

## Tenants Survey 2013

The 2013 Tenant Survey was distributed to Access Community Housing tenants, with 191 surveys completed and returned. This equates to a response rate of approximately 34%.

### No of Survey Questionnaires returned by Housing Stream

CMSU	75
L/T	65
CRS	31
Seniors	20
Total	191

There were 2 methods of distribution:

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

The face to face interviews were conducted at 118 Murray Street, Manoora, 468 Mulgrave Road, Earlville, and Seniors' accommodation in Pease Street, Manoora.

#### 118 Murray Street

The Tenant Engagement Officer conducted face to face survey interviews with 35 tenants, majority of Aboriginal and Torres Strait Islander background. In most cases the tenant wanted the TEO to ask the questions, and complete the survey, indicating that verbal face to face questioning is their preferred response method.

#### 468 Mulgrave Road

The majority of tenants here have either disability, mental health, literacy issues or a combination of both. They are quite vulnerable, and required face to face engagement. The TEO assisted 8 tenants to complete the survey out of a possible 13. For those who were not available at the time of the TEO visit to the residences, the surveys were left for them to complete.

#### Seniors

A meeting was set up at Pease Street Community Room on 17/09/2013 in collaboration with the Housing Manager. The meeting provided the opportunity for tenants to complete the survey with the opportunity for assistance from the Tenant Engagement Officer. There were 12 Seniors who completed the survey with my assistance.

These strategies reflect the changing demographic of the tenant population, and the needs of particular groups such as older people; Aboriginal and Torres Strait Islander people; people with low literacy and numeracy levels; and people with physical and mental health issues. All of the people approached were happy to complete the survey. The higher number of CMSU tenants who responded reflects the face to face method.

There was only one refusal to participate. Tenants' anonymity was protected as they were not asked to provide their names and addresses on the survey. I was able to explain that in my role of TEO, I was the only person who would see the surveys, and would not be passing on the information to other Access Housing staff. I encouraged them to be honest, and the tenants did feedback that they felt confident that their privacy was ensured. This means that the responses have not been distorted.

### Tenant Incentive

Tenants were encouraged to respond through an incentive. This was a chance to win a prize, a \$200 food voucher from Coles.

### Survey Results - Summary

22% of tenants identified as Aboriginal

5% of tenants identified as both Aboriginal and Torres Strait Islander

8% of tenants identified as Torres Strait Islander

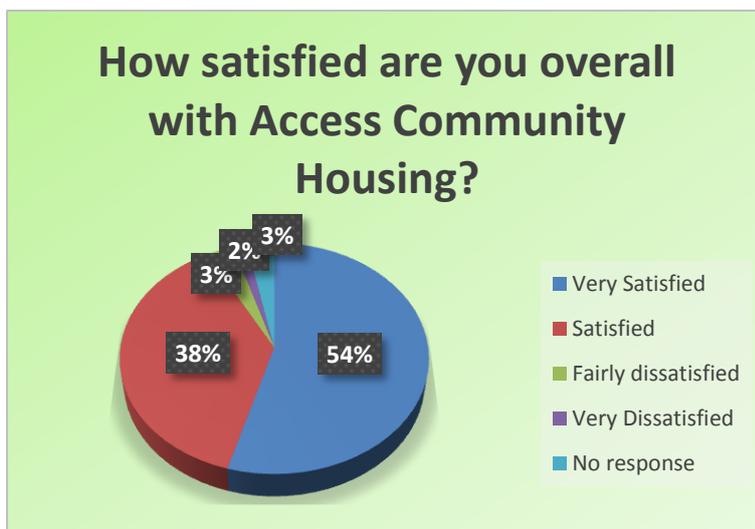
4% identified as Australian South Sea Islander

43% identified as from other cultural background

18% did not respond

### Level of Satisfaction

92 % of tenants responded that they were satisfied overall with Access Community Housing. Of these, 54% were very satisfied, and 38% were satisfied.



### Tenant comments about their level of satisfaction

Many tenants used the opportunity to provide positive feedback about Access Community Housing. A recurring theme with more vulnerable tenants was that they felt safe and 'looked after' by Access staff.

