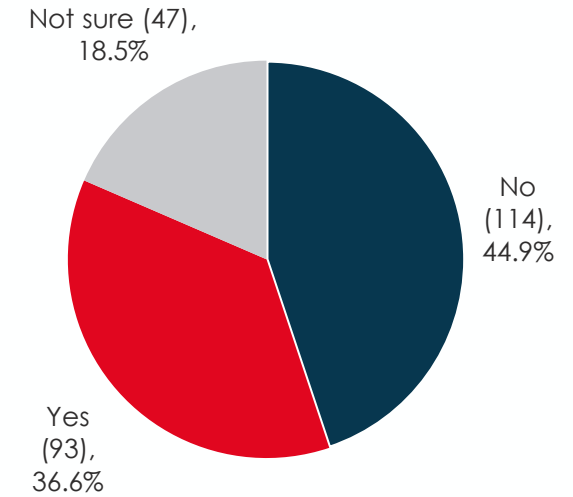
How satisfied or dissatisfied are you with the opportunities available to get involved with Arawak Walton's decision making? (202)



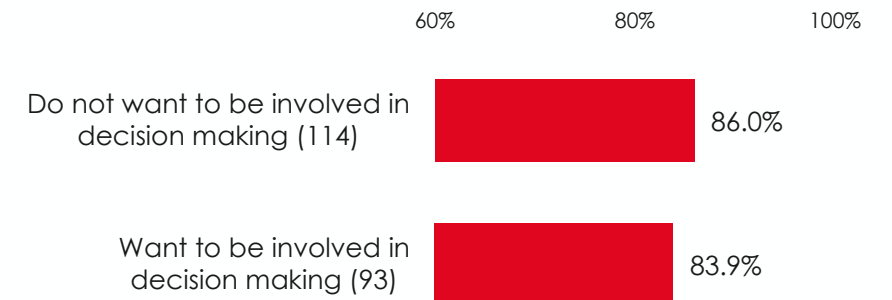
Contacting tenants who would like to get involved:
 Arawak Walton can go back to those tenants. They can be identified in the raw data:
 Tenants who are happy to have their name linked with their feedback
 Tenants who are happy for Arawak Walton to contact them in relation to their feedback

Sample size shown in ()

Would you like to get more involved in decision making?



Taking everything into account, how satisfied or dissatisfied are you with the service provided by Arawak Walton?



SUMMARY OF RESULTS



KEY TAKEOUTS



Overall Satisfaction 85.3%

General Needs and Sheltered report similar levels of satisfaction. Most satisfied by age group* is 66-75-year-olds, the least satisfied is 46-55-year-olds. Asian/Asian British is the highest scoring ethnicity. High scoring TPs include 'Arawak Walton treats me fairly and with respect' and 'Arawak Walton provides a home that is safe'.
*For sample sizes over 5



Drivers of Satisfaction are well maintained home and listen and act

Strongest correlations with overall satisfaction are 'well maintained home' and 'Arawak listens and acts'.



