

ARAWAK WALTON **CUSTOMER SATISFACTION** **SURVEY 2022**

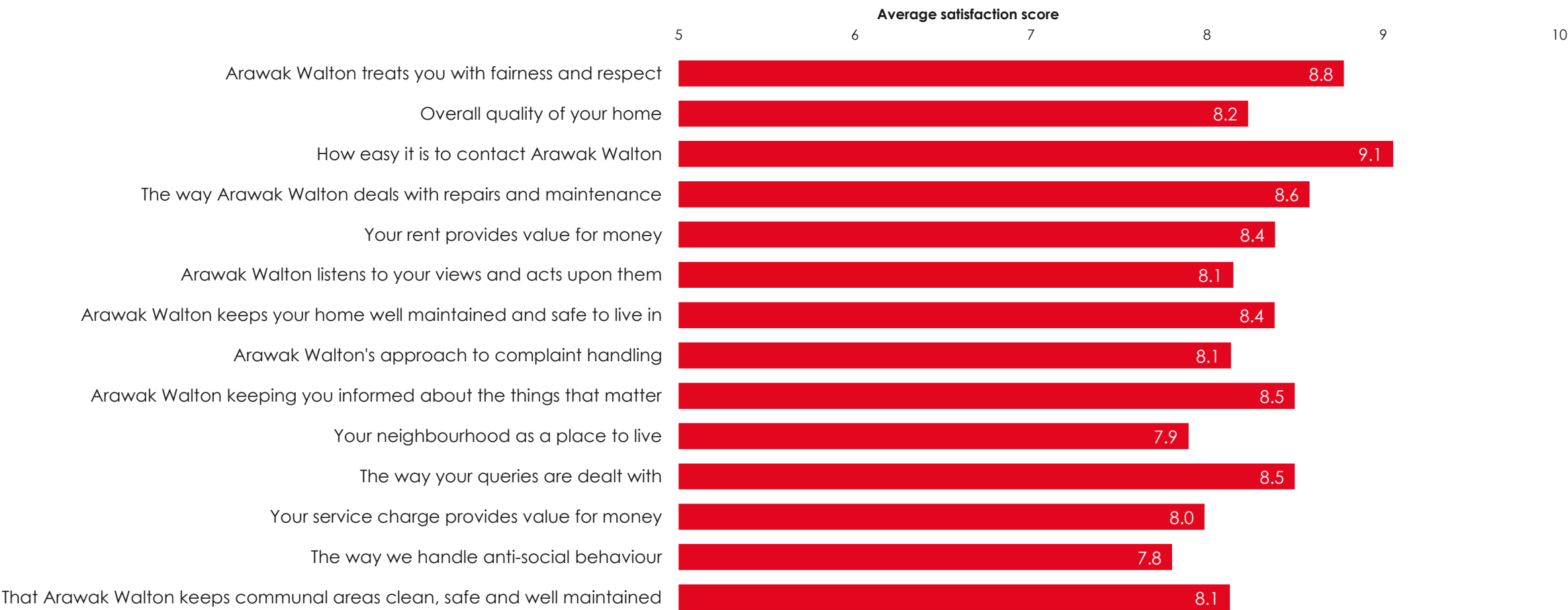
by Rachel Allen, Fran Ward & Jake Farrell



- 265 tenants took part in the survey (106 by telephone; 159 post/online)
- The survey was mainly based on a 10-point rating scale. Tenants gave scores and provided comments. Questions included Housemark (STAR) type requirements, TSM questions and covered a range of themes/activities such as repairs, complaints, digital, wellness and Arawak Walton specific statements.
- Arawak Walton satisfaction is 'above average' for both the overall Satisfaction Index and the Net Promoter Score, when compared to other TLF housing association clients.
- The overall Satisfaction Index (CSI) for Arawak Walton is 83.4% placing the association in the top quartile when compared with other TLF Research Housing survey results (based on 210 Satisfaction Indices).
- The overall Net Promoter Score (NPS) is 55.6 placing Arawak Walton in the top quartile when compared with other TLF Research Housing survey results (based on 120 NPS scores).
- In almost every aspect of performance Arawak Walton is an 'above average' performer.

