



Arawak Walton

TSM Report 2025/26
December 2025

Prepared by: Acuity Research & Practice



Key TSM Metrics

Overall Satisfaction

The Home

Repairs

Neighbourhood

ASB

Engagement

Complaints

Wellbeing

Trends

Further Insight

Summary

Demographics

Introduction

Arawak Walton (Arawak) has a proud heritage in helping to create vibrant and sustainable multi-cultural neighbourhoods in inner city areas. It has more than 40-year experience of providing quality affordable housing in Manchester, Trafford, and Stockport. With its roots in the African Caribbean community, Arawak Walton champions the provision of quality affordable homes in sustainable multi-cultural neighbourhoods. Arawak Walton has approximately 1,104 properties including general needs, sheltered, and supported housing.

Acuity was commissioned over a two-year period to undertake independent satisfaction surveys of the tenants of Arawak Walton to be compliant with the requirements of the Regulator of Social Housing. The survey is based on the Tenant Satisfaction Measures which are required to be reported annually and the satisfaction questions asked to tenants of all registered providers, annually for all those with an excess of 1,000 properties.

The survey was conducted by telephone, with the aim of achieving a minimum of 285 completed surveys to reach the desired margin of error of $\pm 5\%$. The fieldwork began on 6 October and ran through until 15 November. At the close of the survey, 282 completed surveys were received, plus 17 incomplete responses, which are also required to be included by the Regulator. The telephone survey is confidential, and the results are sent back to Arawak Walton anonymised unless residents give their permission to be identified – 77% of residents did give permission to share their responses with their details attached and 94% of these are happy for Arawak Walton to contact them to discuss any information they provided. The results have been weighted on age to ensure they are representative.

This survey aims to provide data on residents' satisfaction, which will allow Arawak Walton to:

- Provide information on residents' perceptions of current services
- Compare against the results from the 2024/25 survey conducted by another market research agency
- Inform decisions regarding future service development
- Report to the Regulator from April 2024 onwards.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with under 2,500 properties achieve a sampling error of at least $\pm 5\%$ at the 95% confidence level. For Arawak Walton, 298 residents responded to the overall satisfaction question completed therefore, this response is high enough to conclude that the findings are accurate to within $\pm 4.85\%$, meeting the required error margin. The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. The base numbers are included on the charts and shown as n=...

87% 

Overall Satisfaction

Satisfaction with the overall service provided by Arawak is high, at 87% – which compares well with other landlords.

There are even higher levels of satisfaction for Arawak within provision of a safe home (88%) and tenants being treated fairly and with respect (91%).

There are eight metrics achieving 80% or over with only one falling below 74% which is complaint handling at 59%.

Half of the metrics have increased in score during 2025 when compared with the previous survey.

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction



Overall Satisfaction

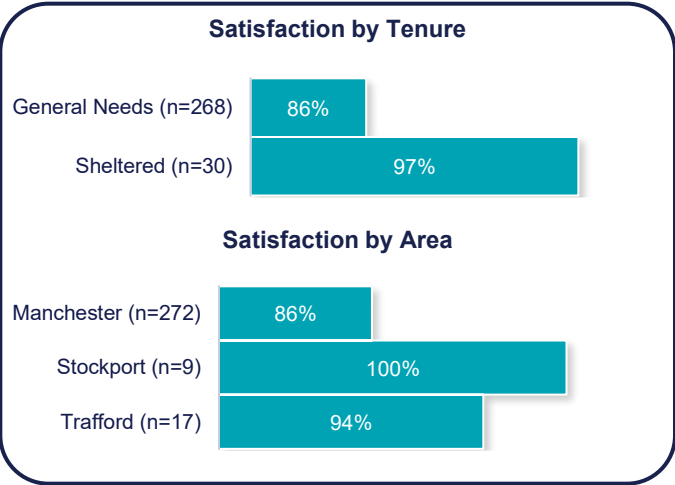
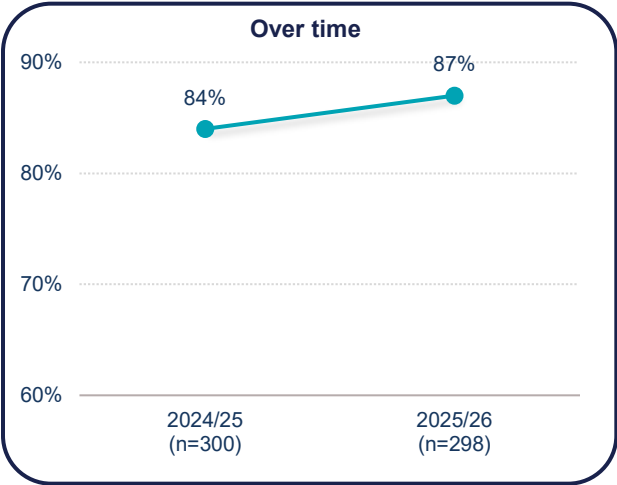
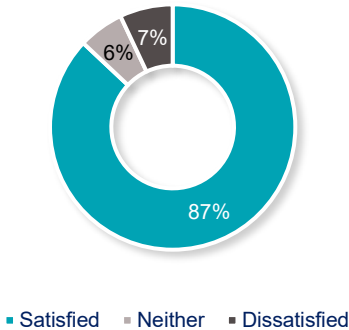
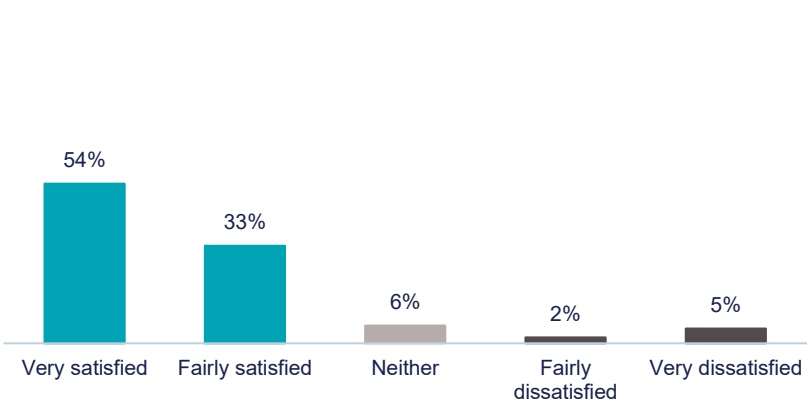
Tenants were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Arawak Walton?” This is the key metric in any tenant perception survey.

For 2025/26, Arawak Walton achieved 87% overall satisfaction. This is up 3 percentage points (p.p) when compared with the previous survey.

Only 7% of tenants are dissatisfied with the services provided and a further 6% are neither satisfied nor dissatisfied.

The main body of the report focuses on high-level scores, towards the end of the report a section explores the differences by age, area and tenure.

Acuity has been monitoring the results from its clients to give a sector-wide perspective, and this suggests that, after a period of decline, overall satisfaction is finally starting to improve, up 2p.p to a median of 73% satisfied, the highest point in a year. Survey methodology, timing, and service level improvements could all contribute to this.



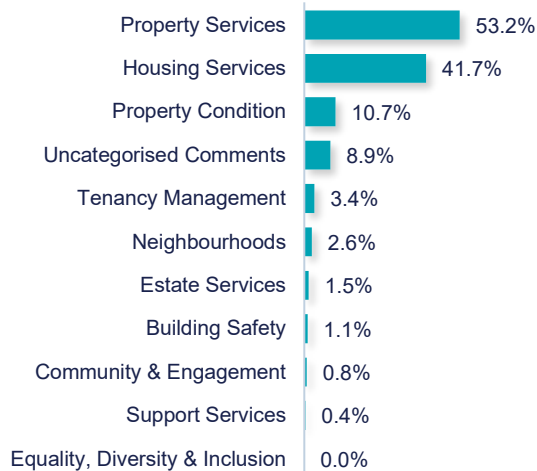
Overall Satisfaction

Please describe your specific experiences that have shaped your view of Arawak Walton's service.

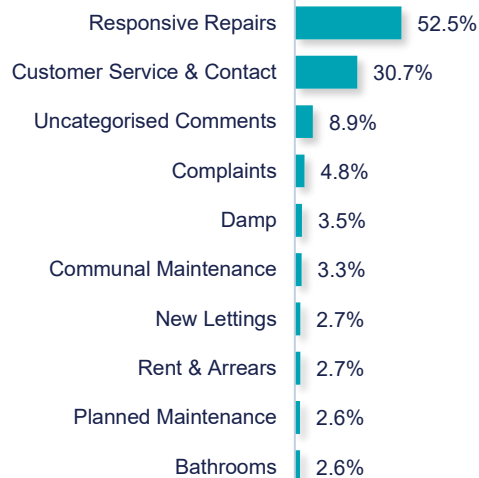
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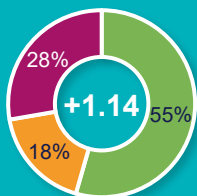
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	110	45.2%	+1.13
Subcategory, no attribute (yet)	44	18.3%	+1.00
Quality of Work / Service	39	16.2%	+1.51
Satisfaction	38	15.6%	+2.94
Resolution	32	13.2%	+1.39
Communication / Transparency	25	10.2%	+2.14
Staff Conduct	10	4.1%	+4.06
No Comments	10	4.1%	-0.66
Effort	9	3.9%	-1.64
Worker Conduct	8	3.2%	+0.62
Appointments / Convenience	6	2.4%	-1.00
Listening / Acting	6	2.4%	-0.33
Empathy	5	2.1%	+2.06
Safety	2	0.8%	-5.00
Consistency	1	0.5%	+3.00
Trust	1	0.4%	+3.00
Accessibility			-
Accountability			-
Fairness			-



The survey responses reveal that many tenants appreciate the promptness of the repair service, noting that issues are often addressed quickly and efficiently. Positive comments highlight the helpfulness of staff and the cleanliness of communal areas. However, several respondents express frustration with unresolved long-term issues, such as persistent dampness, heating problems, and inadequate communication regarding repairs.

Some tenants feel that their concerns are not taken seriously, leading to a sense of neglect. There are also comments about the inconsistency of service, with some experiencing delays and poor follow-up on repairs. Additionally, issues related to overcrowding and dissatisfaction with the handling of antisocial behaviour were noted. Overall, while many tenants report satisfaction with the responsiveness of Arawak Walton, there is a need for improved communication and resolution of ongoing maintenance issues to enhance tenant experience.



Overall Satisfaction - Example Comments

Fast Response

"Because they respond to any problems very good, when I talk with them they respond within a week"

"If there is a repair, they are quite quick at responding and fixing it."

"When we call we always get an answer or engineers to come out and do what is needed everything is always solved"

"In general, if you report a repair they come out pretty quickly and if it's non urgent, you're given an appointment and that's generally adhered to."

