

Introduction

This report provides the findings of the tenant satisfaction survey conducted by Access Community Housing Company for 2017 (ACHC).

Methodology

A questionnaire was developed with 21 questions in total. Question 9 contained the core questions of level of satisfaction including: overall services, value for rent paid, repairs and maintenance, communication and interactions with staff. A 5 point scale of satisfaction was used (see Appendix 2 Questionnaire). Other questions related to tenant engagement.

Open ended questions were also used to elicit more information about what tenants liked and what improvements they wanted to see.

A covering letter and prepaid response envelope was also included to explain the purpose of the survey and to request completion and return (see Appendix 1).

Method of collecting information

There were 3 methods of collecting information:

1. Posted with reply paid envelopes
2. Face to face interviews
3. Telephone interviews

Access Community Housing has properties spread over a wide geographical area with a mixture of long term housing including detached houses, unit complexes, community rent scheme properties, and community managed studio units. The majority of the 568 surveys were distributed as a hard copy via mail and the large complexes were hand delivered.

Initial response rates from CRS tenants over the past years have been low. We conducted telephone calls to various tenants especially ones that reside in more rural areas.

Tenant Incentive

Tenants were encouraged to respond by using an incentive. This was a draw of three prizes of a \$100 voucher. Tenants were required to compete and return their details on the bottom of the covering letter with the completed survey.

Analysis of Responses

171 surveys were completed and returned. This equates to a response rate of 30%.

The responses to the numbered questions were entered into an Excel spreadsheet to summarise the data using frequency distributions. A thematic analysis was conducted on the responses to the open ended questions data.

Demographic data

Gender of Respondents

Female	54%
Male	46%
Unanswered	0%

Primary Tenant

Primary	97%
Secondary	03%

Age of Respondents

16-24	04%
25-34	08%
35-44	15%
45-54	22%
55-64	24%
65-74	16%
75+	09%
Unanswered	02%

Length of tenancy

Less than 1 year	20%
1-6 years	48%
More than 6 years	29%
Unanswered	03%

No of people living in household

The vast majority of respondents lived alone

No in Household

1	71%
2	11%
3	10%
4	05%
5	3%
6	0%
7	1%
8	0%
9	0%
10	0%
11	0%

People living in household with a disability

60% of respondents identified that there was a person in the household with a disability.

38% of respondents identified no disability in the household

02% of respondents were unsure.

Home Suitability

85% of respondents advised that the home was suitable for their needs.

10% of respondents advised that the home was unsuitable for their needs.

2% of respondents advised they were unsure of the suitability of their home.

3% didn't specify.

Cultural Identity

There were 170 responses to the question "Do you identify with any of these cultural groups?" This is 99% of all the respondents.

Aboriginal	18%
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Torres Strait Islander	13%
Both Aboriginal & Torres Strait Islander	08%
Australian South Sea Islander	0%
Other	61%

Language spoken most at home

65% responded English only.

33% responded that they spoke a second language.

2% did not specify.

