



# Tenant Satisfaction Survey 2018

April 2, 2019

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## Executive Summary

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Tenants of the Independent Living Program were asked to participate in a survey to help the Housing Services evaluate the effectiveness of their services. The survey was sent out to all tenants on the 16<sup>th</sup> of October 2018. The survey included questions about the tenant's on-going experience with the programme and the ILP service. It asked questions about their interaction with staff, staff response times, and whether the tenant's issues were resolved. The survey also encouraged respondents to give an overall summary of their experience. This year, we also added a section asking tenants if they required any more information or support around the NDIS rollout.

A total of 64 responses were received from a total of 212 surveys mailed to tenants. This is a 30% response rate.

Items on the survey were worded as direct questions, and included the following topics:

- Staff relationships with the tenant
- Communications
- Repairs and maintenance services
- Overall property condition
- Complaint management
- Overall satisfaction of service provided

**Note:** The complete survey questionnaire is included later in this document for reference.

## Methodology

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This tenant satisfaction survey has been conducted for several years. Over this time the form has been updated and streamlined to meet the changing needs of our client base and service. It has received input from managers, team members and tenants. The questionnaire has been designed to be simple and user-friendly for the tenants to give their honest feedback.

The final survey form asked respondents about their satisfaction level based on their ongoing contact and experience with their tenant support worker, Housing Service and contractors. Tenants were asked to complete the questionnaire and return it to UCW Housing Services in the postage-paid envelope provided.

The Housing Services administrator checked all returned surveys for missing information and responses that would cause scanning errors. After scanning, the responses were imported into Microsoft® Excel and errors were checked against the individual forms. Data analysis was completed using Excel.

**Note:** The results reported can only be considered the opinions of the survey participants. They cannot be generalized to represent the entire client population as a whole.

# Demographics

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Due to the anonymity of the survey conducted, a true demographic breakdown could not be determined.

## Results

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### Staff Relationship

99% of tenants surveyed were satisfied with their relationship with their assigned tenant support worker and the team at UCW Housing Services. This is a 2% increase in satisfaction from the previous year. Tenants unanimously describe the staff as friendly, helpful and caring. The UCW Housing Services team are passionately driven in providing a high level of customer service to our tenants and making sure that their needs are met in a timely fashion. Tenants are also encouraged to engage with the team in various forums such as The ILP Coffee Club, Christmas Barbecues and other events. These engagement opportunities are helping to strengthen the tenant support worker relationship and reduce isolation for our tenants.

During the course of 2018 a Housing Service Improvement Action Plan was developed to enable us to develop a richer relationship between our tenants and staff. One initiative introduced was to send out birthday and Christmas cards to tenants. We are aware that some of our tenants have no family or friends and by this small gesture, we not only improve the customer service experience for our tenants, we help also foster a more meaningful staff and tenant relationship.

*“They are very responsive and understanding”*

*“The staff respect my privacy and are willing to do whatever they can to help me with my residency”*

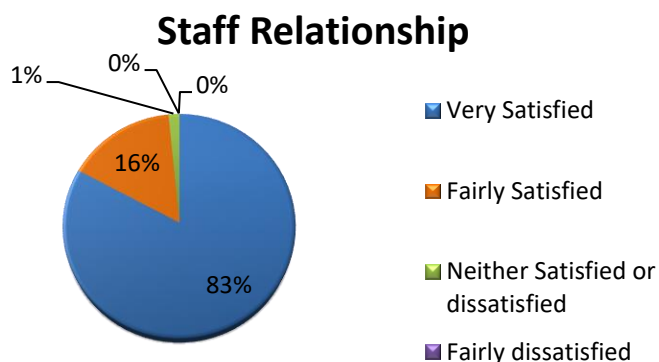


Figure 1: Tenant to Staff Relationship Satisfaction 2018

## Communications

When asked to rate their satisfaction with regards to how UnitingCare West Staff communicate with tenants 97% of respondents were satisfied. This is a 1% increase in satisfaction for overall communications between staff and tenants from the previous year.

