

Tenants Survey Report 2018

Introduction

This report provides the findings of the tenant satisfaction survey conducted by Access Community Housing Company for 2018 (ACHC).

Methodology

A questionnaire was developed with 27 questions in total. Question 12 contained the core questions of level of satisfaction including: overall services, condition of property, where property is situated, repairs and maintenance, communication and interactions with staff and contractors. 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). This year we sent the majority of surveys via a text message with a link to complete the survey online and the outcome was exceptional with 71% of tenants completing the survey via the text message.

Method of collecting information

There were 4 methods of collecting information:

1. Posted with reply paid envelopes
2. Face to face interviews
3. Telephone interviews
4. Surveys sent via text message (with link to complete survey on line)

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 via text message, via email and the tenants whom did not have either were mailed a hard copy with approximately 70 tenants also asking for hard copies to be sent as they didn't have enough data capability.

Initial response rates from CRS tenants over the past years have been low. 18% of this year's surveys were completed by CRS tenants due to the survey being sent via text message.

Tenant Incentive

Tenants were encouraged to respond by using an incentive. This was a draw of 5 prizes of a \$50 voucher. The final question no 28 which was optional and asked if tenants wanted to go into the draw to win a \$50.00 voucher they would need to complete so Access Community Housing could contact them.

Analysis of Responses

154 surveys were completed and returned. This equates to a response rate of 28%.

This year we used a program called Survey Monkey to send via text message and any surveys completed via telephone or hard copy posted back were manually entered into the program. This gave us an accurate summary of each questions. Once survey was closed all data was exported from the program to an excel spread sheet using frequency distributions. A thematic analysis was conducted on the responses to the open ended questions data.

Demographic data

Gender of Respondents

Female	65.6%
Male	34.4%
Unanswered	0%

Primary Tenant

Primary	96.75%
Secondary	03.25%

Age of Respondents

16-24	9.80%
25-34	17.65%
35-44	22.22%
45-54	15.69%
55-64	13.07%
65-74	15.03%
75+	6.54%
Unanswered	1 skipped question

Length of tenancy

Less than 1 year	19.61%
1-6 years	48.37%
More than 6 years	32.02%
Unanswered	1 skipped question

No of people living in household

The vast majority of respondents lived alone

No in Household

1	54%
2	18%
3	12%
4	08%
5	05%
6	0%
7	03%
8	0%
9	0%
10	0%
11	0%

People living in household with a disability

41.83% of respondents identified that there was a person in the household with a disability.

58.17% of respondents identified no disability in the household.

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

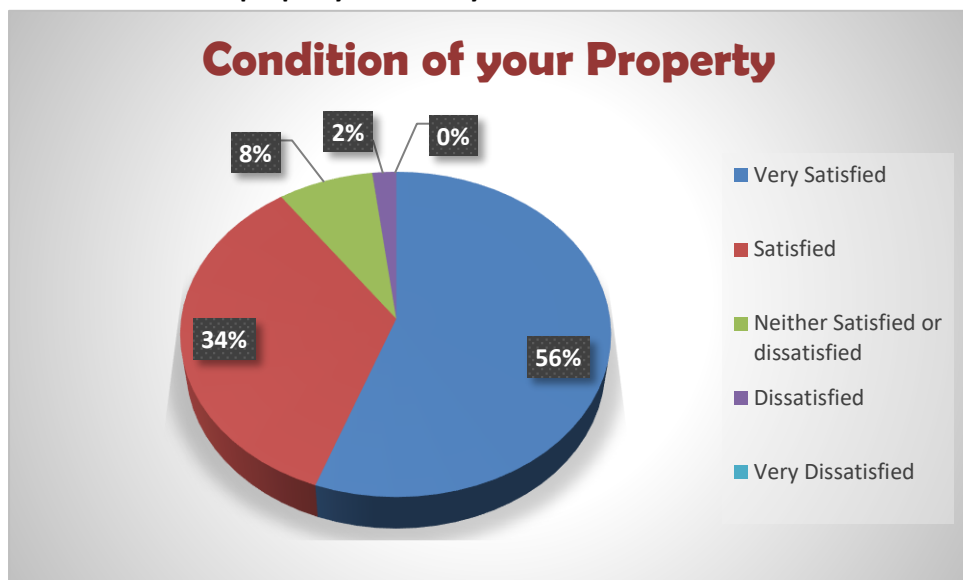
Language spoken most at home

65% responded English only.