SATISFACTION SCORES

How satisfied or dissatisfied are you with the following: (1=completely dissatisfied,10=completely satisfied)
Sorted in **descending importance order**

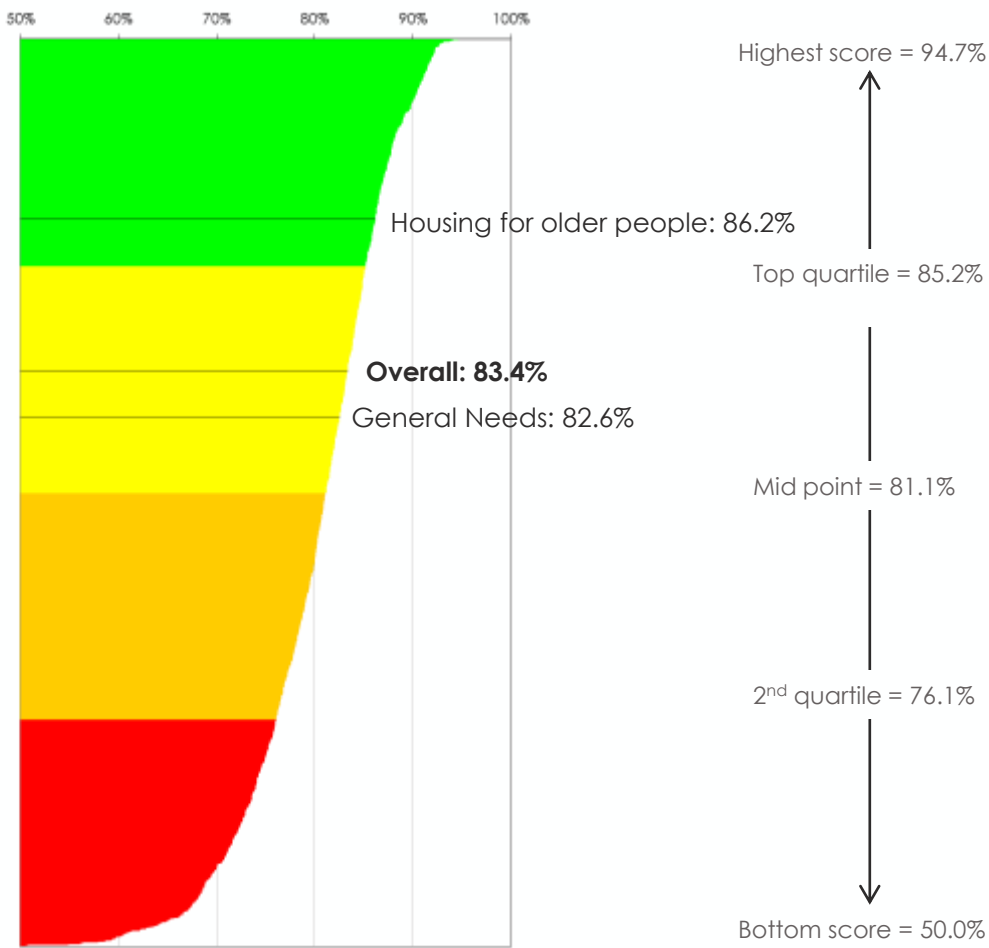


SATISFACTION INDEX LEAGUE TABLES



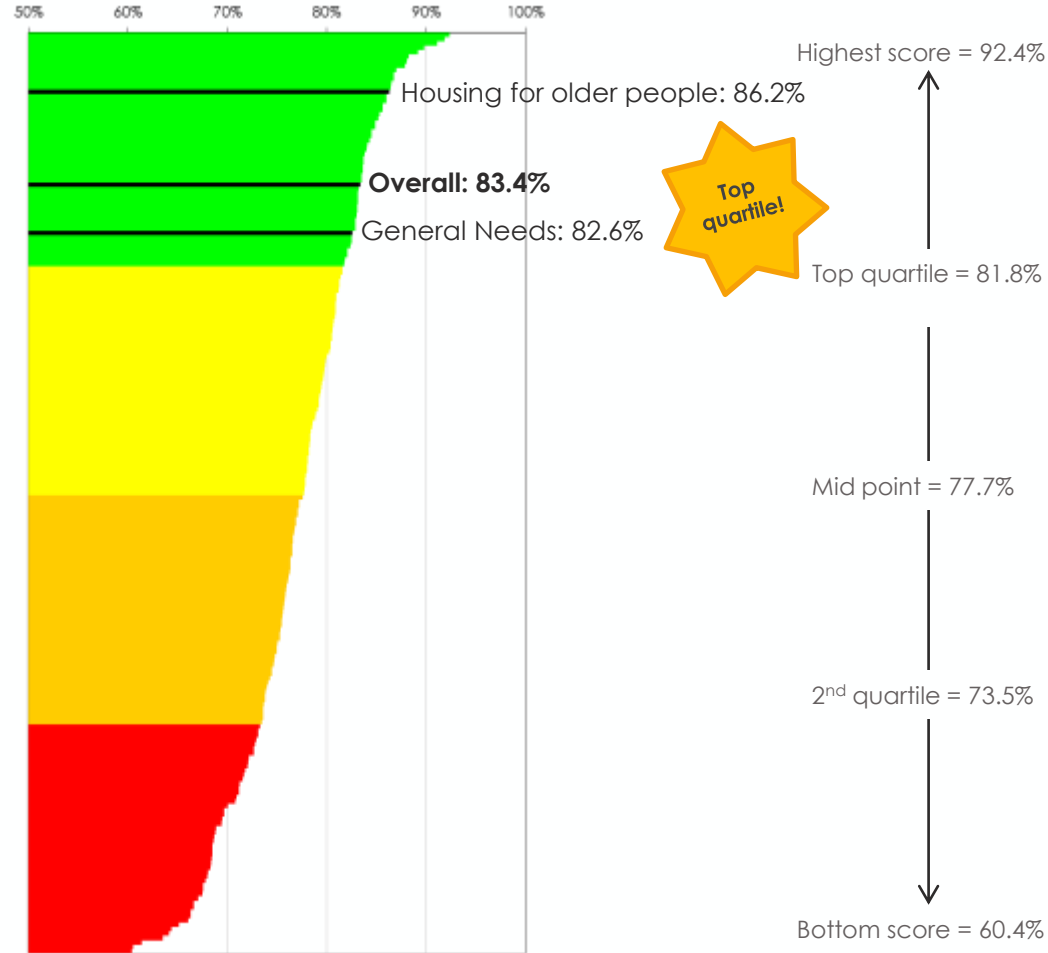
Overall

The league table contains approximately 1370 entries from other companies.



Housing Associations

The league table contains approximately 210 entries from other companies.



League table quartile boundaries are correct at the time of reporting

WHY ARE YOU LIKELY TO RECOMMEND ARAWAK WALTON?



"They are efficient, **they always answer my questions and explain things to me.**"

"We have been here a long time and they are good housing. They **look after their tenants.**"

"They do **maintain the houses and always keep them clean.** They did **also call me in the lock down to see if I was okay and needed any help which I thought was very genuine** of them."

"They **deal with complaints quickly** and the **upkeep of everything is dealt with quickly.** The **housing officer comes around** every few months, to check on all the tenants, to make sure everything is okay, and they are very **easy to talk to.**"

"I'd recommend Arawak Walton they've been **a very good housing association....**"

"They have provided a service to people who didn't have these opportunities previously. They have **provided houses to cultural groups who struggled to get housing.** The customer **service is good.**"

"If you have an issue, they are **very understanding,** they will come out and help you deal with it. In terms of repairs, they are **very quick,** and you can also call them and speak to them about issues."

"If anything is wrong or I am worried about a repair I phone them straightaway. **I phone them for advice.** If I see a stranger around, I phone them for advice. I **know I can just phone them.**"

"**The way that they conduct themselves.** They are a good housing association to have. If you phone them with a problem, **they act** on it. I also have a good **relationship with the housing officer.**"

"I would recommend Arawak Walton because they are the only housing association I have lived with, and friends pay a lot more and seem to have more complaints. Also, they have **always been fair to me about repairs** and there is a **reasonable price on the rent.**"