Living Situation prior to ACHC

19% Other Social Housing

01% Caravan Park hotel/motel or boarding house

11% Short-term or Emergency accommodation

08% Refuge, crisis accommodation

11% Sleeping rough/homeless

20% Overcrowded housing, living with friends/family temporarily, couch surfing

01% Other

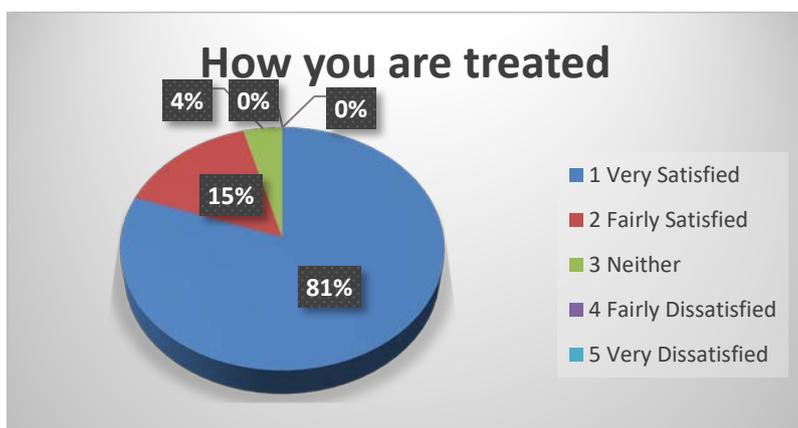
29% Didn't specify

Satisfaction with services provided by Access Community Housing

The response rates to the level of satisfaction questions indicate that the majority of respondents are satisfied with the services provided by Access Community Housing.

Many respondents also used the opportunity to provide positive comments about the services that Access Community Housing provides, where the question was asked "What is Access Community Housing doing well?"

The following pie graphs provide a percentage breakdown of responses. As the numbers were rounded up to zero decimal places, the total will sometimes vary very slightly from 100%



96% of respondents were satisfied overall with the services that Access Community Housing provides with 81% being very satisfied.

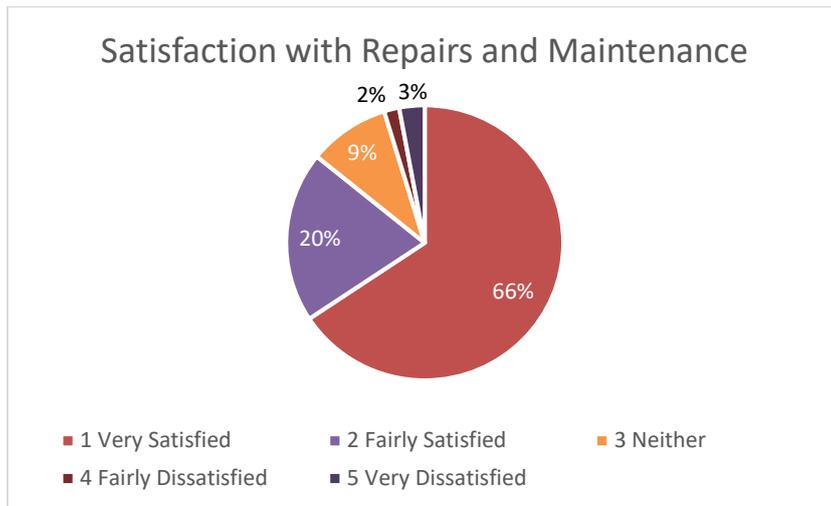
Comments

Everything. Complaints have been responded to quickly and politely extremely helpful and understanding

Most outstanding response in maintenance and repairs like gurney concrete for people common liabilities, arises- well done, up dated data with Centrelink and important community involvement newsletters

Having low cost housing also making me feel secure and safe & access to my support services doctors & hospital-has improved my health & having great neighbours

Repairs and Maintenance



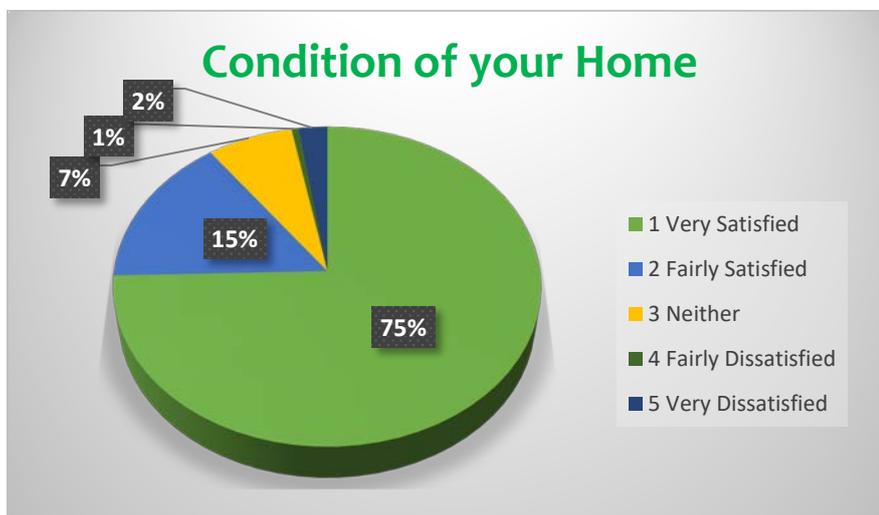
86% of respondents were satisfied overall with repairs and maintenance services with 66% being very satisfied.

