

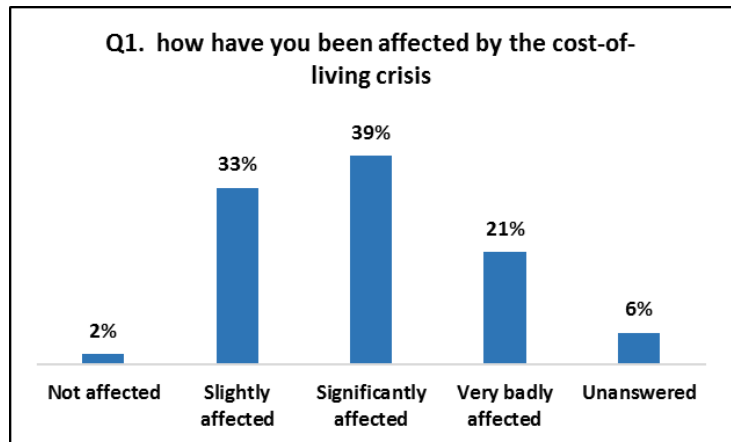
Arawak Walton Housing Association

Postal Survey One - March 2023 'Cost of Living Crisis'

Summary: Of the 1153 surveys sent out 101 were returned, which is an 8.76% return rate. The results here are based on the 101 responses received, bearing in mind there are instances where various questions were skipped and/or went unanswered.

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 aimed at how they feel the impact of the 'Cost of Living' Crisis has had on their lives. The questionnaire was also available to complete online.

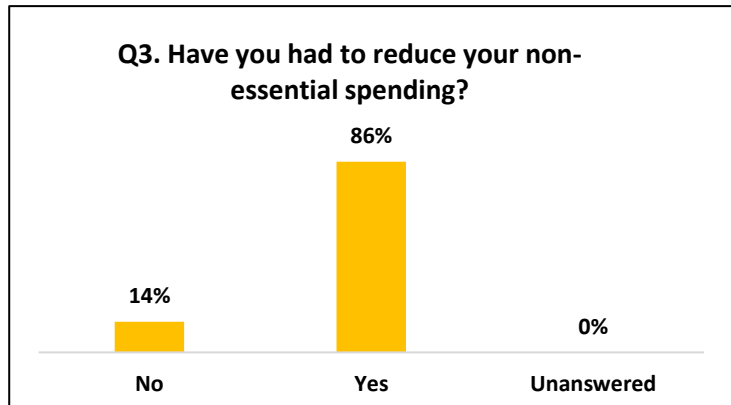
In Question 1, we asked "How have you been affected by the cost-of-living crisis?" The results from the responses show those 'Significantly affected' at (39%) 'Slightly affected' (33%); 'Very badly affected' (21%); some tenants left the question 'Unanswered' or skipped it, that came in at (6%) and the remaining (2%) opted for 'Not affected'.



For Question 2, we asked you to "Rate the following bills in order of how worried you are about them with '1' being the most worried and '5' being least worried?" The results are presented in the table to the right. The type of bill is detailed in the first column, and the columns numbered 1-5 gauge the scale of concern the tenant feels.

	1	2	3	4	5
Council Tax	7%	9%	16%	29%	40%
Rent	24%	19%	22%	21%	14%
Food	21%	33%	20%	23%	3%
Utilities	63%	20%	12%	3%	2%
Other	5%	0%	19%	10%	67%

The most worrying bills for the respondents and taking the number one spot are the 'Utilities (Gas, Electric and Water)' standing at (63%); 'Food' came in at second position at (33%); 'Rent' in third at (22%); 'Council Tax' fourth at (29%) and under the heading of 'Other' taking fifth place and least worrying at (67%). Tenants' comments informed us that 'Other' were items such as clothes, treats for children as well as in general, car expenses, entertainment, leisure, branded and other miscellaneous items.



In Question 3 we asked, "Have you had to reduce your non-essential spending?" An overwhelming (86%) of the responders chose 'Yes'; and 'No', received a low (14%). No one failed to answer or skipped the question.

