

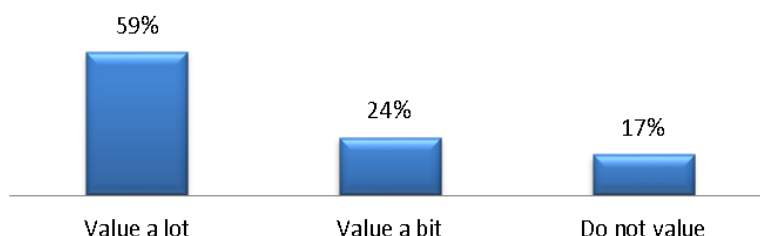
## Arawak Walton Housing Association 2017 Postal Survey Two - 'Value for Money'

**Summary:** Of the 146 surveys sent out to our tenants, 107 were returned, a **73.28%** return rate. The results here are based on the responses received however, there are cases where some questions were missed and/or went unanswered. The 107 people who returned the survey will receive the third of four surveys and stay in line to receiving a £20 gift voucher in December 2017.

1. **Introduction:** Arawak Walton is committed to ensuring that residents are able to give their views and take part in the decision making process in a way that fits with their lifestyle and commitment. The survey was carried out by means of a questionnaire, consisting of enquiries around the area of 'Value For Money' particularly focusing on the role of the Association in dealing with our customers, and your feedback will be used to help the Association decide how to better deal with tenants in the future.

1.2 We said in Question 1, "Arawak Walton is presently providing a Benefits Advice Service, 2 days per week. How much do you value this service? (Please tick one)." The graph to the right confirms that the Benefits Advice Service Arawak Walton provide is very much a valued facility accruing over (59%) of the responses, (24%) 'Value a bit' and (17%) 'Do not value', eleven responders left the question unanswered.

**Q1 Arawak Walton is presently providing a Benefits Advice Service, 2 days per week. How much do you value this service? (Please tick one)**

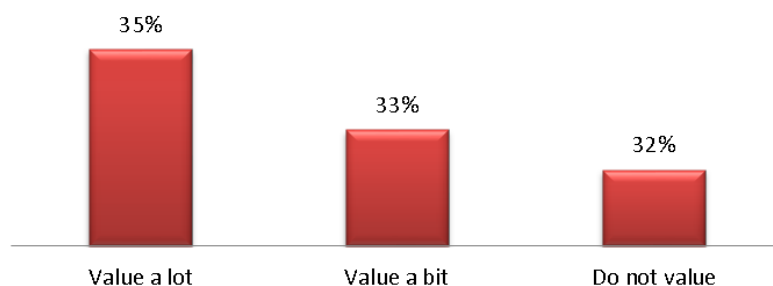


1.3 We said in Question 2, "The new website gives you the ability to do more tasks yourself. How aware are you that you can do the following? (Please tick all that applies)." Although over half the results in, see table below, show respondents are 'Aware' of the tasks available to them on the Arawak Walton website, not many actually use the facilities. More importantly, results show many were 'Not aware' that the tasks listed were available to them on the website. The figures in red show the number of respondents who left parts of the question 'unanswered.'

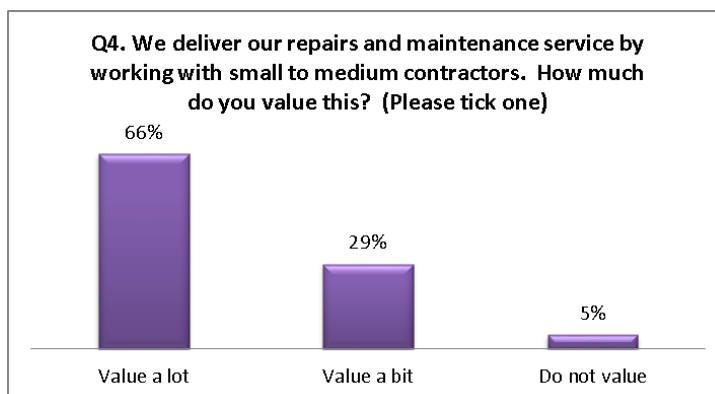
|                         | Not Aware | Aware | Aware and use | Unanswered |
|-------------------------|-----------|-------|---------------|------------|
| Read the Annual Report  | 37        | 51    | 5             | 14         |
| Check your rent balance | 27        | 45    | 10            | 25         |
| Apply for housing       | 25        | 48    | 5             | 30         |
| Report a repair         | 29        | 44    | 10            | 24         |

1.4 We said in Question 3, "We have introduced the ability for you to make rent payments over the phone. How much do you value this? (Please tick one). The results display a moderate response to the available facility where (35%) 'Value a lot', (33%) 'Value a bit' and (32%) 'Do not value' the service. Ten respondents left the question 'unanswered'.

