



Tenant Satisfaction Survey 2019



Tenant Satisfaction Survey - Report

Summary

Tenants within UCW Community Housing Service were asked to participate in a survey to help evaluate and improve housing services delivered by UnitingCare West. The survey was sent out to all tenants in September 2019 with a 4 month return date.

This is the first year the satisfaction survey was sent out to all Housing Service tenants and not just tenants of the Independent Living Program (ILP). For contract, service quality and benchmarking purposes the survey was adapted to capture results and feedback specifically from ILP tenants and all housing tenants collectively.

The portfolio is diverse and spans different service pathways throughout the organisation and externally.

Service provided:

- Independent Living Program – Support linked to Housing and Tenancy Management Service
- Specialist Re-entry Service – Tenancy Management Service
- Homelessness and Accommodation Services - Tenancy Management Service
- My Home: Individualised Services - Tenancy Management Service
- Disability Service Commission (External Support) - Tenancy Management Service
- Rise - (External Support) - Tenancy Management Service

The survey included a mixture of qualitative and quantitative questions relating to the customer service experience; relationships, communication and complaints. In addition, questions regarding the property, repair and maintenance and overall property condition were included.

Tenants of the Independent Living Program were asked additional questions to capture information regarding new initiatives that are rolling out in 2020.

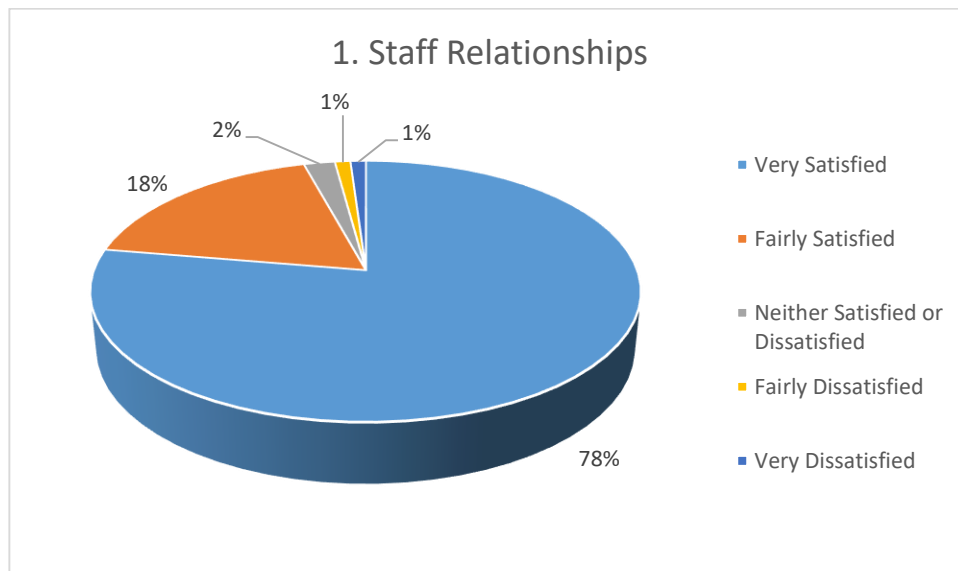
All tenants were advised they could remain anonymous or provide their details if they wished, particularly if they were seeking feedback. All information would be within the bounds of confidentiality.

Overall Responses:

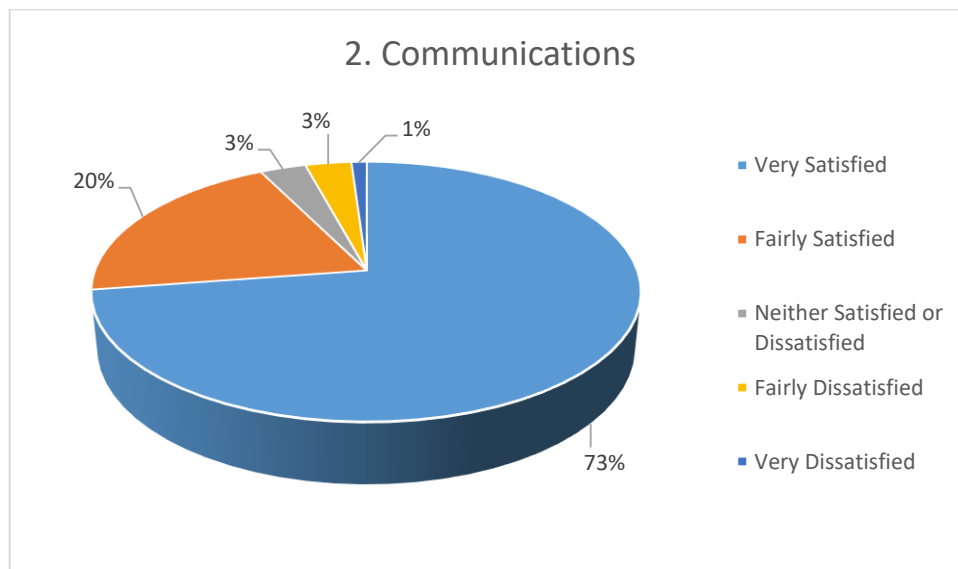
Type/Program	N# of Surveys Sent	N# of Surveys received	Percentage return per portfolio
ILP only	205	53	25%
Other Housing	138	42	30%
All Housing Tenants	343	95	27%



Detailed Analysis



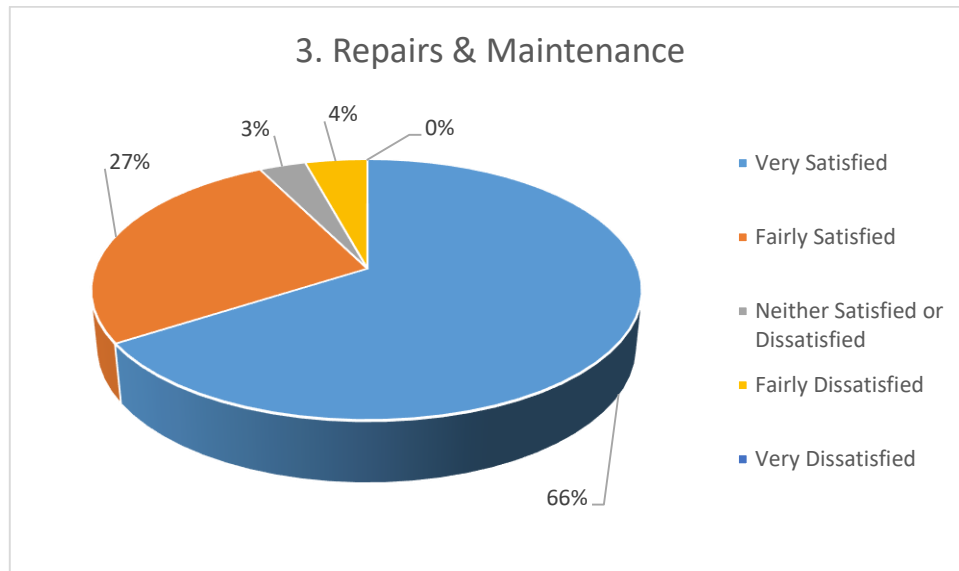
- 96% Satisfied (Very or Fairly)
- 4% Dissatisfied or neither