This year, there is a substantial increase of 6% in tenants who are very satisfied with their communications with staff. This is attributed to the ongoing efforts of the Housing Team to ensure that we deliver a high quality of service to our tenants. The Housing Team reflected on the feedback received from last year's survey and implemented several strategies to improve communication and engagement. Tenants feel that they are heard.

*"They are always willing to listen and to offer me advice or help with finding a solution to a problem that I have"*

*"They always talk to me as equals and return calls promptly"*

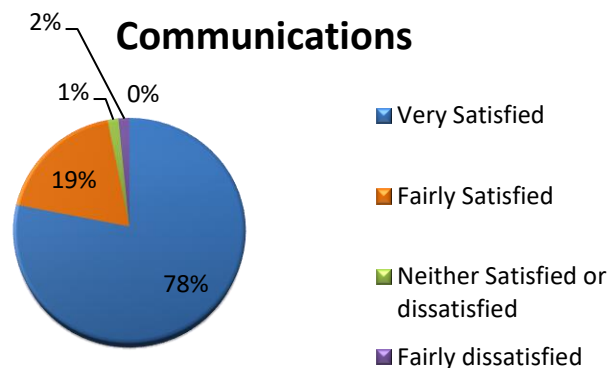


Figure 2 Communications with UCW staff 2018

## Repairs & Maintenance

We have seen a substantial increase in tenant satisfaction with regards to repairs and maintenance work carried out this year. Tenants indicated that they are happy with the quick response of contractors and also with the level of work that is done at their properties. There has been a 5% increase, compared to the previous year. It also shows that our contractors are working hard to provide a high level of service so that our tenants would feel safe in their homes.

*"Prompt service & repairs"*

*"My unit is well serviced and it rarely needs repairs to be done"*

## Repairs & Maintenance

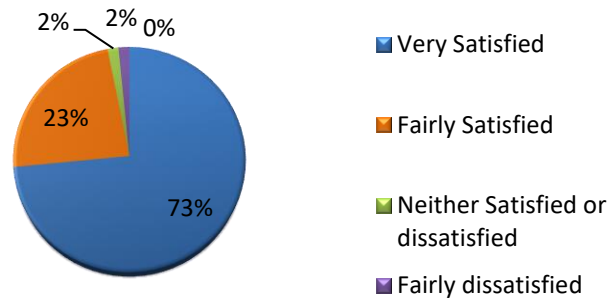


Figure 3 Repairs & Maintenance 2018

## Overall Property Condition

This year we asked tenants to rate their opinion of the overall property condition of their home. This question was included in this year's survey so that we could get a general idea of how tenants feel about living in their current property. It is very encouraging to see that the majority of the tenants were satisfied with their property conditions.

*"It has obviously been looked after. The unit seems to be well built. It satisfies my needs"*

*"It is a nice place to live here. I have learnt to achieve independence"*

## Overall Property Condition

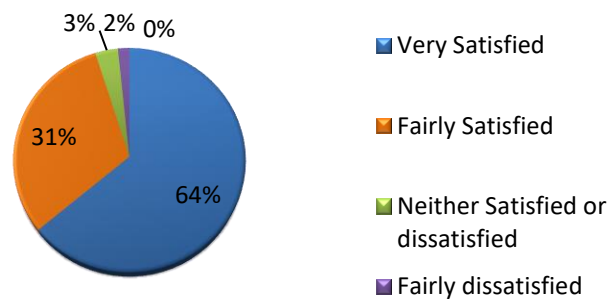


Figure 4 Overall Property Condition 2018

## Complaint Management

From the results of this year's survey, we see a slight decrease in tenant's satisfaction as to how they feel about how their complaints were handled. 85% of tenants said that they were very or fairly satisfied with the way their complaints were dealt with. In response to this we will be looking into the way Housing Service deal with complaints and will strive to work out an efficient and more meaningful process when it comes to managing complaints in a timely fashion.