33% responded that they spoke a second language.

2% did not specify.

Condition of the property when they first moved in.



90% of respondents advised that they were happy with the condition of their home.

2% of respondents advised that they were dissatisfied with the condition of their home.

8% of respondents advised they were they were neither satisfied nor dissatisfied.

Living Situation prior to ACHC

21.57% Other Social Housing

7.19% Caravan Park hotel/motel or boarding house

18.3% Short-term or Emergency accommodation

13.07% Refuge, crisis accommodation

11.11% Sleeping rough/homeless

11.11% Overcrowded housing, living with friends/family temporarily, couch surfing

17.65% Other – Majority of tenants stated they were in private rental

1 Skipped Question

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%

88% of respondents were satisfied overall with the services that Access Community Housing provides.

Comments

'Making sure not to have any nuisance or bad people in their properties, cleaning and doing the gardening around the unit blocks, taking in each and every complainant, making sure there tenants feel safe in their homes, having good rates for rent so we can survive on Centrelink, not disturbing the peace if someone wants to be left alone, making sure nothing is broken or badly damaged in the homes, always fixing everything up for the tenants, being nice to everyone, doing giveaways and prizes every so often, helping the homeless that also asking for help, smiling at reception and remembering everybody's name when they walk in the office.'

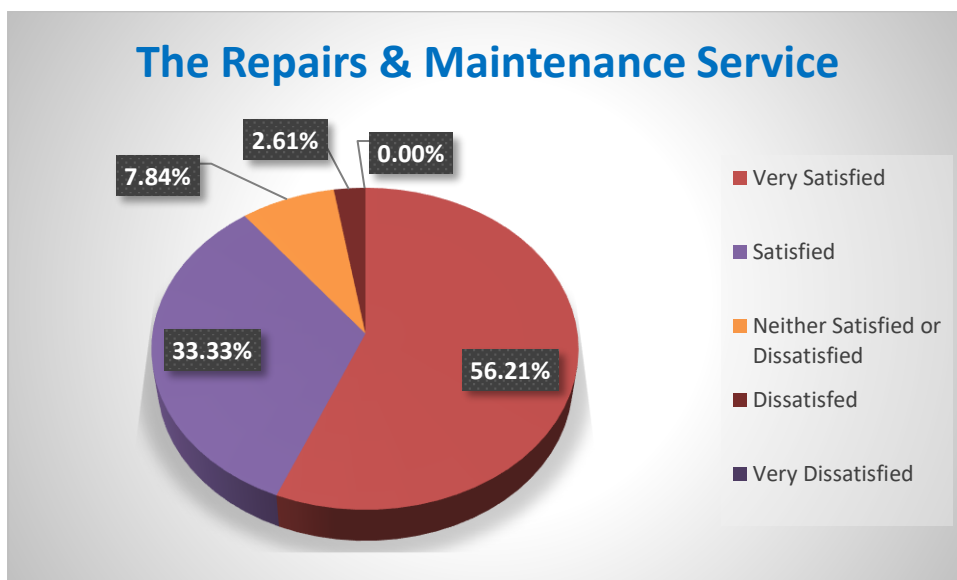
'Providing homes, maintaining the property as much as budget permits.'

'Responding to my calls and reply with maintenance works, maintains repairs.'

'Always meet our needs, make sure our rents all updated, maintenance and repairing if work needs to be done and also friendly staff.'

'Someone is always able to help or advise me with a question or problem that I may have.'

The Repairs and Maintenance Service



89.54% of respondents were satisfied overall with repairs and maintenance services with 56.21% being very satisfied.

Comments

File Path: K: Drive/TEO/Tenant Surveys/Survey 2018

'Managing my building.'