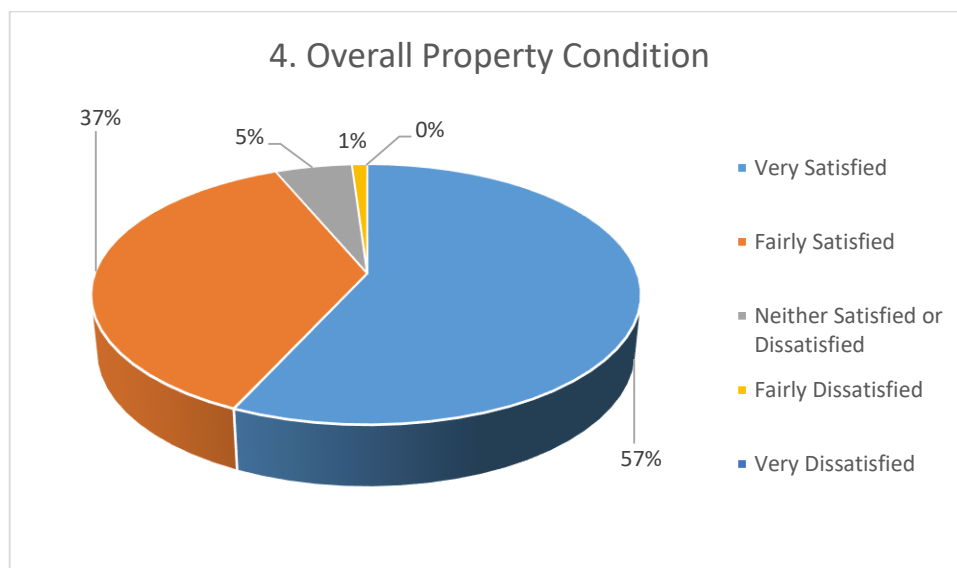
- 93% Satisfied (Very or Fairly)
- 7% Dissatisfied or neither



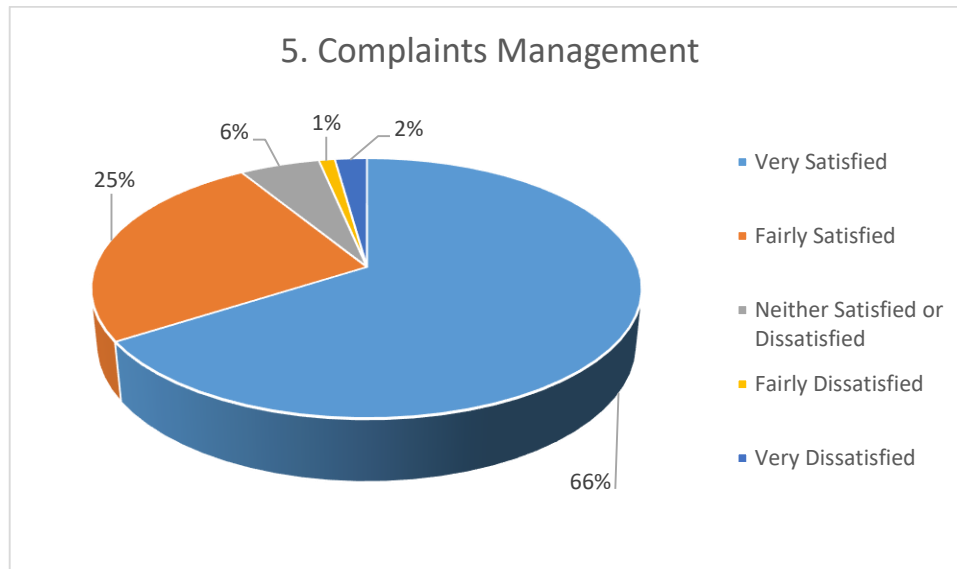
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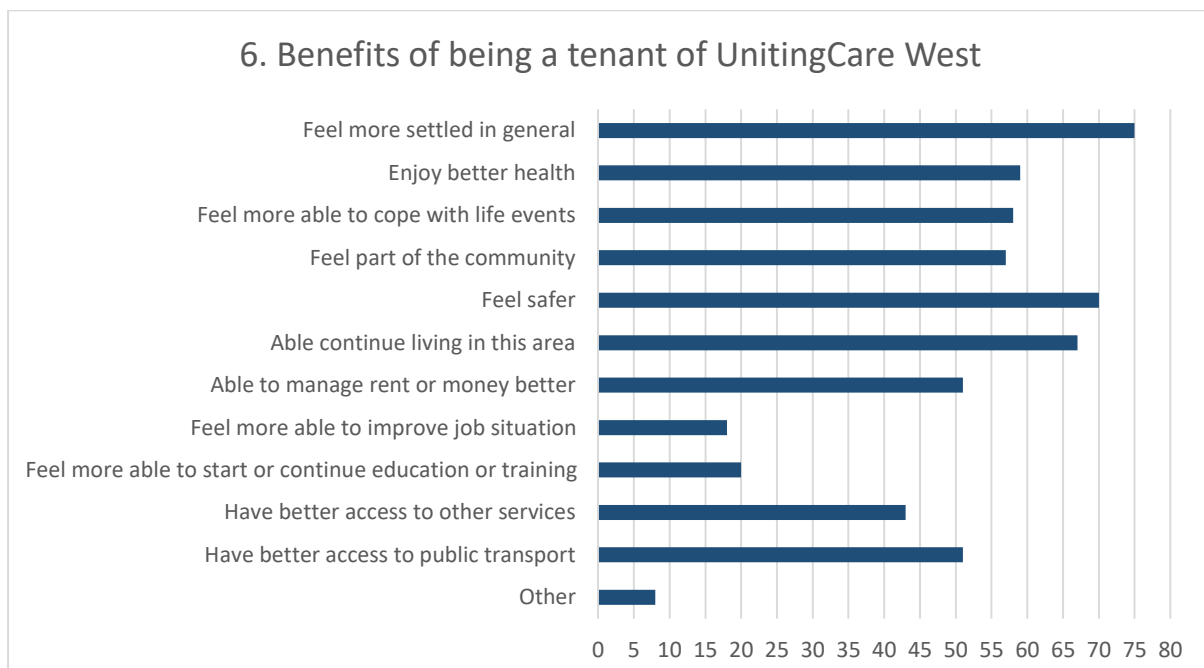
- 93% Satisfied (Very or Fairly)
- 7% Dissatisfied or neither