Comments

Having a good repairs and maintenance service.

Putting Security cameras around the complex to make the tenants feel safe.

Condition of Home



90% of respondents were satisfied overall with the condition of their home with 75% being very satisfied.

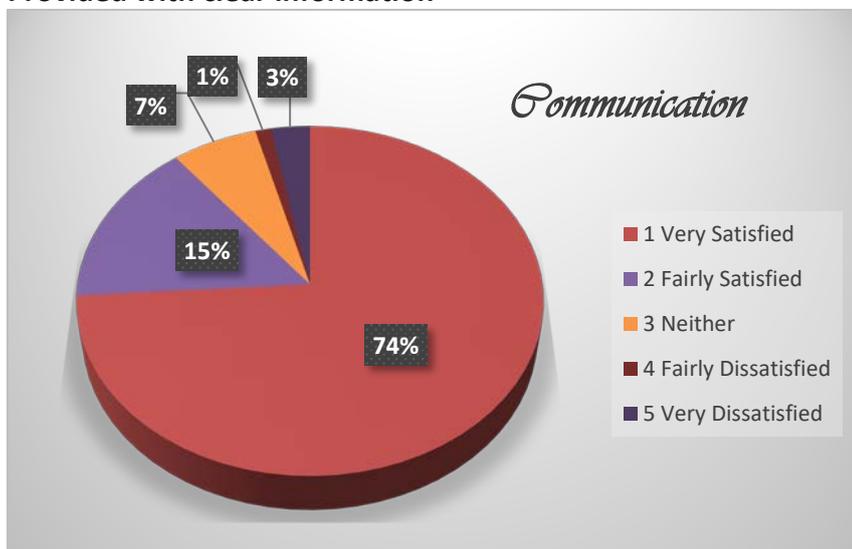
Comments

Everything perfect - Thanks you

Very happy with everything at the moment

Communication

Provided with clear information



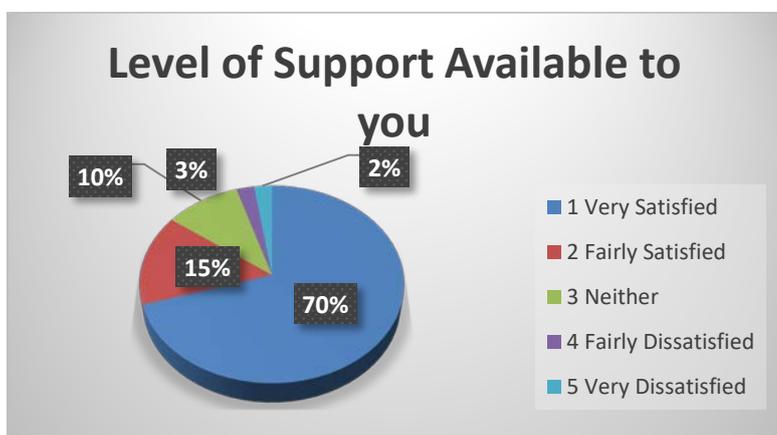
89% of respondents were satisfied overall with the clarity of the information that was provided to them with 74% being very satisfied.

