

# Arawak Walton Housing Association

## Postal Survey 3 - October 2023 'Consumer Standards'

**Summary:** Of the 75 surveys sent out 64 were returned, which is an 85.33% return rate. The results below are based on the 64 responses received, bearing in mind there are instances where various questions were skipped and/or went unanswered. The survey was carried out by means of a questionnaire which was also available to complete online. The 64 respondents who returned the survey will each receive a £20 Asda gift voucher in December 2023.

**1.0 Introduction:** Arawak Walton is committed to ensuring residents can give their views and take part in the decision-making process in a way that fits with their lifestyle and commitment.

The questions on this survey are part of a consultation process based on the Regulator of Social Housing's proposed set of four Consumer Standards and a Code of Practice. Consumer Standards are rules that landlords should follow when they rent houses to tenants. The expected final set of standards are: -

- The Safety and Quality Standard
- The Transparency, Influence and Accountability Standard
- The Neighbourhood and Community Standard
- The Tenancy Standard.

Landlords will have to show the Regulator and residents that they are meeting the Consumer Standards.

We asked you to provide us with feedback on the suggested standards by reading the statements and indicate if you agree by ticking 'Yes' or 'No' whether you think they should apply to landlords. The outcomes are shown in the table below.

### POSTAL SURVEY 3 - CONSUMER STANDARDS - October 2023

STANDARD 1. Good and Safe Homes	Yes	No	Unanswered
1. Look after homes that are good to live in.	62		2
2. Keep tenants safe.	61	1	2
3. Do repairs.	63		1
4. Work with others to meet people's needs.	57	5	2
	<b>243</b>	<b>6</b>	<b>7</b>

STANDARD 2. Good Relationship with tenants.	Yes	No	Unanswered
5. Treat people with respect.	62		2
6. Understand tenants needs and support them in a way that meets their needs.	61	1	2
7. Involve tenants in plans and decisions.	60	3	1
8. Tell tenants how well they are doing every year.	55	8	1
9. Give people all the information they need about being a tenant.	63		1
10. Ask tenants for their ideas about how to do things better in Future.	59	4	1
11. Listen to tenants' ideas when they make decisions.	61	2	1
12. Deal with complaints fairly and quickly.	63	1	
13. Be honest and open with tenants.	63	1	
	<b>547</b>	<b>20</b>	<b>9</b>

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<b>Standard 3. Safe and Well-Kept Neighbourhoods: This Standard says landlords should help make sure tenants live in safe and well-kept neighbourhoods</b>	<b>Yes</b>	<b>No</b>	<b>Unanswered</b>
<b>14 Look after areas outside your home.</b>	58	6	
<b>15. Work together with the local community.</b>	60	2	2
<b>16. Support tenants experiencing domestic abuse.</b>	62	1	1
<b>17. Make sure neighbourhoods are safe places to live.</b>	58	1	5
	<b>238</b>	<b>10</b>	<b>8</b>

<b>Standard 4. Renting homes to tenants. This Standard says how landlords should ...</b>	<b>Yes</b>	<b>No</b>	<b>Unanswered</b>
<b>18. Rent homes in a fair and open way.</b>	63	1	
<b>19. Support tenants to live in their homes with each other if they want.</b>	59	2	3
	<b>122</b>	<b>3</b>	<b>3</b>

<b>Standard 4 has 2 x rules set by the Government that have to be included in this Standard. These rules are about swapping homes and offering homes that meet people's needs.</b>	<b>Yes</b>	<b>No</b>	<b>Unanswered</b>
<b>20. Swapping homes: Landlords should support tenants to swap homes with each other if they want.</b>	54	4	6
<b>21. Offering homes that meet people's needs.</b>	59		5
<b>22. Landlords should follow the law if they rent their homes.</b>	59		5
<b>23. Landlords should make sure they think about people's needs when they offer them a home to rent.</b>	57	1	6
	<b>229</b>	<b>5</b>	<b>22</b>

Residents also provided views on the proposed standards and feedback on service improvements for their homes or neighbourhoods. We will review these and make sure they are included in our improvement plans so we implement what we can to enhance our services.

<b>2.0</b>	<b>SUMMARY</b>
<b>2.1</b>	Thank you for taking the time to take part in this survey.
<b>2.2</b>	<p>The outcome of the consultations that took place on the proposed Consumer Standards have been forwarded to the Regulator of Social Housing who will take into account what tenants have said when finalising the Standards.</p> <p>The new Consumer Standards will come into force in April 2024. Arawak Walton and other social housing providers are required to ensure that the standards are met so that tenants have a better experience of living in their homes.</p>

#### **ACTIONS**

- Review feedback on service improvement and ensure they are included in the Association's improvement plans.