Any concerns that I've had have been acted on in a timely manner, the people on the phone are lovely, they just get done what needs to be done.

Very Happy

"I have no issues with them very happy."

"They are always willing to help with any issue when requested."

"I cannot complain much as they have been pretty good to me, some minor things but apart from that they are really good."

"If I have any problems with the home such as repairs they have been fantastic."

"Whenever we need to call them for any repairs and they respond, it's very quick, especially in an emergency, they say what time you are available at the home, so that's why I'm very satisfied."

Delay in action

"The last couple of years, when you report maintenance, and we have had antisocial behaviour, nothing has been done properly."

There is some work carried on which didn't finish, another reason there is anti social behaviour near by since 2019, up to now, there is nothing being done."

"They don't follow through till the end, when I have issues i have to keep highlighting it to them till the end and its not the housing officer she is fine but other people"

"Things are not getting resolved that I have reported. There are tenant issues and repair issues and ASB."

Other

"I can't think of anything but in my opinion, they say one thing and do another. They promise something and when we call about it, no one knows what is going on. You get switched from housing officer to housing officer and we get no where."

"Some things Arawak will do and some things they wont"

"The appointment wait times can be very long."

"Just recently the maintenance people are not that great and the follow ups are not done"



Well Maintained, Safety & Communal Areas



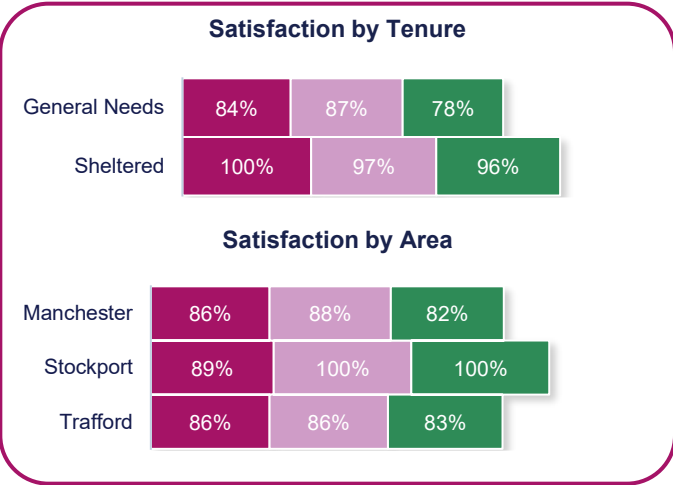
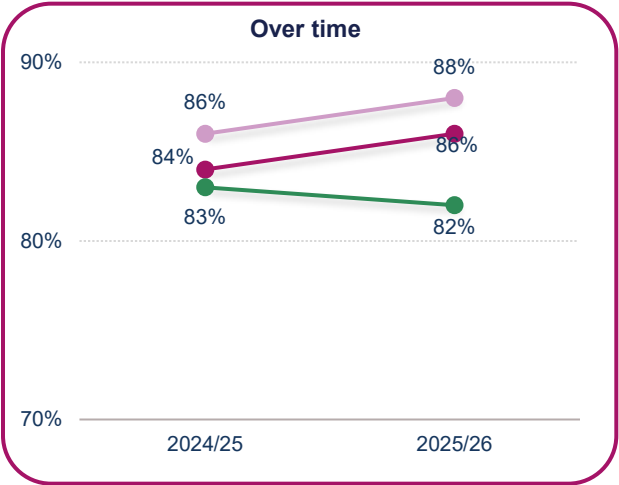
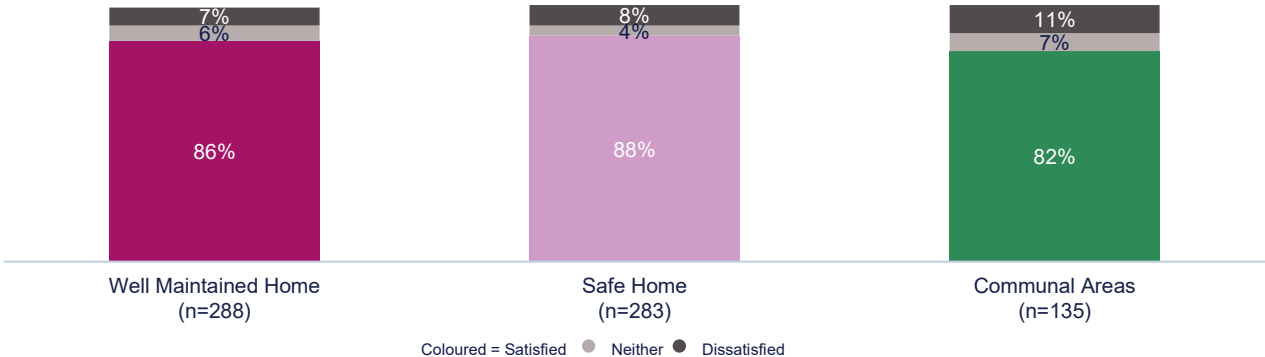
Well Maintained, Safety & Communal Areas

High numbers of tenants are satisfied with their homes; 86% of tenants feel that their homes are well maintained, with even more feeling they are safe (88%). Both of these measures have increased slightly since the previous survey.

Nearly half of tenants (48%) stated that they live in a building with communal areas that Arawak is responsible for maintaining.

Over eight out of ten of these tenants are satisfied that Arawak keeps their communal areas clean and well maintained (82%), with only 11% dissatisfied. Satisfaction has decreased marginally since the previous survey, down by 1p.p.

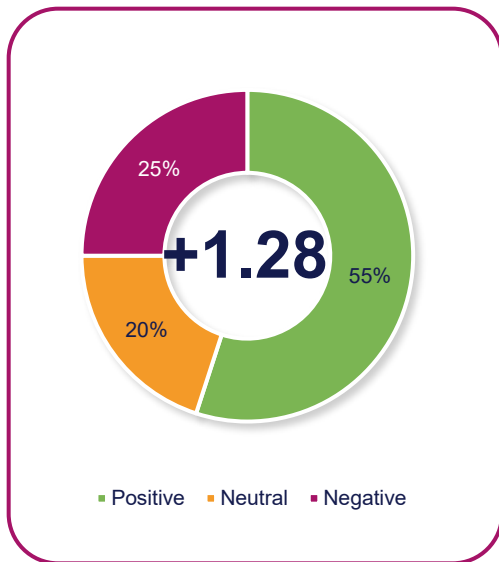
The sector median satisfaction has risen by 4p.p. to 71%, which, despite the increase, remains notably lower than individual home maintenance and safety metrics.



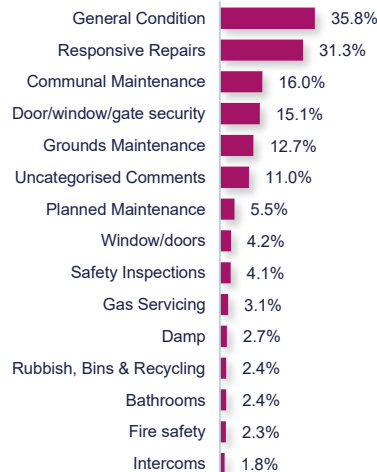
The Home

Share your views on the safety and maintenance of your home and any communal areas.

Base Size: 251



Top Subcategories



Attribute	Count	%	Sentiment Score
Quality of Work / Service	58	23.1%	+1.17
Timeliness & Responsiveness	43	17.2%	+0.20
Safety	37	14.8%	+1.91
Subcategory, no attribute (yet)	32	12.8%	-0.21
Resolution	13	5.4%	+0.14
Communication / Transparency	6	2.4%	-2.65
Satisfaction	6	2.3%	+4.17
Effort	3	1.2%	-3.33
Appointments / Convenience	2	0.8%	+3.00
Staff Conduct	1	0.5%	+3.00
Consistency	1	0.4%	-3.00
Listening / Acting	1	0.4%	-5.00
Accessibility			-
Accountability			-
Empathy			-
Fairness			-
Trust			-
Worker Conduct			-
No Comments			-

Many residents express satisfaction with the promptness of repairs and safety checks, highlighting that issues are often resolved quickly. However, concerns about ongoing maintenance problems, particularly related to damp, mould, and outdated facilities, are prevalent. Some residents report dissatisfaction with the quality of repairs, indicating that issues are not always addressed to their satisfaction.

Communal areas receive varied feedback; while some residents appreciate regular cleaning and maintenance, others note inconsistencies, such as infrequent grass cutting and littering. Safety concerns are raised regarding communal access points, with some residents feeling insecure due to broken locks or unmonitored entrances. Additionally, issues with pests and rubbish accumulation in shared spaces are frequently mentioned.

Overall, while many residents feel safe and satisfied with their homes, there is a clear demand for improved maintenance, more consistent cleaning of communal areas, and better communication regarding ongoing issues.



The Home - Example Comments

Positive Comments

"My home is safe. One time the back door and the fence was destroyed by wind they repaired it the same day. They gave me a new boiler."

"I have no issues. Everything is fine."

"The home is very safe and secure."

"It's maintained to a decent standard, I've got no complaints on that level."

"Any maintenance is done within a timely manner, all safety checks, like the gas, electricity and boiler checks are booked in, they are flexible as well, so they will work around me and the hours that I'm available, which you don't always get and I really appreciate that."

Communal Areas

All work is done that needs doing, the communal areas are always kept clean and tidy

"I think the communal areas are kept well maintained, safety of the home is fine."

"I always have to report the communal areas because it is dirty. They cut the grass but tenants throw their rubbish onto the communal garden. I don't really have access to it but I can see it."

"I just think it takes too long for the communal areas to be cleaned, it used to be cleaned once a month but now I think it is cleaned once every three months."

Stock Condition

"My kitchen and bathroom needs repairing, both rooms have not been updated for over 20 years also when it comes to painting they do not provide this, we have to do this ourselves, the communal areas are clean."

"The issue I have with maintenance is that I reported mould in the kitchen, which was there from a previous tenant who passed away in the house. I asked when the kitchen would be replaced, and they said it's done every five years. I took pictures and submitted a report, but I haven't received any response."

"The bathroom has not been updated and I have been in the house for 25 years and I have never had a new bathroom."

Negative - Safety

"In terms of safety there is no safety, if we have a problem and if we see something that scares us in the house we speak to the housing officer and nothing is done."

"The safety of my home is my responsibility I think. We have ASB from neighbours. We have neighbours who use illegal substances where the re-hab unit is."

"The safety is not great the doors is always open and sometimes the packing lot outside there is cars that are here which are there for days"

"No safety, i a have shared it before to the housing officer about the same door number we have had so many things about this same person"



Keeping Properties in Good Repair



Keeping Properties in Good Repair

Over three quarters of tenants (76%) stated that they had a repair carried out to their home in the last 12 months. Of these tenants, 86% are satisfied with the repairs service during this period, with marginally more satisfied with the time taken to complete their last repair (87%).