*I would just like to take the time and say thank you to all staff at Access. You all have helped me get into a stable home where I can be safe. I am forever grateful that you guys helped. If only most people were as understanding as you all are. Thank you for all the help you have given me and you are all amazing people. Thank you.*

*I really can't see how you can do better as the service I have is excellent- so thank you. I'm really grateful to be your tenant and hopefully for years to come.*

*Extremely pleased with the standard of accommodation supplied by Access Housing. I love my house so much! I have now started adding to the gardens. Love the long lease they have allowed some. Very pleasant to deal with! Much better than any real estate I have previously had..... Thanks so much Phylis and Access Housing!*

### **Rent options**

**97%** of tenants responded that they were satisfied with their rent payment options. Of these, **51%** were very satisfied, **46%** were satisfied.



### **Tenant comments re rent**

There was a general feedback that the rent options are convenient, including flexibility with rent arrears, indicating that tenants appreciate the understanding of the financial issues that low income tenants experience.

*By asking me to pay additional rent (minor) amount of rent per payment- now I am ahead in my rent. Makes it easy. (as a single Mum of 4)*

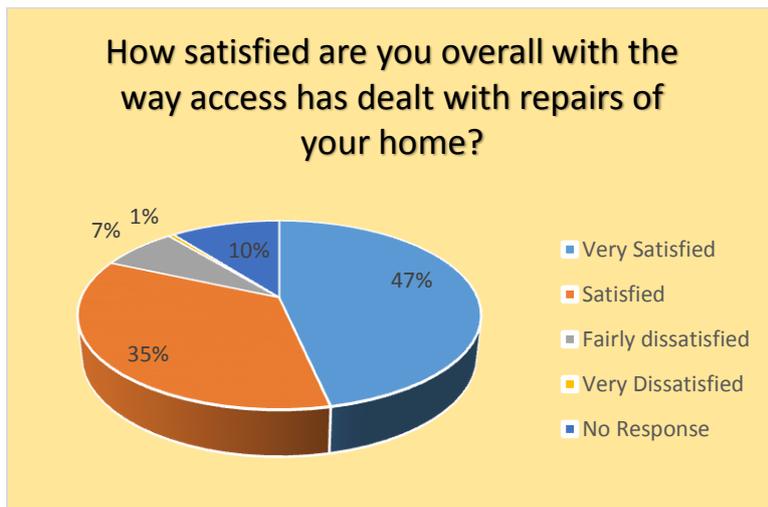
*We do struggle with bills; grateful for the low rent.*

*Happy that rent is deducted by Access. Everything is easier for me. I am very happy with Access Housing.*

*Rent - flexible, very good. If rent gets behind, they find ways to get round things.*

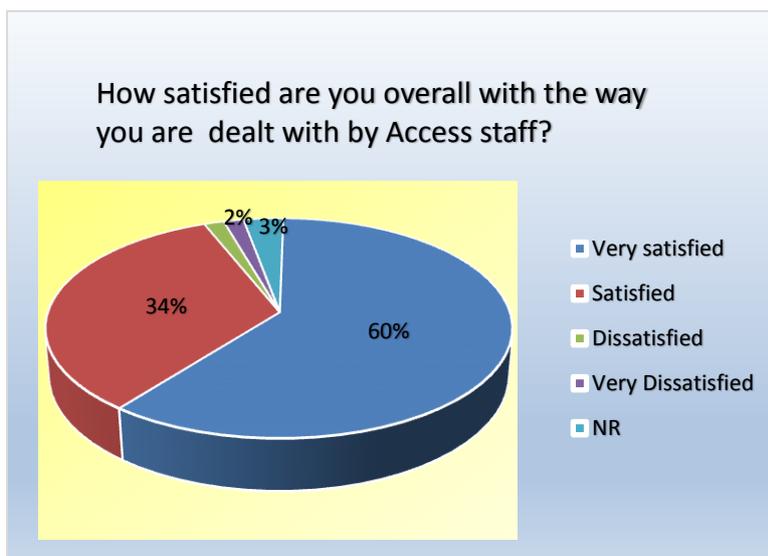
## Repairs

Overall, **82%** of tenants responded that they were satisfied with the way Access has dealt with repairs. Of these, 47% of tenants were very satisfied, **35%** of tenants were satisfied. **7%** of tenants were dissatisfied.