*"They always listen to my complaints and do as much as they can. Repairs and the likes are usually attended to promptly"*

*"They take them seriously and offer as much support and help that they can"*

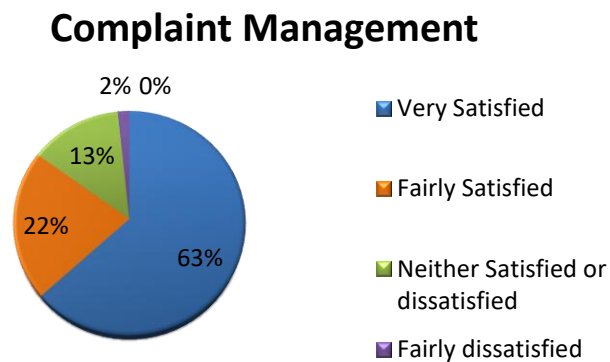


Figure 5 Complaint Management 2018

## Overall Satisfaction

98% of tenants who responded to the survey were satisfied with the service provided by UnitingCare West. This is an increase from the previous year (97%). This shows an overall positive indication that the Independent Living Programme is still providing a high level of service and support for its tenants.

*"The staff at UCW Housing team is always there for advice, no matter what the query is"*

*"I never would have been able to afford such a nice unit and furniture on my own"*

*“As I come to the end of my tenancy with Uniting Care West. I can't thank you enough for providing me a place to live when I was in need. My relationship with Uniting Care West staff has been high rate and a high quality of service provider. Once again, thank you so much for all you have done for me”*

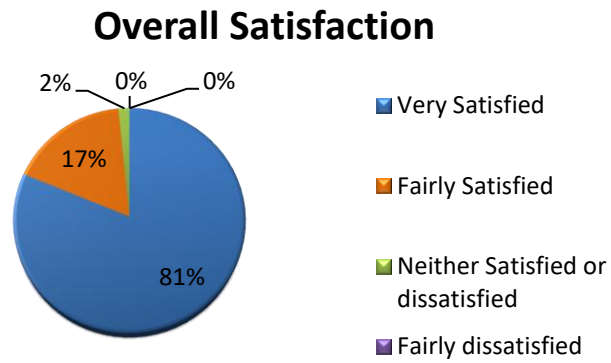


Figure 6 Overall Satisfaction 2018



## Survey Results

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At UnitingCare West, we strive to provide a high level personalised service to all of our tenants. We believe when our tenants are given opportunities to thrive in the community by providing basic amenities such as a home, they cultivate a richer lifestyle. The overall response from our tenants, once again, has been a resoundingly positive one in most areas of services provided in terms of relationship, communications and delivery of the service.

This year's survey has highlighted some concerns regarding our complaints management. The slight dip in satisfaction level is an indication that a few of our tenants feel that their complaints are not being heard or they are unhappy with the process. We will be looking at ways to improve on this over the coming year. We will be reviewing our complaints management policies and procedures to ensure an efficient, fair and responsive process is in place.

In the survey, tenants were asked about the benefits of being a tenant with UnitingCare West and the responses were encouraging. As seen in Figure 7 below, most of the tenants responded by saying that they felt more settled in general and 40 responded by saying they were happy to be living in the same area.

This year's survey results show a shift amongst the tenants with regards to managing rent or money. Tenants are starting to show initiative and confidence in developing better financial habits.

From the results below, the ability to 'improve job situation' and confidence to start or continue education ranked the lowest in terms of being a tenant of UCW again this year. We foresee this as an ongoing issue amongst our tenants. We are working with mental health clinics and service providers who are located at the clinics in the North Metropolitan area to help empower our tenants to build that confidence and capacity. We will continue to monitor this aspect of our client's experience and track it through the Tenancy Star.

Another issue that ranked quite low on the scale amongst our clients was accessibility to other services. This is an interesting issue that we wish to improve and build on. We are in the process of researching as to how we can provide more information on services and any community engagement events that our tenants may be interested in attending. Through the development of the Housing Service Improvement Action Plan we will give this area careful consideration. One action will be to improve the information about activities and events on the website.