How you have been dealt with by ACHC staff



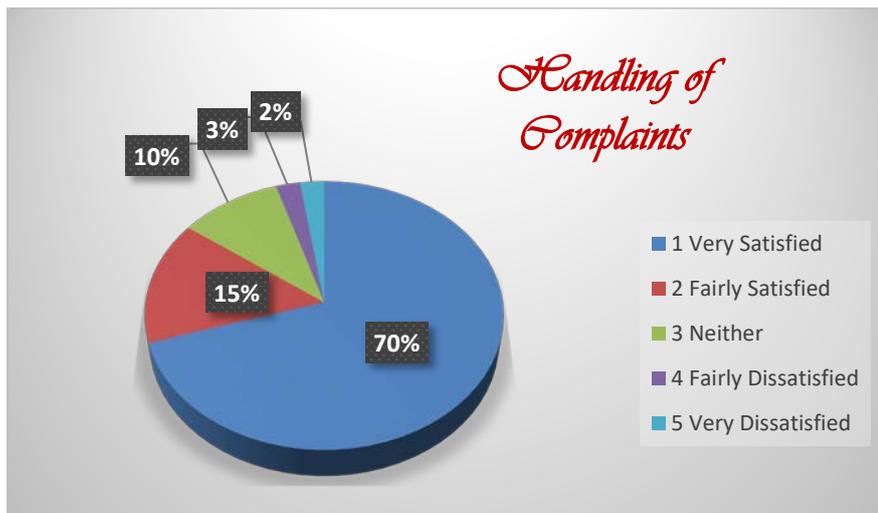
84% of respondents were satisfied overall with the way they were dealt with by ACHC staff with 68% being very satisfied.

Level of Support Available to you



85% of respondents were satisfied overall with the level of support available to them by ACHC with 70% being very satisfied.

Handling of Complaints



85% of respondents were satisfied overall with the way their complaints have been handled by ACH staff with 70% being very satisfied.

Comments

- Addressing problems efficiently*
- Removing bad tenants swiftly*
- Keeping noise down and drunk or drugged idiots out*

Support services

- 30% responded that they have used or are using a support service.
- 51% responded that they have not used a support service.
- 19% responded that they were unsure if they have used a support service.

Three most important concerns

Respondents were asked to select the three most important concerns to them from 10 options. Health, money matters, and safety were the most frequently selected options.

These three concerns reflect the needs of tenants with high to very high needs who have physical and mental health issues, where safety is important and who rely on welfare benefits for their income.

How Community Housing has helped tenants

Respondents were asked to select three responses from 10 options. The responses “Feel safe & secure in my home”, “better access to shops, schools & transport” and “low cost housing” were the most frequently selected options.

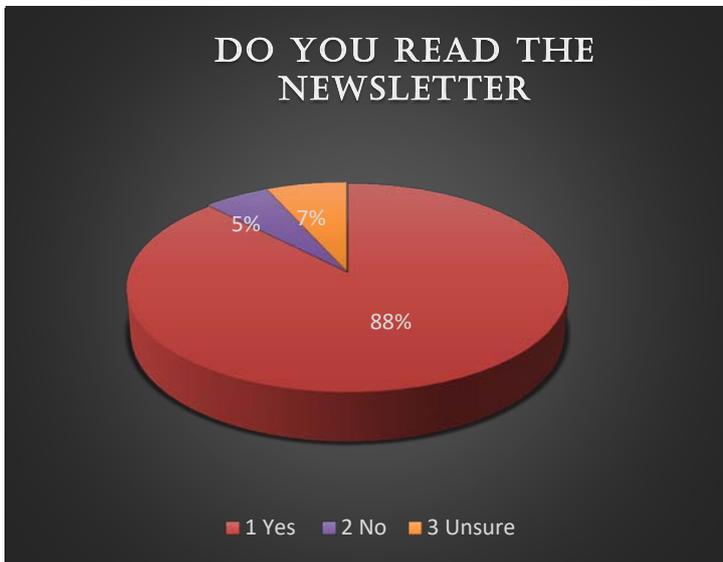
Feel safe & secure in my home	68%
Better access to shops, schools & transport	58%
Low cost housing	58%

The most popular response to the question was 'feel safe & secure in my home'. This reflects the importance of secure, affordable accommodation as a stabilising factor for tenants.