## Communication

**94%** of tenants responded that they were satisfied with how they are dealt with by Access staff. Of these, **60%** responded Very Satisfied. **34%** responded Satisfied.



## Tenant Comments on how staff communicate with tenants

Many tenants wrote comments to say that they thought Access Community Housing staff were helpful, friendly and polite:

*Treating people equally which I like. Making sure everyone respects everyone. All good.*

*Very helpful with information and support; everything's good; (how can they do it better? Couldn't*

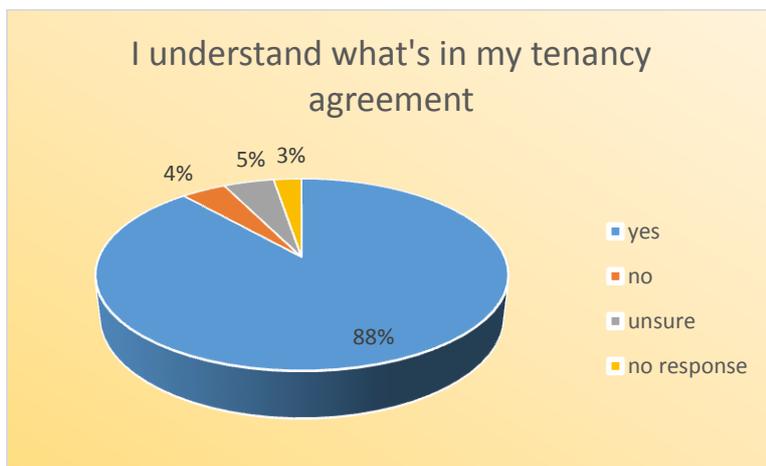
*Friendly; polite; respond straightaway when I phone them.*

*Friendly/ helpful; prompt with complaints and always taken seriously*

## Tenant rights and responsibilities

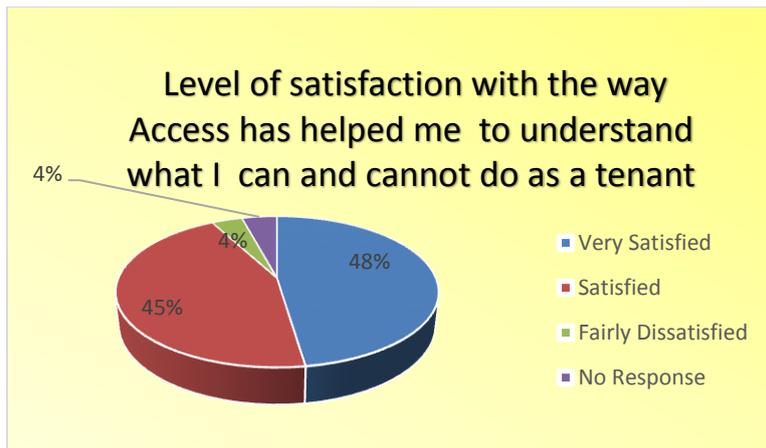
### Tenancy Agreement

**88%** of tenants responded that they understood what is in their tenancy agreement.



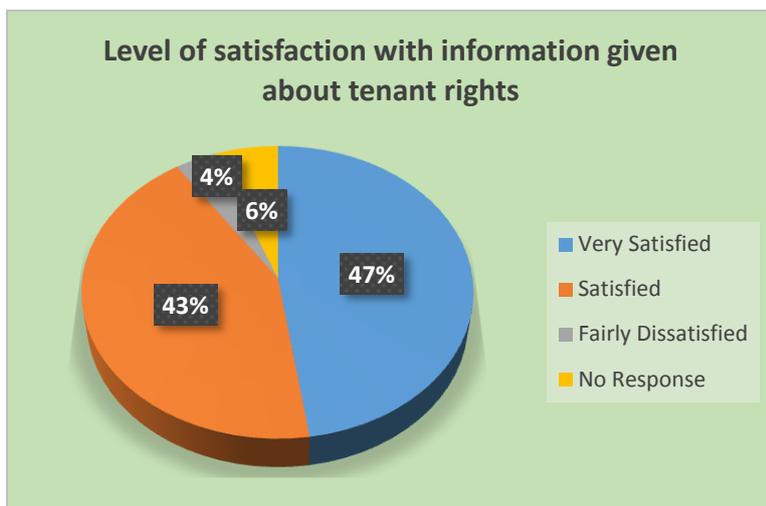
### Level of Satisfaction with Access staff assisting tenants' understanding of their rights and responsibilities

93% overall of tenants are satisfied with the way Access has helped them to understand what they can and cannot do with 48% being Very Satisfied, and 45% satisfied.