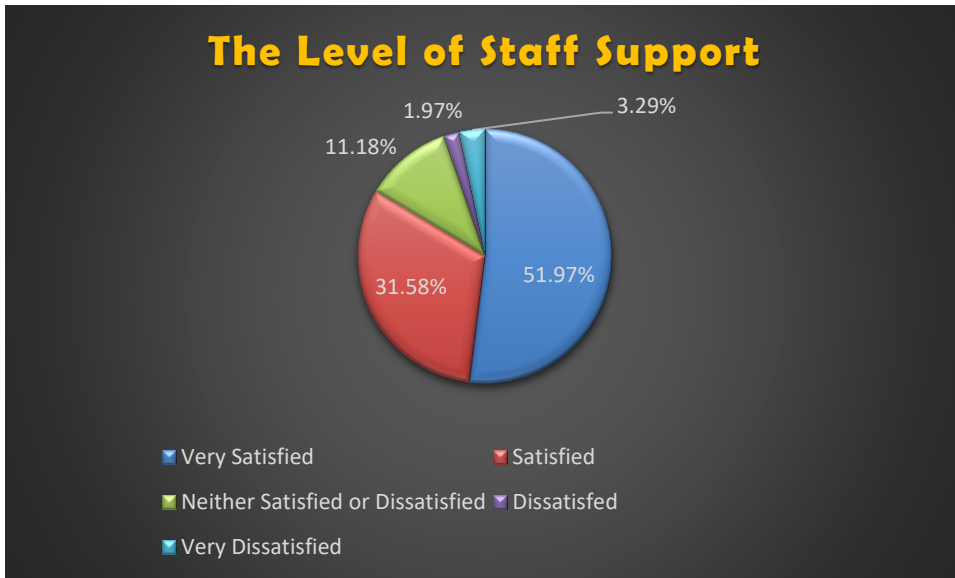
'Maintenance of property & approachable staff – most helpful.'

'General maintenance, gardener, prompt action when things need doing.'

'Good on repairs and maintenances.'

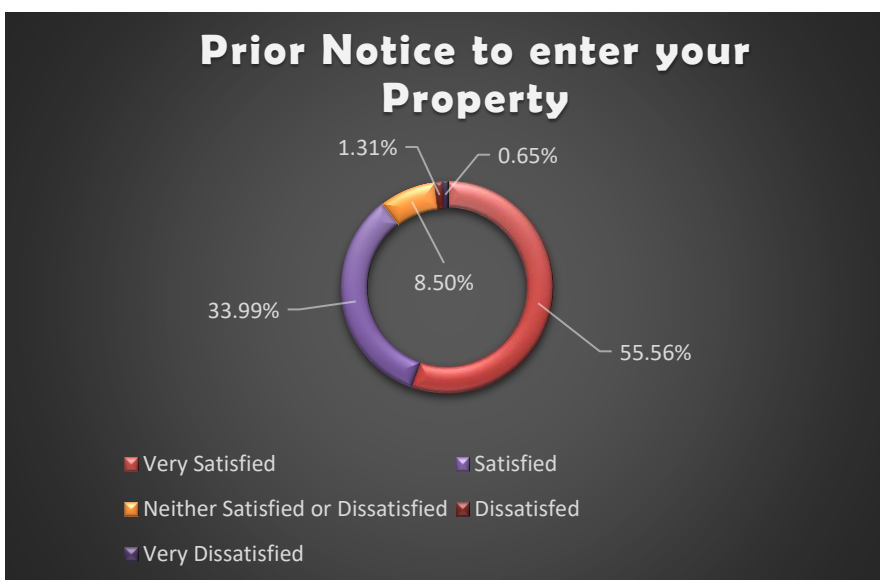
'They are very helpful when I want something done they always send a worker out.'

The Level of Staff Support



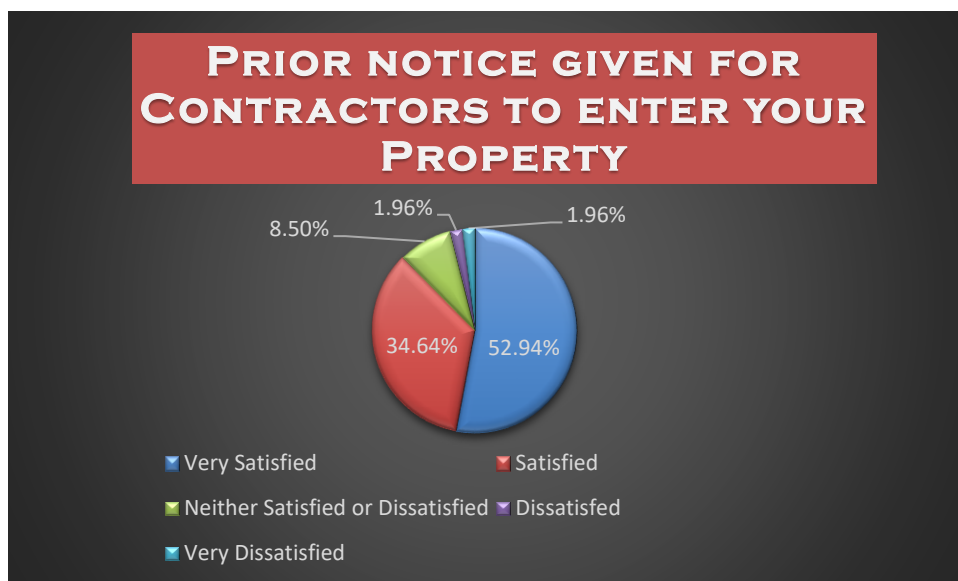
83.5% of respondents were satisfied or very satisfied overall with the support that was provided to them by ACHC Staff.