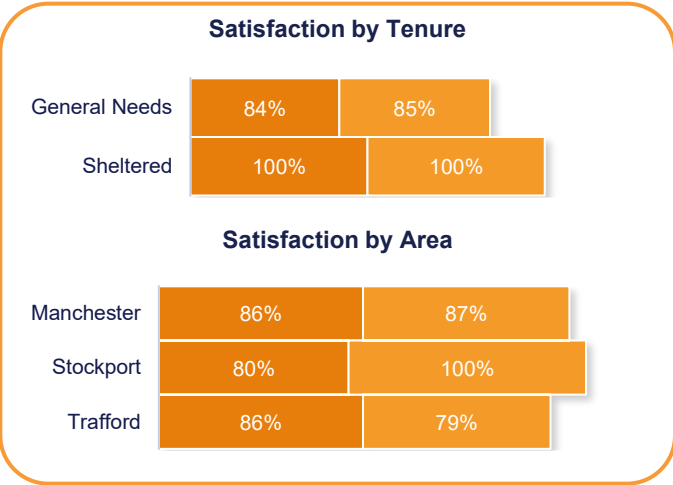
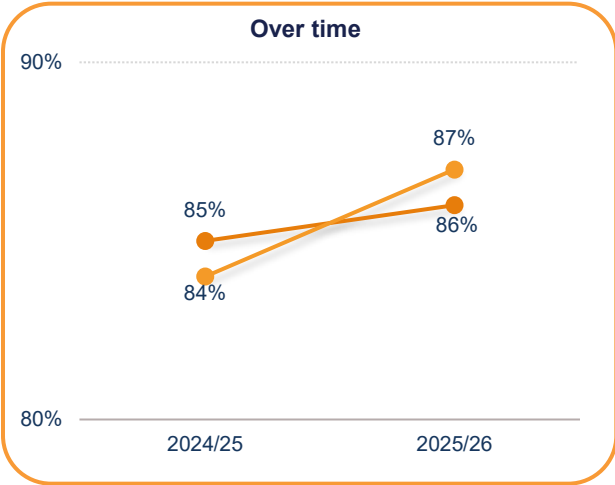
Satisfaction has increased for both the repairs service in the last 12 months, up 1 p.p and the time taken up 3p.p.

Those in sheltered housing advised they were 100% satisfied with both repairs in the last 12 months and the time taken to resolve repairs. Satisfaction with the time taken is highest in Stockport.

The sector median satisfaction is up 3p.p in 25/26, the highest score since the end of 23/24, potentially driven by increases in resourcing as HAs try to tackle backlogs and improve service as the Regulator publicises more downgrades. There has been very little change in satisfaction with the time taken to complete repairs (up 1p.p to 72%). While repairs have improved, the time required to complete them hasn't changed, possibly suggesting that resourcing remains an issue.



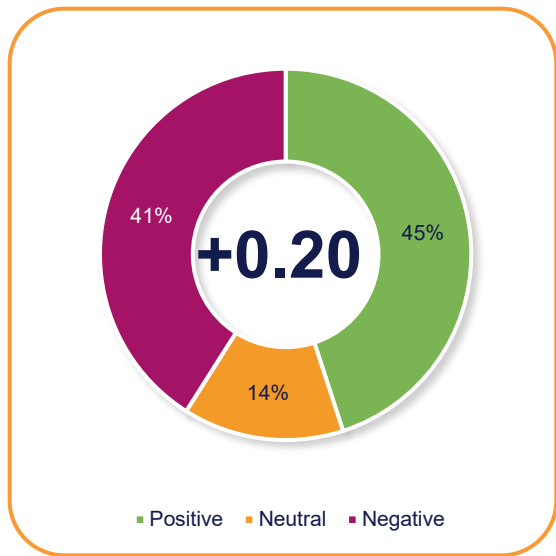
Coloured = Satisfied Grey = Neither Black = Dissatisfied



Repairs & Maintenance

Tell us more about your experience with the repairs service over the last 12 months.

Base Size: 200



Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	89	44.3%	-0.45
Subcategory, no attribute (yet)	44	22.0%	-0.73
Quality of Work / Service	43	21.4%	+1.65
Resolution	24	11.9%	-1.77
Satisfaction	19	9.3%	+3.30
Communication / Transparency	16	8.2%	+0.59
Listening / Acting	9	4.3%	+1.11
Worker Conduct	8	3.9%	+3.75
Appointments / Convenience	7	3.6%	+1.64
Effort	4	1.9%	+2.50
Trust	3	1.4%	-1.67
No Comments	3	1.4%	0.00
Safety	2	1.0%	-1.00
Consistency	1	0.5%	-3.00
Fairness	1	0.5%	-5.00
Accessibility			-
Accountability			-
Empathy			-
Staff Conduct			-

The survey responses regarding the repairs service detail that respondents appreciate the promptness and efficiency of the repairs team, noting that issues are often resolved quickly and to a satisfactory standard. Positive comments highlight the professionalism of the engineers, their courteous behaviour, and the cleanliness maintained after repairs.

However, several respondents express dissatisfaction, particularly regarding the quality of work and the need for repeated visits to address unresolved issues, such as damp and mould. Some users reported long wait times for repairs, with one individual mentioning a delay of over seven years for a specific issue. Communication appears to be a recurring concern, with complaints about the lack of follow-up and the need to chase for updates.

Additionally, there are mentions of inadequate handling of complex problems, leading to recurring issues. Overall, while there are commendable aspects of the service, areas for improvement exist, particularly in quality control, communication, and the resolution of long-standing problems.



Repairs & Maintenance - Example Comments

Time Taken - Positive	Quality of repairs	Lack of follow up	Other
<i>"The response is very very good, any problems and anything needs repairing they respond quickly."</i> <i>"The repairs team have a good service. They come and fix all repairs quickly."</i> <i>"When you report it or make a complaint, they come quickly. When you call they answer your call pretty fast."</i> <i>"For example my toilet was leaking and they sent out an emergency repairs service that was a success. Also the repair to the door was done within an hour."</i> <i>"They are very quick and do what they say they are going to do. They have high standards."</i>	<i>"When I request a repair, its often not completed to a high standard."</i> <i>"Most of the repairs have been done perfectly."</i> <i>"They have been great and done it in a decent time and did a perfect job"</i> <i>"They came when they said. Did a good job & tidied up after themselves"</i> <i>"It was a quick call I made and booked in an appointment, it was quick and easy to fix my bath, so it was good and fast."</i> <i>"They have always been prompt courteous and got on with the job to a good standard."</i>	<i>"Sometimes when repairs are reported to the housing they are not doing anything about it"</i> <i>"They said we could have a new bathroom but no one came back"</i> <i>"You will call reception , tell them the job, they say they take a note , when you call back in a week they will know nothing about it and nothing written down."</i> <i>"When you call Arawak Walton, you can only get through to reception— there's no direct contact with anyone in maintenance. The quality of the repair jobs isn't great, and they often have to return to fix things again."</i> <i>"My repair got sorted in the end but I had to keep chasing which can be inconvenient."</i>	<i>"I reported the repairs but they don't get done."</i> <i>"I had a leak from the toilet. It took them 4 days to come to repair it."</i> <i>"It takes a long time for repairs to be done."</i> <i>"Takes too long and do half a job"</i> <i>"The time taken after a car hit the wall, they left it for a while"</i> <i>"I called for a repair, for a rotting back door, there was water coming, they sent someone to fix it. but they had to come 3 or 4 times, just to take the measurements."</i> <i>"They are sending workers with no experience and are incompetent"</i>



Contribution to the Neighbourhood



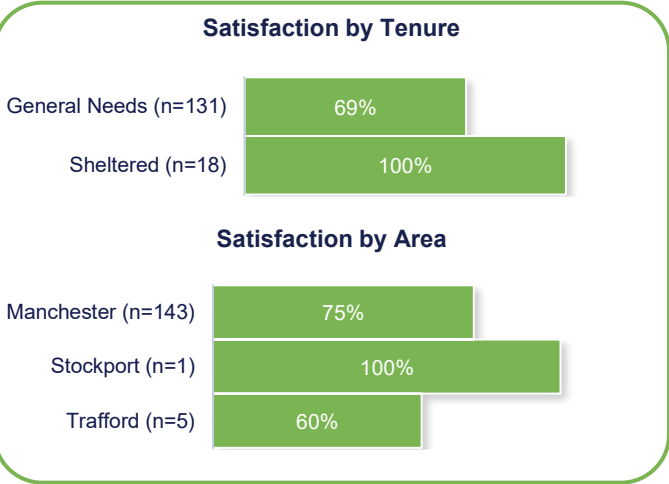
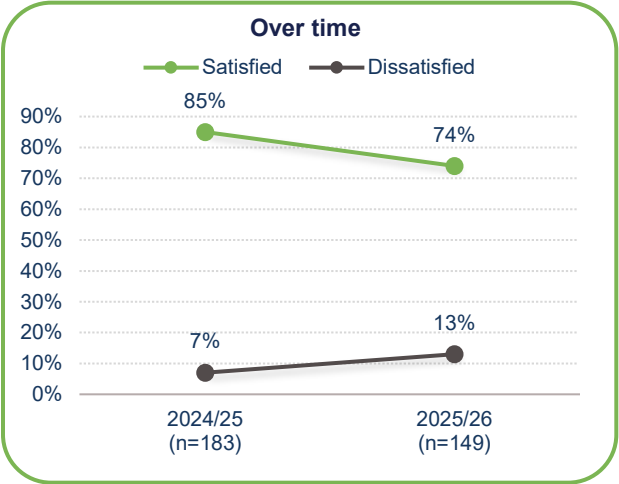
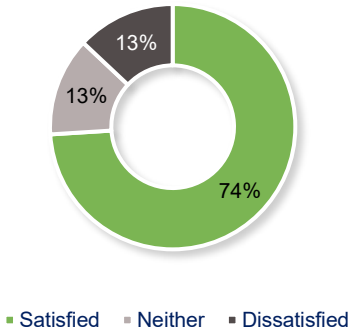
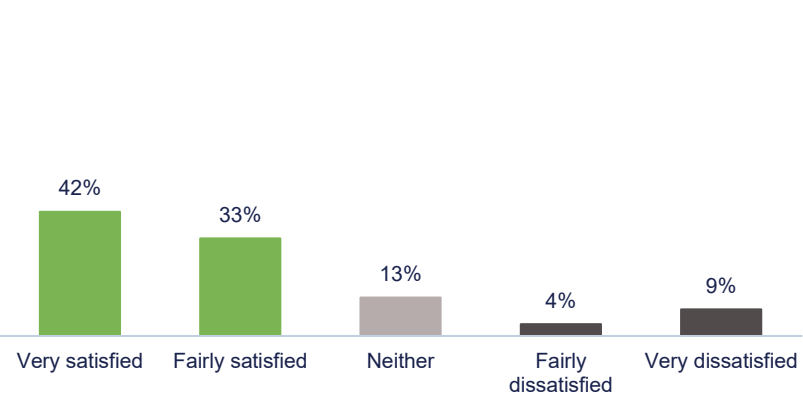
Contribution to the Neighbourhood

Nearly three quarters of tenants are satisfied that Arawak Walton makes a positive contribution to their neighbourhood (74%), although 13% are dissatisfied. Satisfaction has decreased by 9p.p since 24/25. 13% of tenants also gave a neutral response, perhaps unsure of the contribution Arawak Walton makes.