**Information**

**90% of tenants are satisfied with the tenants' rights information given to them.**



**Tenant comments on understanding Information**

*He puts letters in big print. Explains things to you. Dragan is doing a marvellous job.*

*House Manager breaks the info down so that I can understand*

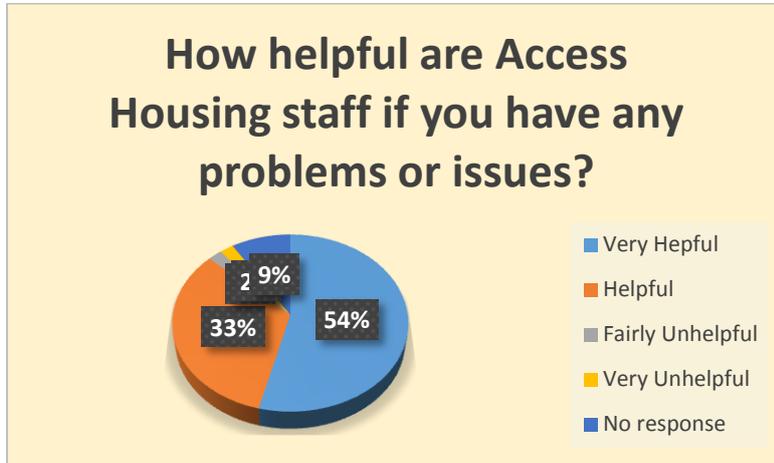
*Providing/ updating information and newsletters.*

**Complaints**

**77% of tenants responded that they would know how to make a complaint if they were unhappy with the services Access provides.**

**Staff Support**

87% of tenants responded that they found Access staff to be helpful if they had any problems or issues. Of these, 54% of tenants responded that they found Access staff to be very helpful and 33% of tenants responded that they found Access staff to be helpful. Only 4% of tenants responded that they were dissatisfied.



#### Tenant comments about Staff support and assistance

*Support I've felt a lot of support from Access over the years. I'm very grateful. Sometimes it felt as though my only support was from my doctors; Access and sometimes Centrelink. This sounds a bit sad but it can happen when life throws its curve balls at you.*

*They don't take problems lightly. I am very happy as a tenant of Access Housing, They have been very helpful to me ever since our first phone call.*

*Since there is always a prompt and responsible approach to our needs, I could not expect or ask for more.*

*I have found everyone at Access extremely helpful and friendly. The best part is I don't feel judged by the position I am in with anyone through Access.*

#### Tenant Newsletter

75% of tenants responded that they had read the last newsletter.



## **Tenant comments on newsletter**

As a method of tenant involvement, a newsletter was seen as a positive, with 74% of tenants responding they would like to know what is going on in the local community:

*Cleaning tips in last newsletter were handy.*

*Newsletter was great.*

*Love the newsletters!*

*I would like to receive a tenant newsletter.*

## **How can Access do it better? Tenant comments**

Some tenants provided very detailed ideas and suggestions for improvements. Here are only a few examples.

### **Rent**

*Immediate notification of missed rent payment; would like to see more face to face with staff on the property to get to know them.*

### **Repairs**

*Monitor repair requests not yet completed so they're done in an efficient manner.*

*Making sure damaged units are repaired before moving in.*

### **Communication**

*Send a letter to say that they have been up to date with rent for the past 3 months- just a congratulatory letter to put a smile on their faces.*

*Housing Manager to visit personally to tenants. Have talked on phone and letters but do not know what they look like.*

*More info on tenants' rights. More flyers on loud noise.*

### **Participation**

*Have a community board and suggestion box at unit complexes e.g items to sell, pot plants, clothing, furniture, cooking recipes.*