Over a third of participants wish to be more involved in decision making

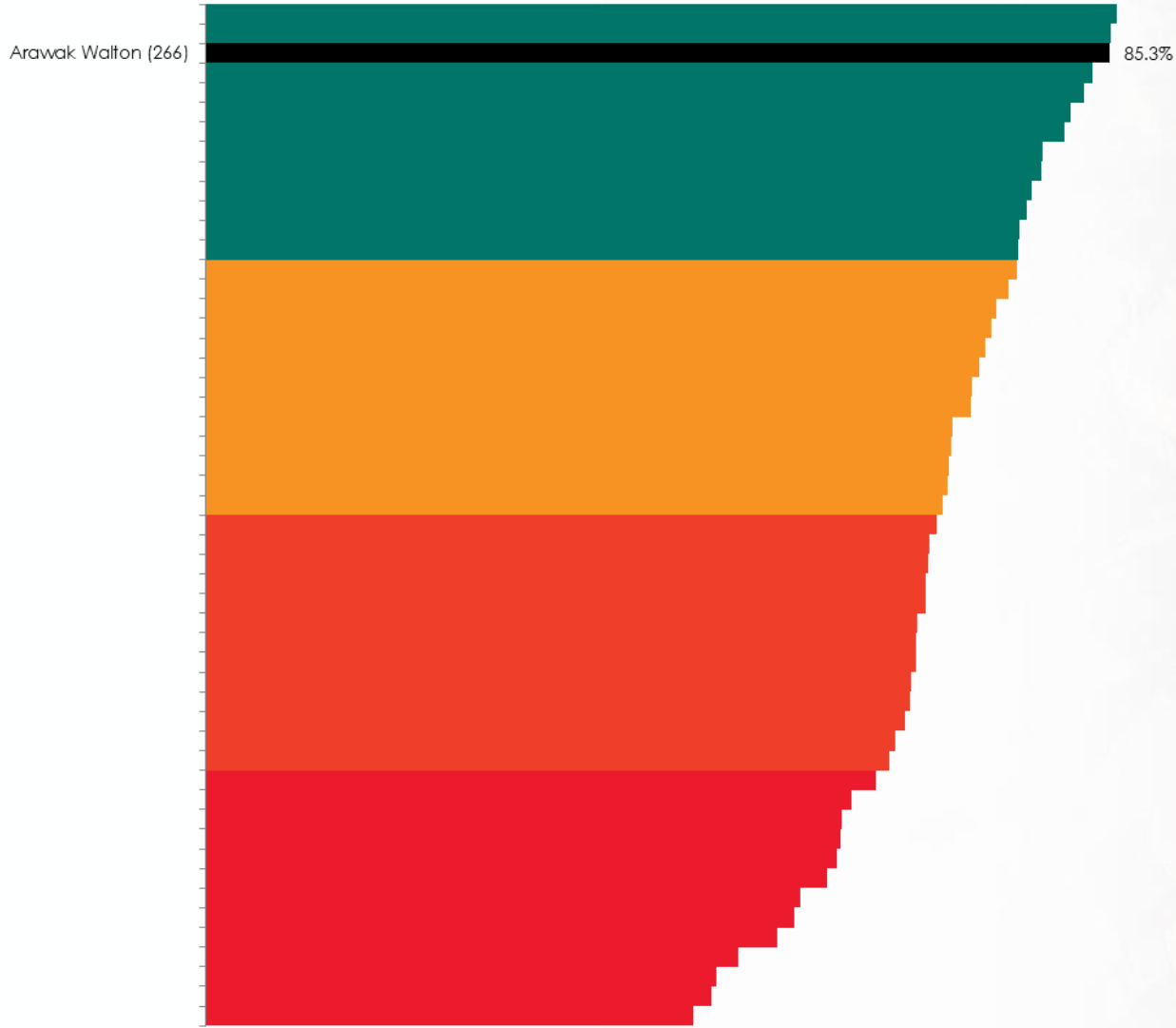
Satisfaction with available decision opportunities is 12.5 lower than Overall Satisfaction (72.8% vs 85.3%). Those who wish to be involved score lower than participants who do not want to be involved in decision making.



Over a third of participants have complained

Over a third (33.7%) of participants have made a complaint and their overall satisfaction is much lower at 72.1% compared to those that have never complained 92.9%.

LCRA SATISFACTION LEAGUE TABLE – OVERALL SATISFACTION



AVERAGE SCORE:
69.0%

Colours represent the boundaries on the overall satisfaction league table

TENANTS MAKE SOME LOVELY COMMENTS...



I have never had a problem with them. My housing officer is very nice and very understanding with me as I have mental health problems. Arawak Walton are not at the door all the time complaining they are really nice. The repairs are prompt.

Whatever problems I have they help me straight.

It is going fine, the staff are courteous and helpful.

I am happy because when we call Arawak Walton they always help us immediately.

I am satisfied because I don't have any problems with them. When I call them they answer the phone and they are helpful.

They deal with everything that I ask and they're efficient, and they have a good line of communication.

I am satisfied because they are very good to me. The place is kept clean. The gardens are nice. We have a nice car park. It's brilliant. I love it here.

My housing officer is very good at helping me when I need it.