PRIORITIES FOR IMPROVEMENT: Expectation Setting and updating



ARAWAK'S APPROACH TO COMPLAINT HANDLING

- Repairs and ASB generate the highest proportion of issues. Customers feel that nothing gets done and then the issue recurs.
- Customers reporting issues more than once generates more work for Arawak and uses up resource.
- The cause of issues stems from problems that could potentially be avoided with **clearer communication: expectations and keeping promises.**

"They do not handle complaints. They just shut you down. I get spoken down on by my housing officer".

ARAWALK LISTENS TO YOUR VIEWS & ACTS UP ON

- Customers sometimes feel they are listened (not always) but no action is taken. Customers feel that they never get any response to issues that they raise. They say that no one 'checks in' with them and there is not enough 'monitoring'.
- **Give customers the opportunity to tell you how they feel. Listen and confirm what they have told you so they know you have taken notice.**
- **Let customers know what you cannot do (and why) as well and what you can do so they know where they stand.**
- **Be sure to let customers know about action you have taken. They are unlikely to notice your good work unless you remind them. Don't be modest.**

YOUR NEIGHBOURHOOD AS A PLACE TO LIVE

- The second highest proportion of issues/complaints is generated by ASB so improving anything related to ASB will have a knock on effect on neighbourhood.
- Customers refer to their neighbours. They report issues and think that nothing gets done.
- **Make it clear what Arawak will and will not handle and what can and cannot be done.**

"We had a few problems with a neighbour. I reported this to Arawak and to the police. Nothing was done about this".

THE WAY ARAWAK HANDLES ANTI-SOCIAL BEHAVIOUR

- Customers feel they are not listened to as no action is taken and they get no follow up or response. As with 'listening and acting':
- **Let customers know what you cannot do (and why) as well and what you can do so they know where they stand.**
- **Be sure to let customers know about action you have taken. They are unlikely to notice your good work unless you remind them.**

"They don't handle it, they just push it under the carpet. I don't think they have a policy regarding it".