**Q3. We have introduced the ability for you to make rent payments over the phone. How much do you value this? (Please tick one)**



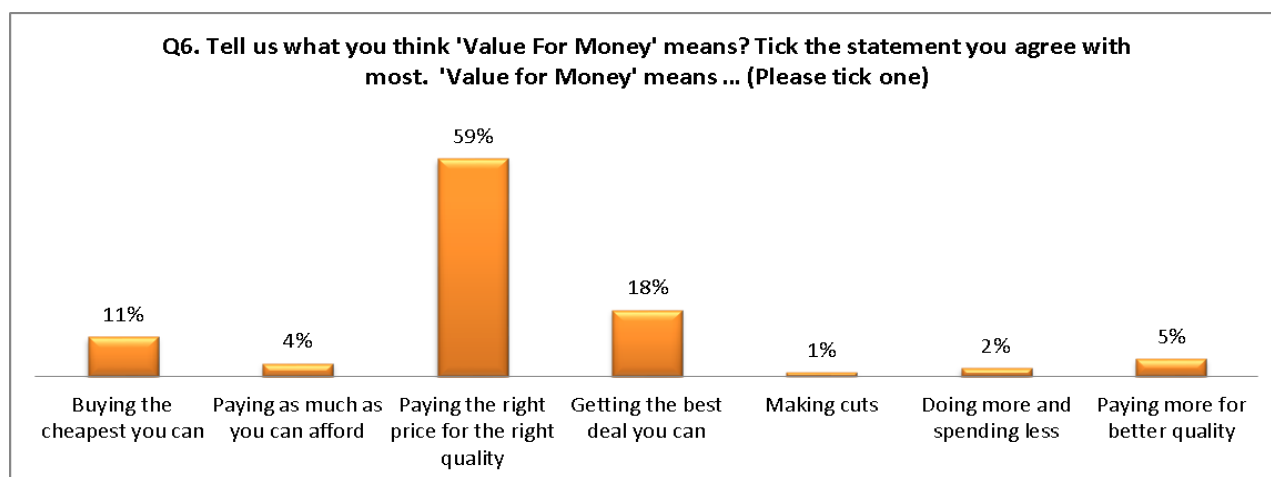
1.5 We said in Question 4, “We deliver our repairs and maintenance service by working with small to medium contractors. How much do you value this? (Please tick one).”The majority of replies (66%) ‘Value a lot’, (29%) ‘Value a bit’ and only (5%) ‘Do not value’ the service provided. Three respondents left the question ‘unanswered’.



**Q5. If the association took the decisions listed below, how would this affect your satisfaction level? (Please tick all that applies)**

|                                                 | More satisfied | Makes no difference | Less satisfied |
|-------------------------------------------------|----------------|---------------------|----------------|
| Taking a bit longer to replace kitchens         | 13             | 44                  | 39             |
| Stop taking cash at the office                  | 3              | 68                  | 20             |
| Only open the office 4 days per week            | 5              | 52                  | 36             |
| Having an automated telephone answering service | 11             | 30                  | 52             |
| Only completing postal surveys on-line          | 6              | 34                  | 53             |

Twenty-four respondents left parts of Question 5 unanswered.



Twenty-four respondents left parts of Question 6 unanswered.

## 2. Summary findings and (if appropriate) actions are as follows

- 2.1 83% of respondents held varying levels of value in our Benefits Advice Service and we will endeavour to continue providing the service in this format or the equivalent.
- 2.2 The information received suggests we could work on increasing awareness of our website facilities and assist tenants to take advantage of them if desired.
- 2.3 A high number of respondents held varying levels of value in our telephone rent service and we will continue to provide this service.
- 2.4 A very high number of respondents held value in our repairs and maintenance service being delivered by working with small to medium contractors so we will continue with this model.
- 2.5 The majority of respondents agreed that “Value for Money meant “Paying the right price for the right quality.

**Thank you for taking part in Postal Survey Two - Value for Money**