I had some problems but they came and saw I just needed something replacing and they did it for me. Thank you so much.

If I have a problem I just ring them and it gets sorted in no time whatsoever, and whoever I deal with is very courteous and friendly.

This is because they have always been good and have always helped and I have no complaints at all.

This is because they have helped me a lot with every problem that I have had and they always did it straight away. I am really happy with all the services provided.

NEXT STEPS



REMEASURE:

Re-run the survey to check progress

REMEASURE:

Update the questionnaire | Review the target population | Decide on the most appropriate channels

REVIEW SURVEY PROCESS:

Review the questionnaire, data collection method | What information was used or not used? | What would have been useful? | Consult with stakeholders

MONITOR ACTION PLAN IMPLEMENTATION:

Check progress is on schedule | Check with all stakeholders | Meet & make use of key metrics | Review & revise if needed

ACTION PLANS & TARGETS:

Implementation | Putting plans in place and taking action | Ownership?

FEED BACK: Share results with employees

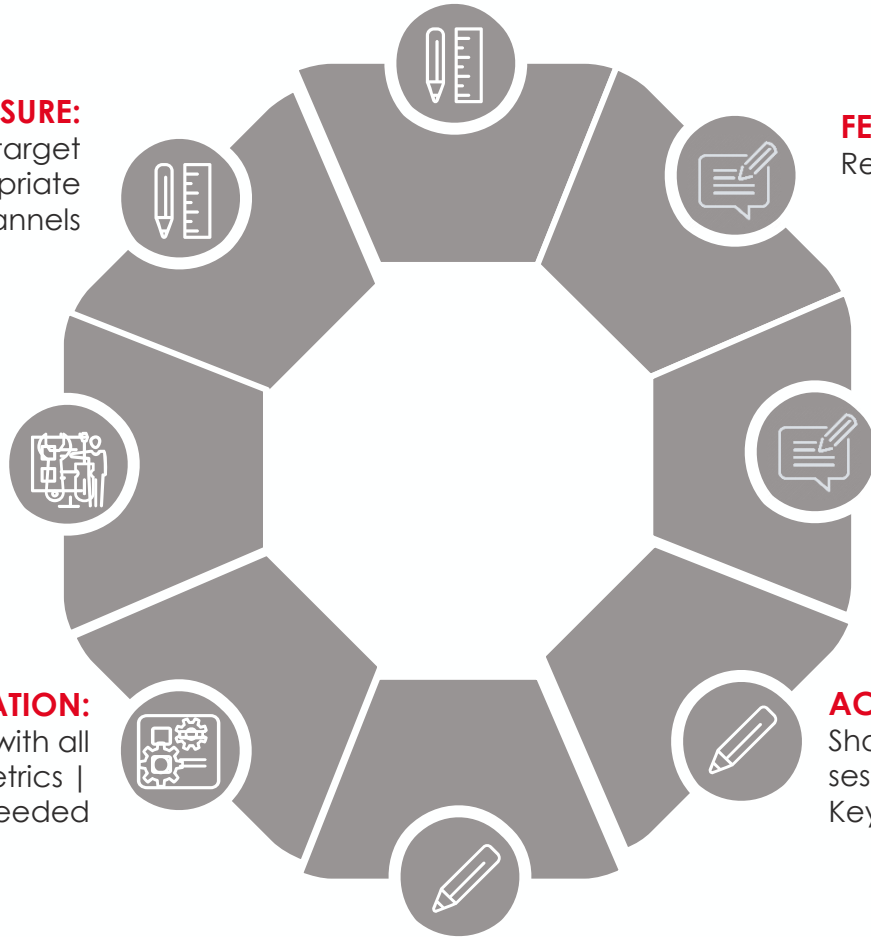
Reports | Presentations | Posters | Storytelling

FEED BACK: Share results with Tenants

Thank you letters | Feedback leaflets | Animations | Website coverage | Social media

ACTION PLANS & TARGETS:

Short term | Long term | Action planning sessions with employees | TLF can set targets | Key metrics?



For any queries, please contact
Rachel Allen
rachelallen@leadershipfactor.com