In Question 4 we asked you, "Please tell us what you have stopped buying?" Tenants' comments included: -

• Shirts, jeans, shoes, shorts, coats, holidays.	• Take-Aways, and treats. Going out less.
• Certain essentials like butter, bacon, meat etc. I'm not able to do a full shop like I used to. I live a lot on soup and bread.	• Cutting back on food + clothing + household goods e.g. I need a new fridge + cooker.
• Books, CD, daily newspapers snacks, treats for grandchildren.	• Cut down on essentials, treating the kids, takeout's, shopping
• Clothes for my children and myself.	• Very little with difficulty.
• Drive less. Rarely put heating on.	• I still manage to live the same way as before.

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In Question 5 we asked you "Have you taken out loans and/or credit cards to pay for essential bills"
A majority (81%) indicated 'No'; (13%) elected 'Yes' and the remaining (6%) skipped or failed to answer the question.

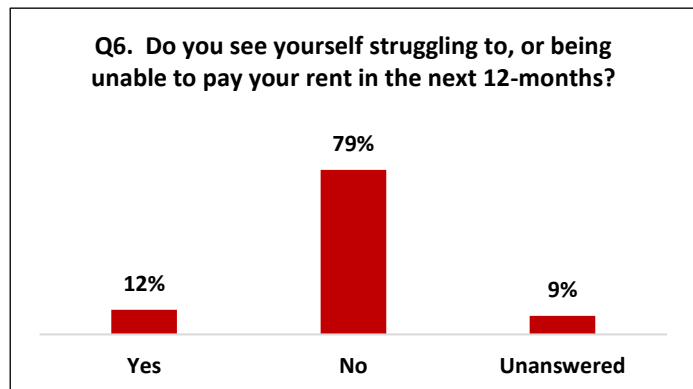
Following on from Question 5 we then asked, "If yes, which bills?" Tenants' comments below: -

<ul style="list-style-type: none"> • Taken out budgeting loans and others for rent and gas. 	<ul style="list-style-type: none"> • From family and friends as credit no good.
<ul style="list-style-type: none"> • I've used credit to pay for council tax, water rates; you can't use it to pay for electric or gas, if I could have I would. 	<ul style="list-style-type: none"> • I've bought some clothes.
<ul style="list-style-type: none"> • Gas, electric, water, credit card, loans, council tax 	<ul style="list-style-type: none"> • Gas, electricity, food, rent, petrol.

In Question 6, we asked "Do you see yourself struggling to, or being unable to pay your rent in the next 12-months?" The vast majority (79%) of the votes received indicated 'No'; and a minimal score of (12%) responded 'Yes'. The remaining (9%) skipped or left the question unanswered.

In Question 7 we asked you "What do you think Arawak Walton could do to help tenants through the cost-of-living crisis?"

Tenants' comments: -



<ul style="list-style-type: none"> • Ensure housing is energy efficient, that any repairs/maintenance are done in a timely manner. 	<ul style="list-style-type: none"> • Give tenants information of what kind of support is available for the public.
<ul style="list-style-type: none"> • Not sure. 	<ul style="list-style-type: none"> • Yes, Arawak could have freeze the rent increase.
<ul style="list-style-type: none"> • Raise awareness of the help and support available from Arawak and other agencies. 	<ul style="list-style-type: none"> • I don't know. Maybe just give advice in Newsletters or online about budgeting, and tips on lower energy use.
<ul style="list-style-type: none"> • My Scheme Manager, Julianna makes us hot meal, 2 (times) a week at £2.00 each. Hot meal, which is very good. Well done, Julianna. 	<ul style="list-style-type: none"> • Maybe help with giving discounted vouchers for essentials like food and drinks.
<ul style="list-style-type: none"> • Look into different power sources, e.g., solar - expensive in the short-term but worthwhile long term. 	<ul style="list-style-type: none"> • Maintain the good work you provide, the wellbeing checks via phone calls, newsletters etc. Always been proud of Arawak as a tenant.

2.0	SUMMARY
	The survey received a good return rate.
	Utilities were revealed to be the highest area of concern. Although prices are falling, tenants will still need support with this.
	86% of tenants report they have had to reduce their spending, including on essentials such as food, clothes and shoes.
	13% of tenants said they have had to take out a loan to pay for essentials such as rent, utilities and food.
	Our current efforts are appreciated; tenants value the wellbeing checks and support with food.

ACTIONS

1. Ensure tenants are kept informed of what help and support is available to them via their Housing Officer, articles on website, information in Reception, social media, and notice boards in communal schemes.
2. Look into different power sources, e.g., solar.
3. Contact the tenant who has said they need a new fridge and cooker to see what assistance can be offered.