Prior Notice to for ACHC Staff to enter your Property



89.55% of respondents were very satisfied or satisfied overall with the prior notice given to them for ACHC staff to enter their property.

Prior Notice given by a contractor to enter your Property



87.58% of respondents were very satisfied or satisfied overall with the prior notice given for a contractor to enter their property

Support services

25.66% responded that they have used or are using a support service.

60.53% responded that they have not used a support service.

13.82% 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 12 options. Health, Money/managing bills, 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”, “Close shops, schools & transport”, “low cost housing” and “improved quality of life (better living)” were the most frequently selected options.

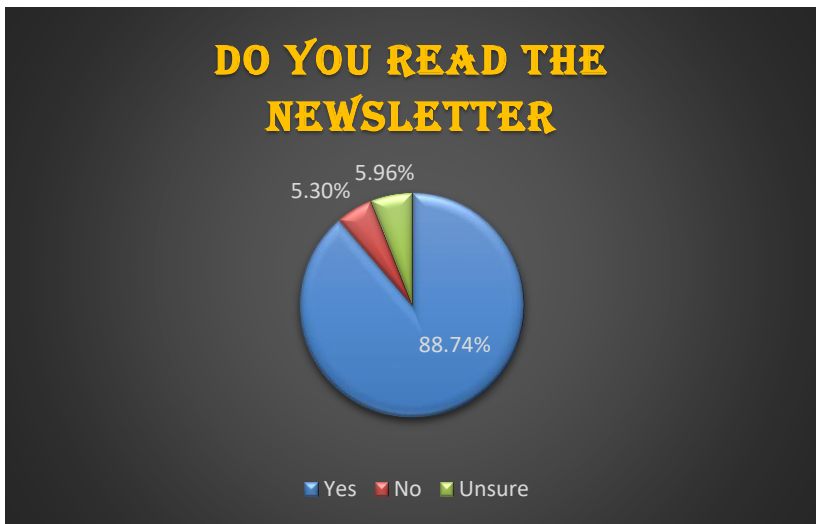
Feel safe & secure in my home	67.57%
Close to shops, schools & transport	60.14%
Low cost housing	67.57%
Improved quality of life(better living)	54.73%

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

Tenant Engagement

Newsletter

88.74% of respondents said they read the newsletter.



66% of respondents said that they found the newsletter to be helpful and interesting to read.



Tenant comments about newsletter and how we can improve

‘More stories of successes

‘Low cost recipes’

‘More pages with photos of tenant gardens’

‘Tips for gardening on flowers and vegies’

‘Notification of meetings prior to the event’

Issues and activities would tenants like more information or programs on.

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

There were 16 options for this question.

Most frequent responses

Gardening – 35.29%

Art & Crafts – 30.88%

Cooking quick and easy budget meals- 28.68%

Employment – 22.79%

Health & wellbeing – 24.26%

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

Phone, email 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 103 overall comments of which the majority were in regards community outings, notices & inspections & communication.

'Take us on an outing as some tenants do not have transport'

'More use of Community Centre area'

'Bit clearer on notices for entry'

'Inspections without notice, to see the real way the units or houses are cared for'

'Communicate a little better'

'Communicate with tenant and keep their word of getting back to the tenant'

'Support services and connections, our little family feels alone & struggles'

'Stricter rules for tenants in regards to guests'

'Do a follow up with the tenant who has had a complaint to ensure the issue or issues have been fully resolved'

'More security'

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

File Path: K: Drive/TEO/Tenant Surveys/Survey 2018

2. Questionnaire



06th August 2018

Dear Tenant,

Please find enclosed our 2018 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 five \$50.00 Woolworths grocery vouchers, please complete enclosed survey and return with slip below using the reply paid envelope or bring into our office.

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