Although there were only 18 responses, all those in sheltered housing were satisfied with the contribution that Arawak Walton makes.

Sector satisfaction is at its highest level since the beginning of the TSM, currently sat at 69% satisfied, an increase of 2 p.p.

The range of satisfaction is large, from 89% to 0%, showing the contrast and demonstrating the difficulty some respondents have in answering the question.





Approach to ASB



Approach to ASB

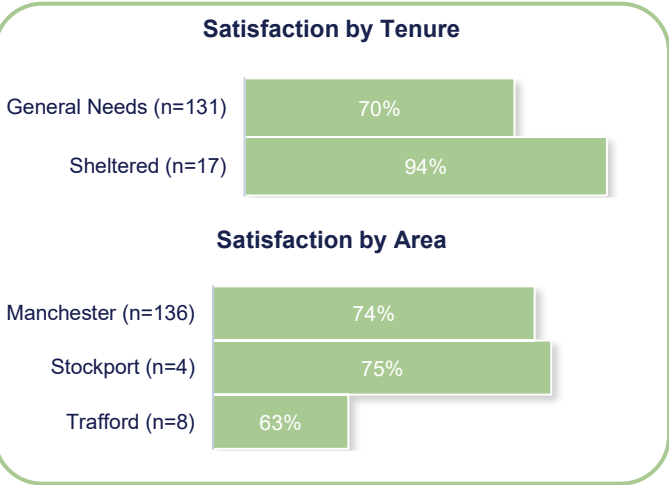
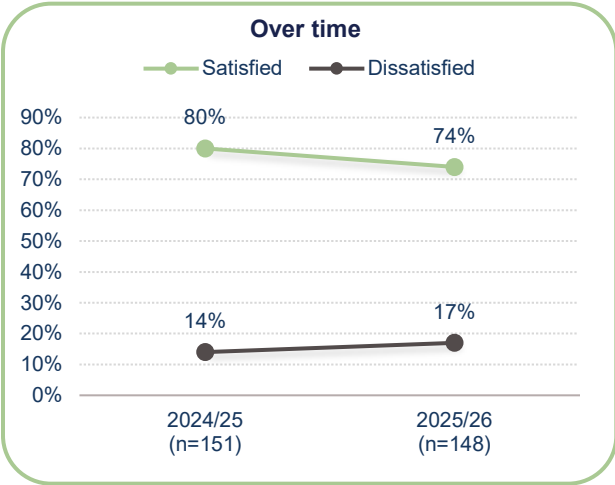
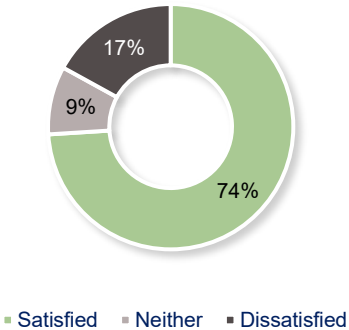
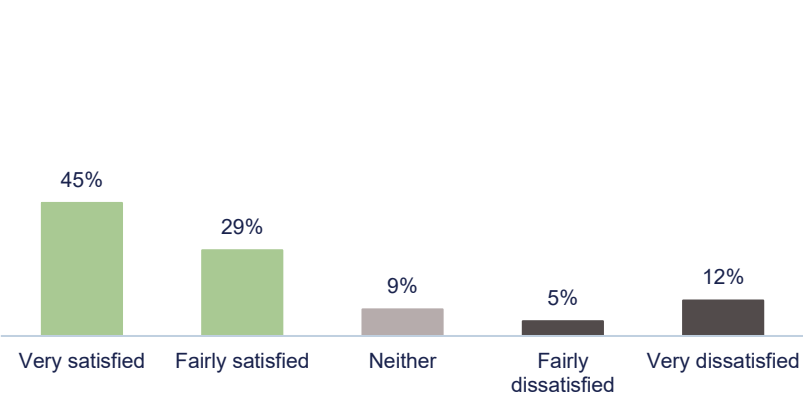
Nearly 78% of tenants are satisfied with Arawak Walton's approach to ASB.

Only 15% of tenants were dissatisfied with a further 9% neither satisfied or dissatisfied.

Satisfaction has decreased by 6p.p since the last survey.

Sector median satisfaction has dropped slightly to 60% satisfied (down 2 p.p). However, the score has not changed much in the past years, hovering around the 60% mark.

Note: all tenants were asked about their perception of how Arawak Walton handles cases of ASB, not just those who have reported a case within the previous twelve months. This can lead to some unexpected results and relies heavily on how effective communication is with all tenants, not just those who have experienced ASB in the past.





Respectful & Helpful Engagement



Respectful & Helpful Engagement

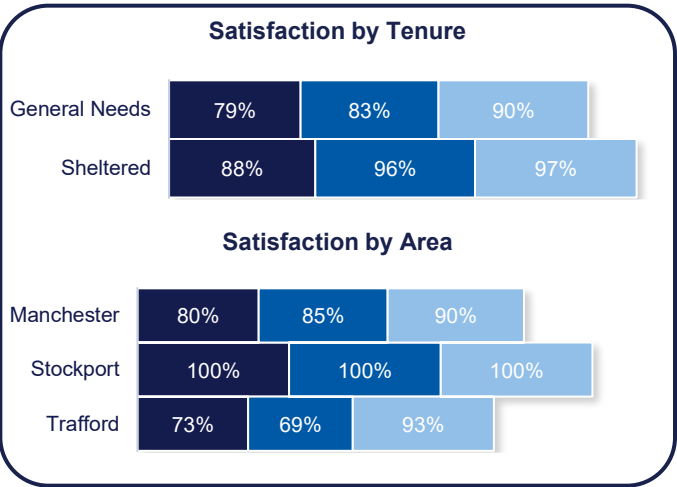
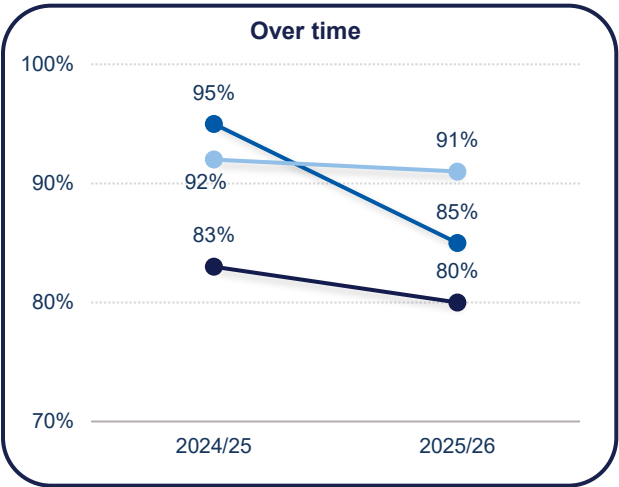
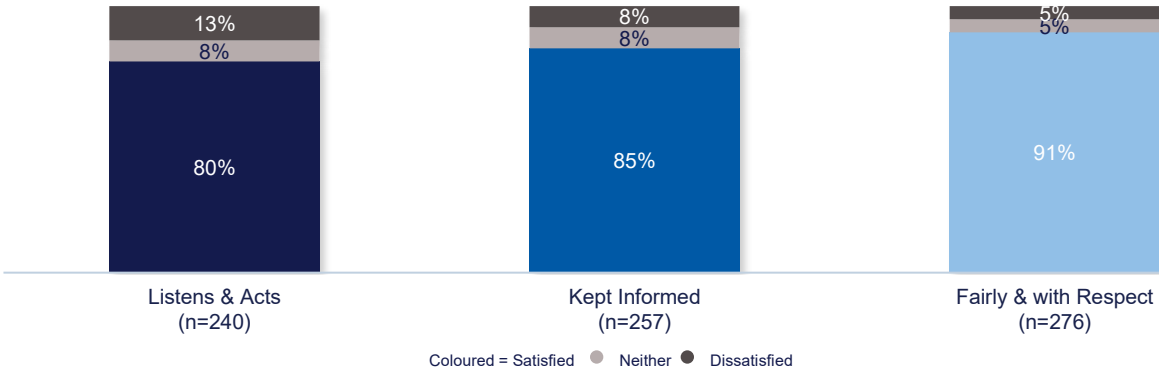
Over 90% of tenants agree that they are treated fairly and with respect by Arawak (91%), however, this is down 81p.p when compared with 2024/25.

While 85% are satisfied with how they are kept informed about things that matter to them, fewer tenants are satisfied that Arawak listens to their views and acts upon them (80%).

Satisfaction with being kept informed has gone up by 2%, while 6% fewer tenants are satisfied that their views are listened to.

Sector scores remain consistent with no change in satisfaction, listens and acts continues to be the lowest scoring metric at 59% suggesting that landlords are still not advertising what they are doing.

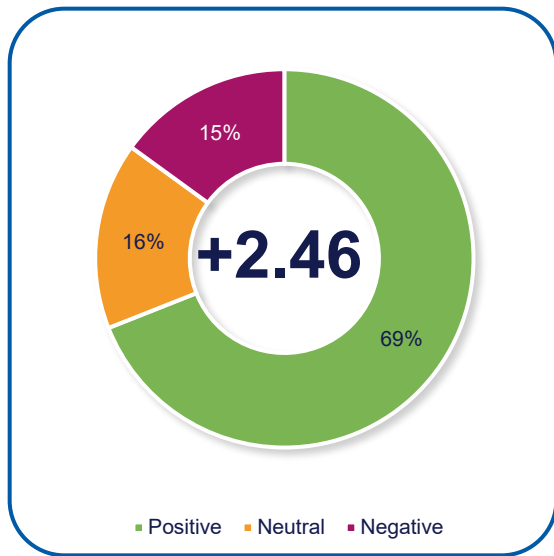
Anecdotally, we have started to notice that although they are promoting the TSMs, most won't make it obvious where the results are, so still not enough awareness of TSMs in the sector, both in terms of what they are and what landlords are doing with the results.



Customer Service & Communication

Describe your experience with the customer service and communications you receive.