## Benefits

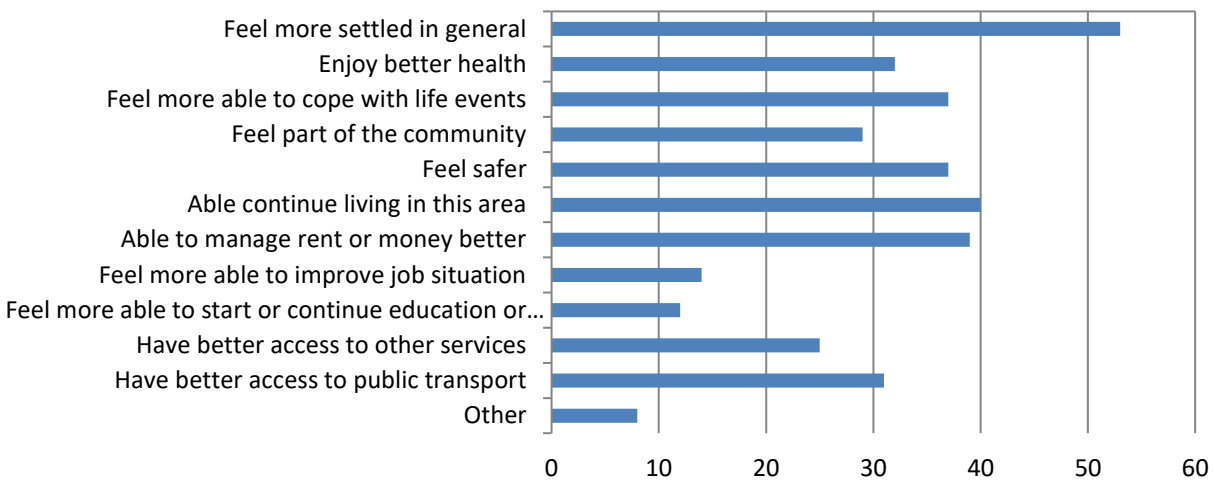


Figure 7 Benefits of Being a UnitingCare West Tenant

## Outcome Star

Out of the 63 tenants who responded to the survey, only six of them have indicated that they would be interested in participating in the Tenancy Star over the course of the year. We are currently looking into ways to encourage more tenants to get on board with the programme. This is an ongoing area of improvement for Housing Service. The Tenant Support Worker will identify a potential candidate for the Tenancy Star at fortnightly supervision along with all new tenants who will participate with their Tenant Support Work six weeks into their tenancy. We will market and advertise the Tenancy Star via the newsletter and during regular inspections.

## NDIS

In anticipation of the NDIS rollout, we included a section asking tenants if they would like to get more information about the scheme. 13 of our tenants requested more information. A letter acknowledging their request was sent along with NDIS information. Tenants were encouraged to ring their Tenant Support Worker to talk more about the scheme and opportunities there may be. We will also look into gathering information for our tenants over the next few months and making it easily accessible so that our tenants are making informed decisions about their ongoing care.

# The Survey

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## Tenant Satisfaction Survey 2018

**1. How satisfied are you with the relationship you have with UnitingCare West staff?**

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

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| Comments |
|----------|

**2. How satisfied are you with how UnitingCare West Staff communicate with you?**

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

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| Comments |
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**3. How satisfied are you with the repairs and maintenance services provided by UnitingCare West?**

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

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| Comments |
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**4. How satisfied are you with the overall condition of your property?**

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

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| Comments |
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**5. How satisfied are you with how UnitingCare West staff deal with your complaints?**

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

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| Comments |
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**6. For you, what are the benefits of being a tenant of UnitingCare West? (Tick all that apply to you)**

- Feel more settled in general
- Enjoy better health
- Feel more able to cope with life events
- Feel part of the community
- Feel safer
- Able continue living in this area
- Able to manage rent or money better
- Feel more able to improve job situation
- Feel more able to start or continue education or training
- Have better access to other services
- Have better access to public transport
- Other

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| Comments |
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7. Overall, how satisfied are you with the UnitingCare West Housing Service?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Comments

8. What suggestions do you have to help improve the services provided by UnitingCare West

*Tenancy Star is a tool used with the Tenant Support Worker to help you plan and work towards achieving goals, if you would like to participate, please enter your name below.*

Comments

*With the rollout of the NDIS coming soon, do you think that you may require additional supports? If so, please list below.*

Comments

I would like more information about NDIS *(Please tick box if yes)*

**If you would like feedback or more information on Tenancy Star or NDIS, please include your name and address. Alternatively, if you would like to remain anonymous, please contact your Tenant Support Worker for this information.**

Name: .....

Address: .....

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