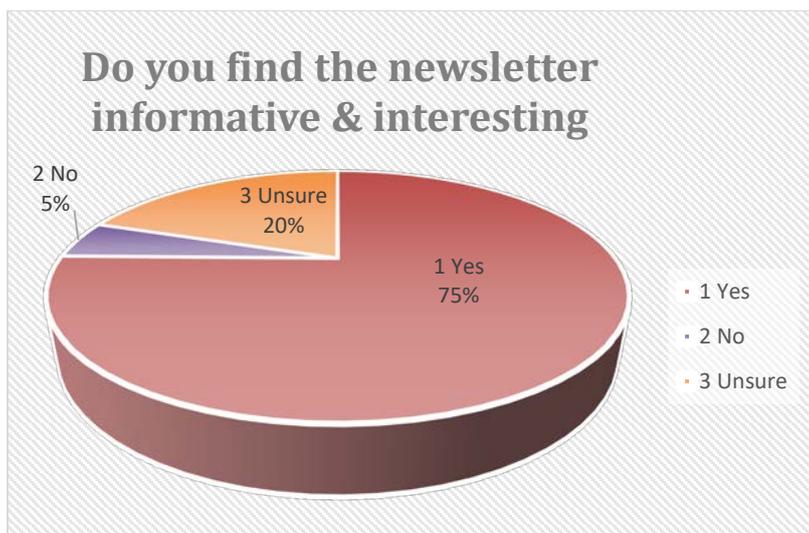
Tenant Engagement

Newsletter

88% of respondents said they read the newsletter.



75% of respondents said that they found the newsletter to be informative and interesting.



Tenant comments about newsletter and how we can improve

Would like to see more information being advertised about home maintenance to provide tenants with low cost services

Good articles, good information - Activities for Children

Inspiring stories from other tenants overcoming hardships or achieving small goals

More community involvement, workshops, social activities

Activities/interests

The question was asked what activities/interests would you like more information about.

There were 13 options for this question.

Most frequent responses

Gardening - 36

Computing - 42

Cooking quick and easy budget meals- 29

Community Events - 43

Health & wellbeing - 38

Preferred methods of communication for being informed about community events and to receive feedback

Phone, mailed survey, tenant meetings and by text message were the most preferred methods of communication.

Tenant comments/suggestions

Although overall respondents were satisfied with the services that ACHC provides, there were comments about what could be done better and suggestions for improvements.

There were 69 overall comments of which the majority were in regards to repairs & maintenance, tenant responsibility and neighbours.

Controlling people and kids moving into 1 bedroom units. Need to be more vigilant how many are actually living in these 1 bed properties

More information for tenants regarding rent & rebates, dept of housing tenants can access a rebate

Providing larger accommodations for people who have bigger families

For me coming from a domestic violence situation & being a single mother more understanding & support, security for safety

Do more and more communication with the Government for more housing - I have my Gran-daughter and child living at The Villa's - not suitable for them

Community projects, neighbourhood gatherings, BBQ, social events

Talk with tenants individually to see how they are improving and may have other concerns that they can't raise or talk about

Keep rent in proportion to pensions or low incomes

Get other neighbours to clean up their yard - Big issue

More communication with body corporate or other appropriate stakeholders for the tenants

In response to these issues and other more specific requests, an action plan is being developed and implemented to respond to the issues raised in the tenant feedback survey.

Appendices

- 1. Covering Letter**
- 2. Questionnaire**



[Date]

[Tenant Name]

[Address Line 1]

[Address Line 2]

Dear Tenant

Please find enclosed our 2017 Tenant Survey form.

Your feedback is important and will help us improve our services. If you require any assistance in completing the survey please contact the office on 4031 6702 to make an appointment.

For your chance to win one of three \$100.00 vouchers please ensure you fill out your details at the bottom and return with the survey in the reply paid envelope enclosed.

Thank you for your feedback we appreciate your time.

Kind Regards

A handwritten signature in blue ink that reads "D. M. O'Connor".

Donna-Maree O'Connor
CEO



If you would like to go in the draw to win one of three \$100 Vouchers – You must complete the survey and return with this section in the reply paid envelope supplied.

- | |
|-----------------------|
| 1. Name: |
| 2. Address: |
| 3. Contact Phone No.: |