Base Size: 269



Attribute	Count	%	Sentiment Score
Communication / Transparency	80	30.2%	+2.15
Staff Conduct	63	23.7%	+3.75
Satisfaction	53	19.8%	+3.97
Subcategory, no attribute (yet)	37	14.0%	+0.91
Timeliness & Responsiveness	35	13.1%	+1.49
Quality of Work / Service	32	11.9%	+2.78
Listening / Acting	24	9.0%	+2.02
Resolution	14	5.4%	+2.91
Empathy	11	4.0%	+1.23
Effort	9	3.3%	-0.78
No Comments	7	2.5%	-2.78
Worker Conduct	4	1.5%	0.00
Trust	2	0.7%	-4.00
Accountability	1	0.4%	0.00
Consistency	1	0.4%	+3.00
Fairness	1	0.4%	0.00
Accessibility			-
Appointments / Convenience			-
Safety			-

The survey responses regarding customer service and communication at Arawak Walton Housing Association reveal a mixed but generally positive sentiment among tenants. Many respondents appreciate the promptness and politeness of the customer service team, noting that they are often helpful and responsive to queries. Regular newsletters and updates are well-received, contributing to a sense of being informed.

However, there are notable criticisms, particularly concerning the inconsistency in service quality. Some tenants report difficulties in reaching their housing officers and express frustration over unreturned calls and unresolved repair issues. A few respondents highlighted a lack of empathy from staff, particularly in sensitive situations, and mentioned that communication can sometimes be slow or ineffective.

While many tenants feel satisfied with the overall service, there are calls for improvement in follow-up actions and the handling of complaints. The feedback indicates a need for better training and consistency among staff to enhance the overall tenant experience. Overall, while the customer service is generally viewed positively, there are areas that require attention to ensure all tenants feel valued and supported.



Customer Service - Example Comments

Positive Comments	Newsletters	Customer Service	Comms prior to repair
<i>"There are very helpful the listen to you and they arrange what you want doing."</i> <i>"The customer service is fantastic. The staff are helpful. Communication is good."</i> <i>"Communication is good. The customer service staff good too."</i> <i>"When I have given feedback that has been implemented. Things have improved and has a communal feel."</i> <i>"If I report anything, they respond within a few days and get it done right soon, and called back when they said they would."</i> <i>"They've been very good very polite anytime I call them"</i>	<i>"Get regular newsletters, and if you need to contact them they are always very knowledgeable."</i> <i>"I receive emails and newsletters also customer service are nice and pleasant."</i> <i>"They are polite and they listen. I get regular newsletters."</i> <i>"I get regular newsletters. The staff are amazing."</i> <i>"I receive material through the post and questionnaire through the post I get informed of things that are happening."</i> <i>"I get a magazine every month"</i>	<i>"Customer service is never bad, sometimes the phone takes a while to be answered."</i> <i>"I had some good encounters with customer service, some good, not so good it was ok. It depends on the person that is on the phone and if they understand what you are trying to say."</i> <i>"They are good. Well when you phone up they are always pleasant they listen to what you've got to say and have sent people right away."</i> <i>"They are very very fantastic and more then good, they are there when I need to speak to them and never ever put the phone down on me. We actually speak to a person and not a machine."</i>	<i>"I'm okay because every time there is a repair, I've been informed before they come"</i> <i>"Text messages and emails updating us with information, if you having to speak to the office they are helpful."</i> <i>"Communication is good, and I usually receive a call before they arrive."</i>



Effective Handling of Complaints



Effective Handling of Complaints

Tenants were asked, “How satisfied or dissatisfied are you with Arawak Walton’s approach to complaints handling?” This is the key metric in any tenant perception survey.

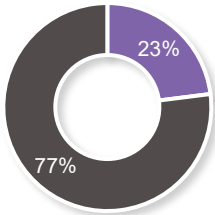
Around a quarter of tenants made a complaint to Arawak in the last 12 months, although it is not clear whether these were formal expressions of dissatisfaction managed under the complaint process, or perhaps service requests not yet completed.

Of these tenants, 59% are satisfied with the way their complaint was handled, an increase of 12p.p since last year. Dissatisfaction fell by 2p.p over the same period.

The proportion of respondents reporting a complaint across the sector is at its highest level at 37% while satisfaction with how landlords handle complaints is at its lowest at just 23% satisfied; a contrast to the satisfaction seen at the City of London.

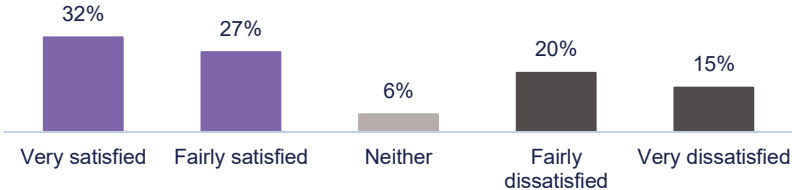
This low level of satisfaction is, perhaps, to be expected with the release of the Ombudsman’s complaints code. The following page may offer clues as to why so many remain dissatisfied and, perhaps, why things have improved this year.

Complaint in last 12 months

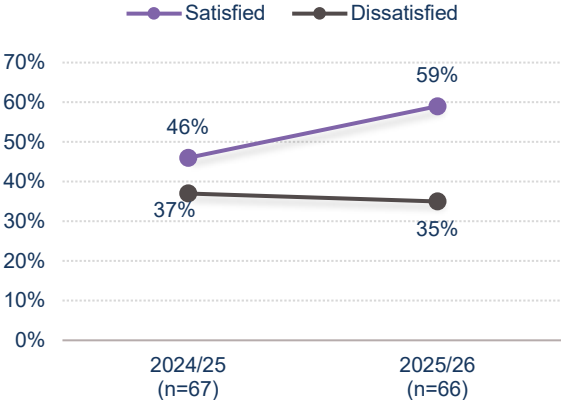


■ Yes ■ No

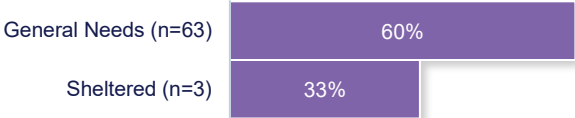
Satisfaction with Complaints Handling



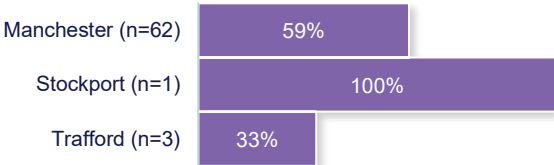
Over time



Satisfaction by Tenure



Satisfaction by Area





Wellbeing



Cost of Living

Tenants were asked, “How concerned are you about the cost-of-living crisis for you personally?” 47% of tenants are very concerned, with a further 32% slightly concerned. Just 10% of customers are not at all concerned. Just 10% of customers are not at all concerned.

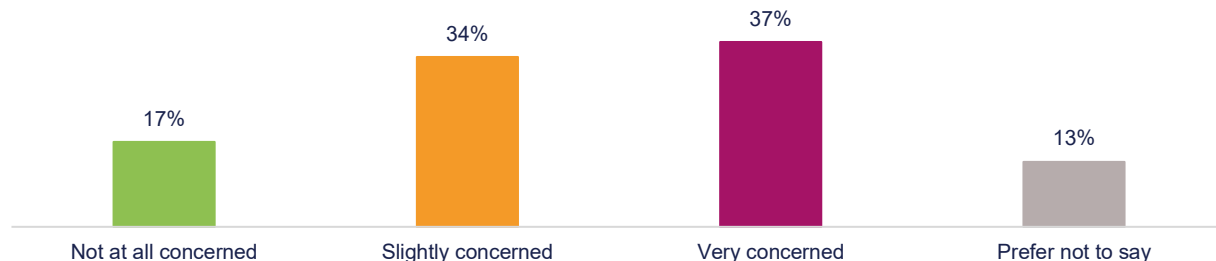
Of those who responded, 71% said they were concerned with the cost of living with 37% very concerned.

Given these high numbers, anything that Arawak could do to help alleviate these worries would be beneficial.

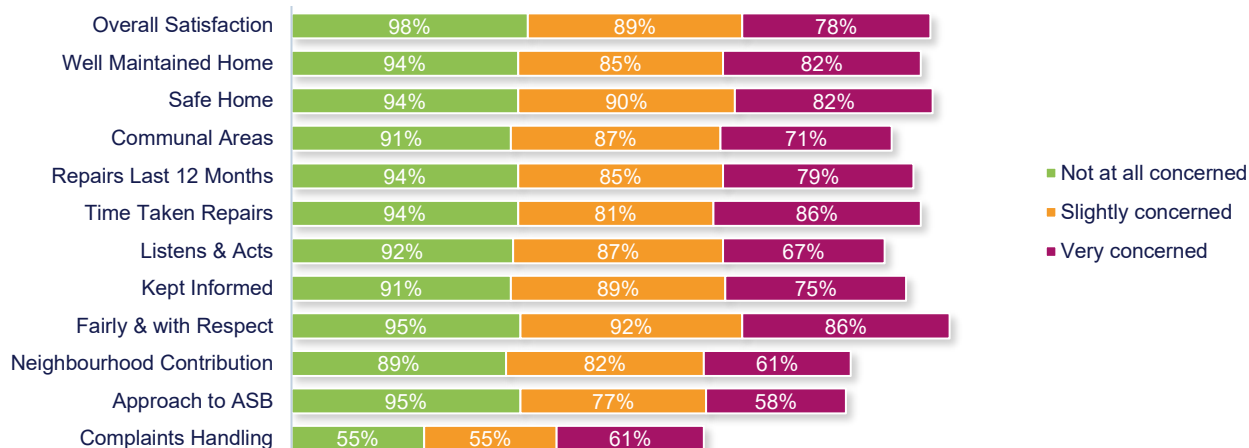
As the cost of living continues to put pressure on household incomes, concern will continue to remain high. Those most concerned tend to be the least satisfied with the range of housing services they receive.

This does appear to be true here: across the overall service, just 78% of those very concerned are satisfied, compared with 98% of those not concerned at all.

Cost of Living Concern



Cost of Living Concern & Satisfaction





Damp and Mould

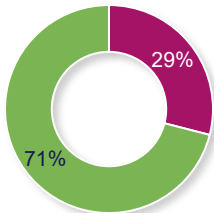
Over a quarter of tenants, (29%) say they are currently suffering from damp and mould in their homes, and this is up a little from last year. Arawak should also consider that the survey was done prior to the winter months where this could become a bigger problem.

Of those who advised they were suffering from damp and mould, 81% have reported the problem to the Council, but 19% haven't.

It is important that Arawak contacts all those affected to see the extent of the problems and to take action if needed. This is particularly important because Awaab's Law came into force on the 27th October 2025, which will bring further scrutiny from the Regulator into how landlords respond to damp and mould issues.

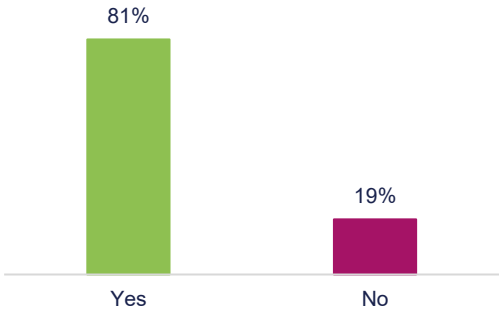
To help the process, Acuity has sent a list of names and addresses of those affected.

Currently Suffer from Damp & Mould

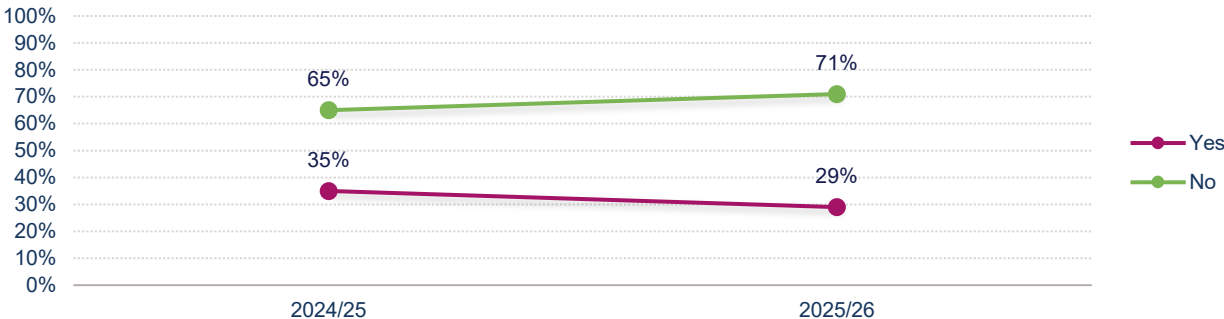


■ Yes ■ No

Reported Damp & Mould



Suffering from Damp & Mould over time





Trends



Trends Over Time - Closed Questions

The table shows the annual results for 2025/26 against those for 2024/25. Increases are shown in green and decreases in purple.

For changes to be statistically significant, they need to exceed the combined margins of error for the last two surveys, around 9p.p, so only three of the changes this year exceed this.

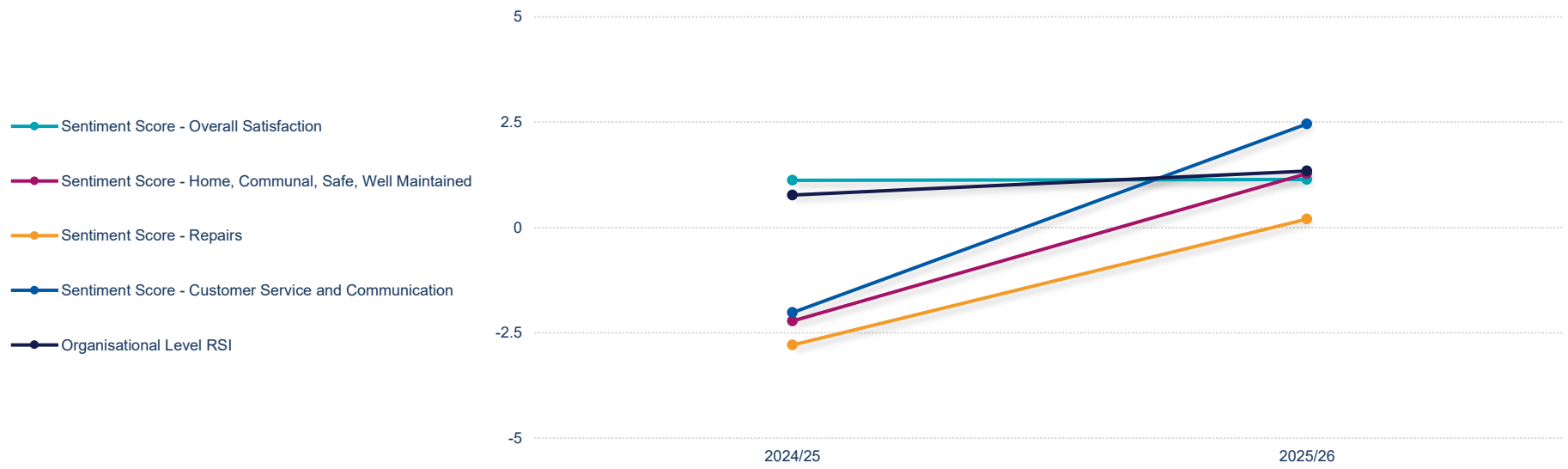
As has been shown throughout this report, satisfaction has increased in six areas and also decreased for the remaining six measures compared with the survey in 2024/25. Satisfaction with the overall service provided by Arawak is up by 3p.p. .

There have been larger decreases for how tenants are kept informed (down 10p.p), the positive contribution made to the neighbourhood (down 10p.p) and the repairs and approach to ASB (down 6p.p

There was a noticeable increase in the way Arawak manages complaints which increased by 12p.p.

	2024/25	2025/26
Overall Satisfaction	84%	87% (+3)
Well Maintained Home	84%	86% (+2)
Safe Home	86%	88% (+2)
Communal Areas	83%	82% (-1)
Repairs Last 12 Months	85%	86% (+1)
Time Taken Repairs	84%	87% (+3)
Listens & Acts	83%	80% (-4)
Kept Informed	95%	85% (-10)
Fairly & with Respect	92%	91% (-2)
Neighbourhood Contribution	85%	74% (-10)
Approach to ASB	80%	74% (-6)
Complaints Handling	46%	59% (+12)

Trends Over Time - Sentiment Scores



Arawak introduced sentiment analysis within their 2025/26 survey but we are able to utilise responses from the previous survey to compare results between surveys.

All metrics are above 0 which is a strong result. In addition to this, all results saw an increase between surveys.

By continuing to collect this information from tenants in future surveys, we can continue to track overall resident sentiment to aid improvement recommendations.



Annual Summary



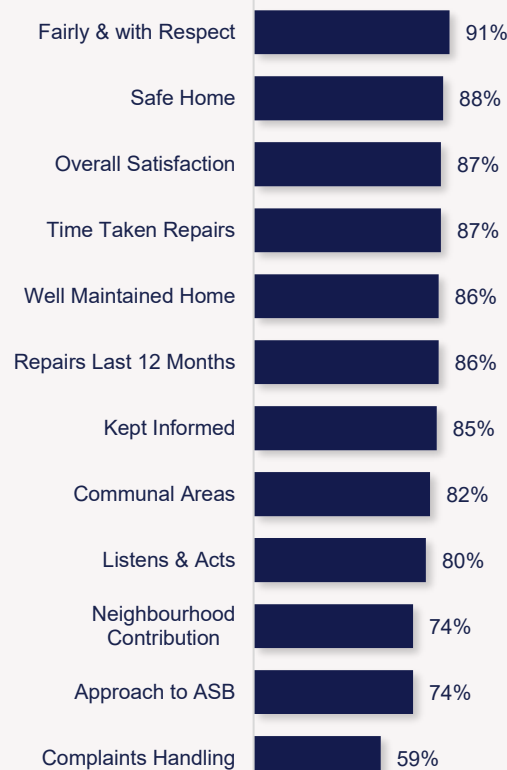
Annual Satisfaction & Dissatisfaction

At the end of the financial year, it is possible to look at the annual results to help understand what is driving satisfaction at Arawak. The charts summarise the key results from 2025/26.

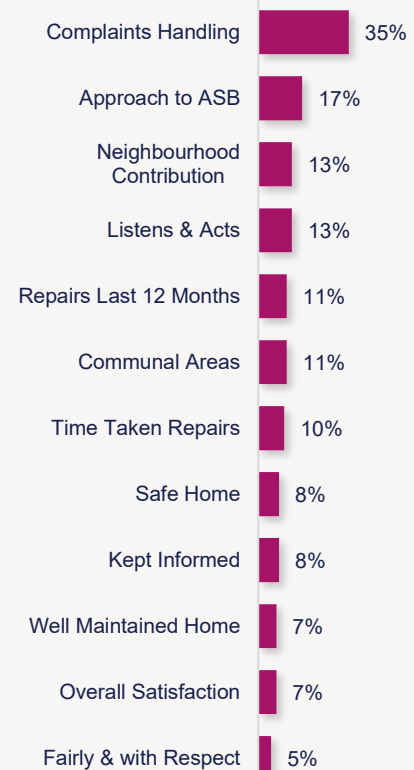
Sometimes where satisfaction is low, the remaining tenants can be split between those who fall into the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where tenants do not have strong opinions or areas where a high percentage of tenants are actually dissatisfied.

For Arawak Walton it generally follows that measures with high satisfaction also have low dissatisfaction, and vice versa.

Satisfaction with Measures 2025/26



Dissatisfaction with Measures 2025/26





Top 30 Comments

This table shows the volume of comments made by tenants in each category along with the sentiment score for each.

Comments are largely good for the top areas mentioned by tenants. The include Customer Service and Contact, and Quality of work

These comments help to provide insight to the satisfaction questions and will help Arawak target the areas most in need of improvement. The full text of the comments made can be found on the Acuity dashboard.

	%	Count	Score
Property Services - Responsive Repairs - Timeliness / Responsiveness	52.53%	149	0.10
Property Condition - General Condition	31.96%	91	1.69
Property Services - Responsive Repairs - Other	29.63%	84	-0.01
Property Services - Responsive Repairs - Quality of Work / Service	29.13%	83	1.88
Housing Services - Customer Service & Contact - Satisfaction	25.74%	73	3.59
Housing Services - Customer Service & Contact - Communication / Transparency	24.98%	71	2.61
Housing Services - Customer Service & Contact - Staff Conduct	23.37%	67	4.12
Property Services - Responsive Repairs - Resolution	20.28%	58	0.22
Uncategorized Comments	17.91%	51	1.52
Property Services - Responsive Repairs - Communication / Transparency	14.81%	42	0.26
Building Safety - Door/window/gate security	13.97%	40	1.40
Housing Services - Communal Maintenance - Quality of Work / Service	13.94%	40	2.54
Housing Services - Customer Service & Contact - Timeliness / Responsiveness	13.38%	38	2.82
Housing Services - Customer Service & Contact - Other	12.28%	35	1.36
Housing Services - Customer Service & Contact - Quality of Work / Service	12.11%	34	3.36
Property Services - Responsive Repairs - Satisfaction	10.07%	29	3.22
Property Condition - Damp	9.48%	27	-3.31
Property Services - Responsive Repairs - Safety	8.93%	25	0.95
Housing Services - Customer Service & Contact - Listening / Acting	8.04%	23	3.11
Housing Services - Grounds Maintenance - Quality of Work / Service	7.28%	21	-0.28
Property Condition - Bathrooms	7.28%	21	-2.62
Property Condition - Window/doors	7.11%	20	-1.77
Housing Services - Communal Maintenance - Timeliness / Responsiveness	6.53%	19	0.78
Property Services - Responsive Repairs - Worker Conduct	6.09%	17	1.65
Housing Services - Customer Service & Contact - No Comments	5.80%	17	-2.96
Property Services - Planned Maintenance - Timeliness / Responsiveness	5.33%	15	-3.99
Housing Services - Customer Service & Contact - Resolution	5.00%	14	3.86
Property Services - Responsive Repairs - Listening / Acting	4.74%	13	0.00
Property Services - Responsive Repairs - Appointments / Convenience	4.53%	13	-0.06
Housing Services - Grounds Maintenance - Other	4.40%	13	-3.00

Benchmarking – Acuity Clients (LCRA)



It is possible to compare performance on the core questions against Acuity clients that have been using the new TSM questions during the year.

The results from Arawak Walton are compared against other LCRA landlords, shows there are improvements required with all of the measures being below the Acuity median.

This cohort of landlords varies in type, size and location, with smaller as well as larger housing associations and councils. As landlords submit their results later this year, a greater bank of information will start to build up, which will provide a more accurate and robust picture of how Arawak are performing.





National Context

When considering the results, the national context and external factors must also be taken into account.

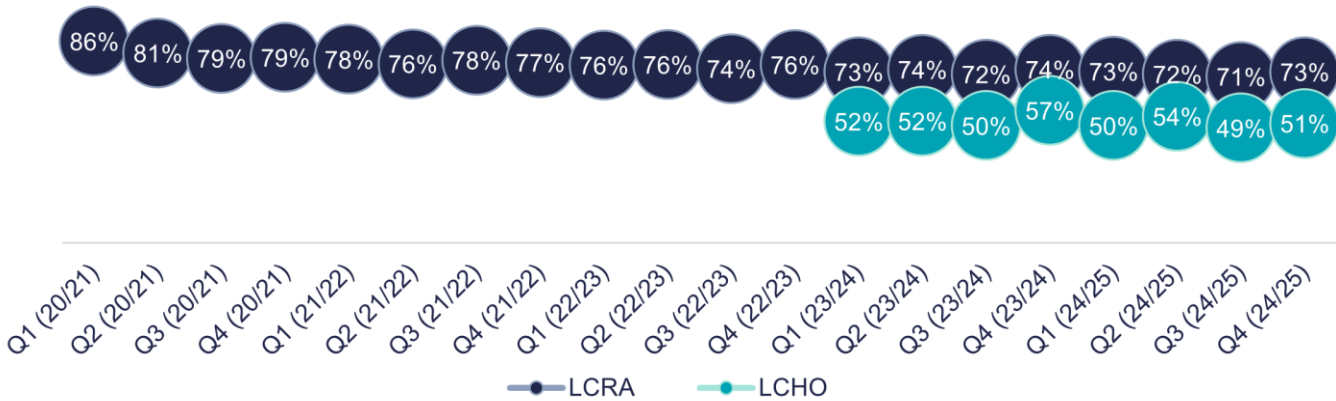
Satisfaction is based on perception rather than specific values, so it can be affected by these factors and how positive people feel about their lives.

Residents have had to face considerable challenges in recent years, particularly the recent cost-of-living crisis, political changes and some will still be recovering from the disruption caused by the pandemic of 2020 and the effect it had on the delivery of services.

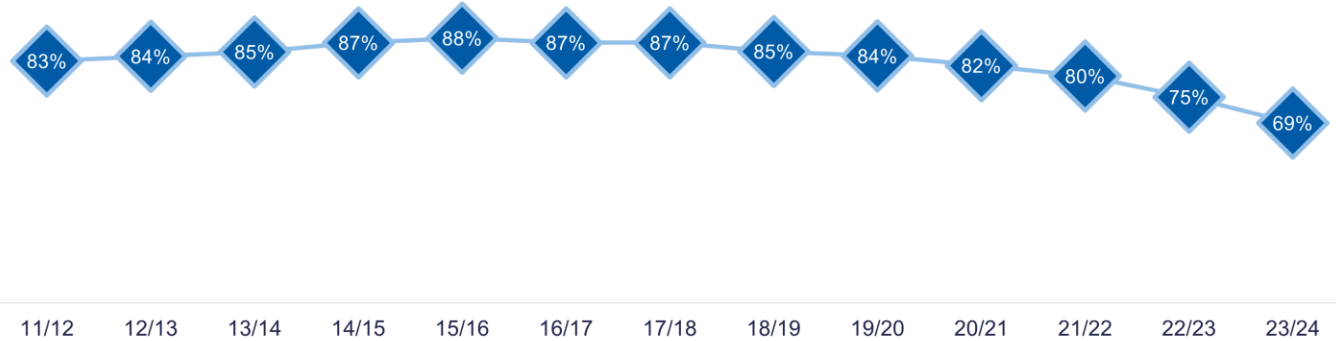
The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years, but there are signs that it is starting to increase again as we move into 2025/26.

The lower chart shows the results from Housemark members with a peak in 2015/16 and a slow decline since, but again, Housemark are also starting to see some revival in satisfaction in 2025/26.

Overall Services (Acuity Clients)



Satisfaction with services provided (NHF median - general needs)

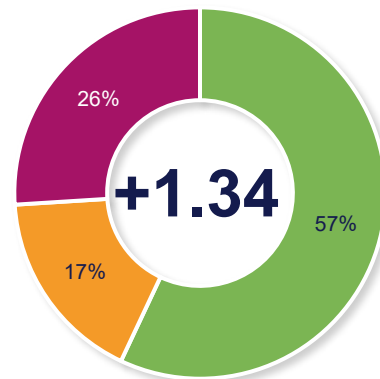




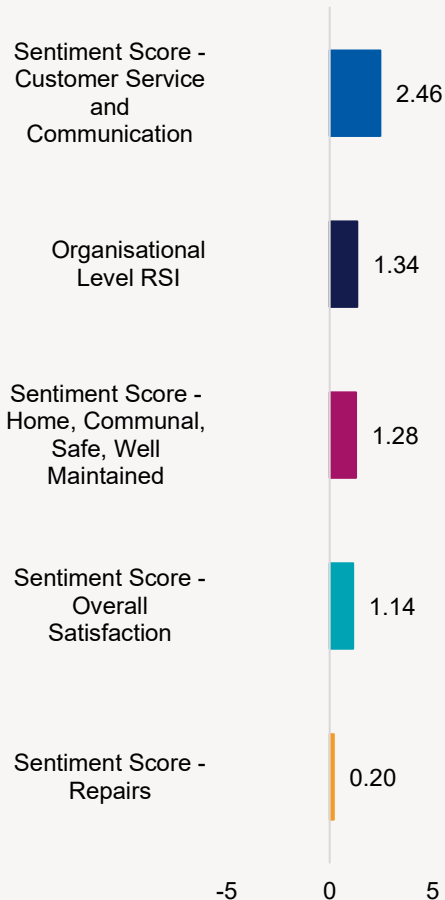
Summary

Overall RSI Score

The Organisational-Level RSI offers a single, headline metric that captures the overall emotional tone of resident feedback across all key service areas. It is based exclusively on responses to the 7 core RSI open-ended questions. It reflects how positively or negatively residents feel about the organisation's performance across these key areas. Please note, if your organisation does not ask all 7 core RSI questions, you are unable to benchmark your Organisational RSI Score. Each individual RSI question will be analysed in its relevant section throughout the report.



■ Positive ■ Neutral ■ Negative



Overall Satisfaction

The survey responses reveal a mixed sentiment towards Arawak Walton Housing Association's repair services. Many tenants appreciate the promptness and efficiency in addressing repair requests, highlighting quick responses and helpful staff. However, several respondents express dissatisfaction with unresolved issues, slow follow-ups, and inconsistent service quality, particularly regarding major repairs and communication. Complaints about overcrowding, heating problems, and inadequate responses to anti-social behaviour were also noted. Overall, while many tenants are satisfied, areas for improvement remain.

The Home

Survey responses indicate a mixed sentiment regarding safety and maintenance within Arawak Walton Housing Association properties. Many residents feel secure and appreciate prompt repairs and regular safety checks. However, issues such as damp, mould, and inadequate communal area maintenance were frequently mentioned. Some residents expressed dissatisfaction with the responsiveness to repair requests and the cleanliness of outdoor spaces. Overall, while many are satisfied with their homes, there are notable concerns that require attention to enhance resident satisfaction.

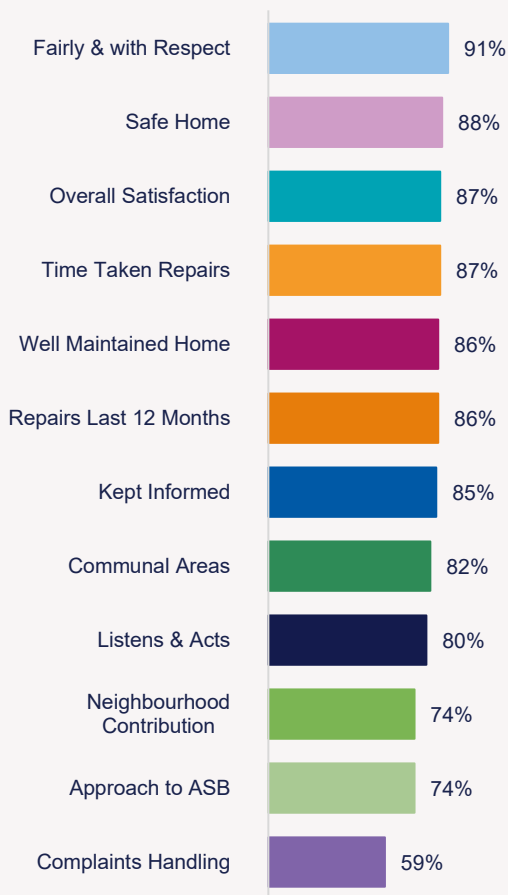
Repairs

The survey responses reveal a mixed sentiment towards the repairs service. Many respondents appreciate the quick response times and the professionalism of the repair teams, noting that urgent issues are often resolved promptly. However, there are concerns regarding the quality of repairs, with complaints about incomplete jobs, recurring issues like damp and mould, and poor communication. Some customers expressed frustration over delays and the need for repeated follow-ups, indicating a need for improved consistency and quality in service delivery.

Customer Service & Communication

The survey responses indicate a mixed sentiment towards Arawak Walton Housing Association's customer service and communication. Many respondents appreciate the politeness, responsiveness, and regular updates through newsletters. However, there are notable concerns regarding inconsistent service quality, particularly with repairs and follow-ups. Some tenants reported difficulties in reaching housing officers and felt ignored or disrespected. Overall, while many are satisfied, there is a clear need for improvement in communication and repair services to enhance tenant experiences.

Satisfaction with Measures



Summary



Following the completion of the survey in October and November 2025, using the required TSM questions shows overall tenant satisfaction with their homes and the services provided by Arawak has increased. However, along side six increases in measures, we also saw a further six decreases.

Satisfaction with the overall service provided by Arawak is high at 87%, with even higher levels of satisfaction for Arawak how tenants are treated fairly and with respect (91%) and the provision of a safe home (88%).

Just three measures have ratings below 75%; the positive contribution made to the neighbourhood and how anti-social behaviour is dealt with (both 74%) and the handling of complaints (59%). Correspondingly, dissatisfaction is highest with how complaints are handled (35%), followed by management of ASB (17%).

Satisfaction with the overall services provided is up by 3p.p. Along side this increase, we also saw increases in the home being well maintained (up 2p.p), the provision of a safe home (up 2p.p), Repairs in the last 12 months (up 1pp), time taken to resolve repairs (up 3p.p) and complaint handling saw the highest increase (up 12 p.p).

However, there were also six metrics that decreased since the last survey. The maintenance of communal areas (down 1p.p), listens and acts (down 4p.p), being kept informed (down 1p.p), being treated fairly and with respect, (down 2p.p), contribution to the neighbourhood (down 10p.p) and finally, approach to ASB which is down 6 p.p.

There are also 7% of tenants who are concerned about the cost of living. Given these high numbers, anything that Arawak could do to help alleviate these worries would be beneficial.

It is also worth noting that 29% of tenants reported they were suffering from damp and mould in their home. Whilst it is positive that 81% had reported this to Arawak Walton, it is crucial that these cases are reviewed and resolved.



Arawak Walton has a proud heritage in helping to create vibrant and sustainable multi-cultural neighbourhoods in inner city areas.

With more than 40 years experience, they work to understand the challenges of social deprivation and exclusion and have worked hard to provide good quality, affordable housing to our residents, regardless of age, gender or race and they support thousands of people in over 1200 homes across Manchester, Stockport and Trafford.

They are now the largest independent black and minority ethnic (BME) Housing Association in the North West,

A survey of this type can not address or provide evidence of all of these aims but it shows they have a high level of satisfaction in some areas.

However, there are always areas that can be improved and the recommendations opposite give some suggestions that Arawak Walton may wish to follow up on.

Recommendations

Handling of complaints

The handling of complaints is once again the lowest-performing metric in the survey, however, this has seen an increase of 12p.p since the last survey which is a significant improvement. Satisfaction since the previous survey. However, it should be noted that Arawak compares well with other landlords and the current sector average. . Nonetheless, it is important that tenants feel confident any complaint they make will be taken seriously and dealt with effectively and in good time. Clear communications around what constitutes a complaint are also required.

ASB

The handling of ASB was the second lowest performing metric during this year's survey. Satisfaction decreased by 6p.p since 2024/25. It is worth noting that all tenants were asked about their perception of how Arawak Walton handles cases of ASB, not just those who have reported a case within the previous twelve months. This can lead to some unexpected results and relies heavily on how effective communication is with all tenants. However, this does link to listens and acts as some residents feel there is a lack of communication when a case is raised.

Listens and Acts

Despite listens and acts being one of the lowest performing areas, it still achieved 80% satisfaction which is in the upper quartile when compared to other Acuity landlords. Tenants want to see how their feedback has been addressed by the landlord. A clear "You said, we did" on the website or shown within resident groups would help with increasing this measure.

Resident Sentiment Index (RSI)

Resident Sentiment Index (RSI): Overview

Our new Resident Sentiment Index (RSI) uses a sector-specific sentiment categorisation model developed from decades of housing data and commentary. It allows landlords to move beyond satisfaction scores by showing not only how residents feel, but why. The framework includes 7 key open ended TSM questions across each of the main service areas, allowing organisations to benchmark with their peers.

Our model analyses open-ended survey responses across key service areas, categorising them using a deep learning sentiment engine. Each comment is scored on a 5-point scale (from -5 to +5) and grouped by category, subcategory, and – where relevant – cross-cutting attributes such as trust, listening, or communication. These attributes help identify what drives sentiment within services like repairs or tenancy management.

Note: Not every subcategory will have attributes. Some service areas (e.g. Property Condition, Neighbourhoods) are stand-alone themes that don't require further layering.

Key Features

- A clear, overall sentiment score for your organisation and each service area
- Detailed analysis by category, subcategory, and (where applicable) attribute
- Automated, regulator-ready reporting aligned to TSM and STAR survey requirements
- Scalable benchmarking for tracking performance over time and against sector peers

How We Categorise Feedback

We follow a multi-stage process to turn unstructured comments into actionable insight:

- **Model Design:** Combining housing sector expertise with real resident language to build a structured categorisation model
- **Expression Building:** Creating comprehensive expressions to detect key themes and sentiments
- **Testing & Tuning:** Refining expressions to maximise accuracy and coverage
- **Deployment:** Automatically categorising and scoring comments at scale

Some feedback will remain “Uncategorised” – particularly when language is highly specific, off-topic, or outside current theme coverage. This is expected and will reduce as the model continues to grow.



Demographics



Tenure

The tenants responding fall into two categories, general needs and sheltered. However, only 30 responded from the sheltered housing with 2269 from general needs. Despite this, the satisfaction levels from the tenants in these properties is shown here.

This table shows that those in sheltered housing are consistently more satisfied than those in general needs properties. This is common and can often be linked to age as sheltered accommodation are most likely to be occupied by older tenants, who, as shown below, tend to be more satisfied.

	All Residents	General Needs	Sheltered
Overall Satisfaction	87%	86%	97%
Well Maintained Home	86%	84%	100%
Safe Home	88%	87%	97%
Communal Areas	82%	78%	96%
Repairs Last 12 Months	86%	84%	100%
Time Taken Repairs	87%	85%	100%
Listens & Acts	80%	79%	88%
Kept Informed	85%	83%	96%
Fairly & with Respect	91%	90%	97%
Neighbourhood Contribution	74%	69%	100%
Approach to ASB	74%	70%	94%
Complaints Handling	59%	60%	33% *

*Base below 10



Age Group

It is often found in surveys of this kind that satisfaction generally increases with age.

For Arawak Walton, this tends to be the case, with tenants aged 75 to 84 the most satisfied overall, and those aged 55 to 59 are generally the least satisfied. The second segment that are least satisfied are those aged 25 to 34 .

Regarding overall satisfaction with the services provided, 100% of tenants aged 75 to 84 are satisfied, compared with 74% of those aged 55-59.

The general trend is consistent with many other surveys and means that the age profile of different landlords will be a major factor in determining satisfaction levels.

It is not entirely clear why this is, but it could be that older people are generally less likely to complain and, perhaps, put up with lower standards of service. In contrast, younger tenants can have higher expectations of what they feel services should look like.

	All Residents	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	87%	100% *	79%	85%	90%	74%	97%	90%	100%	100% *
Well Maintained Home	86%	100% *	73%	84%	87%	77%	94%	91%	100%	100% *
Safe Home	88%	100% *	75%	88%	83%	87%	97%	90%	100%	100% *
Communal Areas	82%	- *	50%	81%	81%	77%	95%	95%	100% *	67% *
Repairs Last 12 Months	86%	0% *	74%	85%	80%	86%	100%	92%	100%	100% *
Time Taken Repairs	87%	0% *	74%	87%	87%	83%	95%	89%	100%	100% *
Listens & Acts	80%	100% *	65%	73%	83%	67%	96%	89%	100%	80% *
Kept Informed	85%	100% *	71%	84%	83%	76%	93%	93%	94%	80% *
Fairly & with Respect	91%	100% *	78%	90%	92%	80%	96%	98%	100%	100% *
Neighbourhood Contribution	74%	0% *	64%	64%	67%	65%	90%	89%	100% *	100% *
Approach to ASB	74%	- *	60%	56%	69%	62%	95%	85%	100%	100% *
Complaints Handling	59%	- *	64%	60%	53%	50% *	75% *	67% *	100% *	0% *

*Base below 10



Length of Tenancy

As those with the longest tenancies are often among the oldest tenants, satisfaction in the sector tends to be high in these groups, however this is not the case for Arawak.

Satisfaction is higher for those who have been in their home for between 4-5 years. The second highest group that were satisfied were those who had been in their homes for between 6-10 years.

Technically, the most satisfied group were those who had been in their property for less than a year, however, this is only made up of eight responses and therefore is not statistically significant.

One theory for this pattern is that tenants are often happy to finally get an offer of a home but as they experience more issues over the years, they become more critical, and then as they age, satisfaction tends to increase again.

	All Residents	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years	Over 20 years
Overall Satisfaction	87%	100% *	85%	97%	91%	86%	81%
Well Maintained Home	86%	100% *	78%	87%	86%	92%	81%
Safe Home	88%	100% *	86%	88%	89%	88%	88%
Communal Areas	82%	85% *	85%	100%	80%	78%	76%
Repairs Last 12 Months	86%	100% *	79%	85%	85%	90%	84%
Time Taken Repairs	87%	100% *	79%	92%	88%	93%	78%
Listens & Acts	80%	100% *	74%	92%	79%	82%	73%
Kept Informed	85%	84% *	87%	90%	86%	87%	73%
Fairly & with Respect	91%	100% *	88%	89%	91%	95%	86%
Neighbourhood Contribution	74%	58% *	79%	85%	81%	75%	54%
Approach to ASB	74%	70% *	72%	93%	78%	74%	63%
Complaints Handling	59%	50% *	63% *	33% *	55%	71%	43%

*Base below 10



Gender

Female tenants (179) outnumber their male counterparts (120) but are generally a little less satisfied with the majority of measures.

In fact, male tenants are more satisfied in all but one of the satisfaction measures. This metric is complaint handling where male tenants were less satisfied than female by 4p.p.

	All Residents	F	M
Overall Satisfaction	87%	84%	92%
Well Maintained Home	86%	83%	90%
Safe Home	88%	86%	90%
Communal Areas	82%	73%	91%
Repairs Last 12 Months	86%	84%	89%
Time Taken Repairs	87%	85%	89%
Listens & Acts	80%	77%	84%
Kept Informed	85%	81%	89%
Fairly & with Respect	91%	89%	94%
Neighbourhood Contribution	74%	67%	81%
Approach to ASB	74%	66%	83%
Complaints Handling	59%	60%	56%



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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