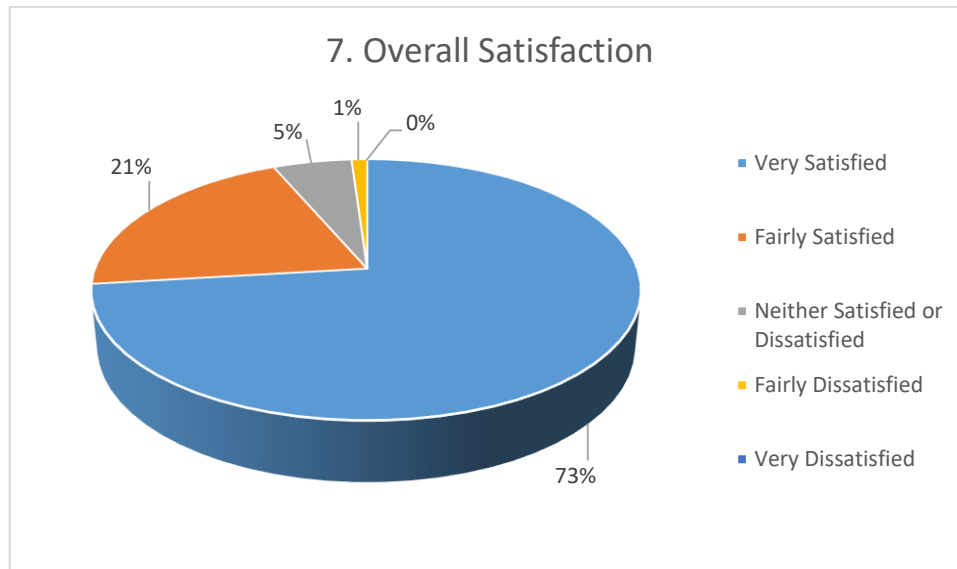


- 94% Satisfied (Very or Fairly)
- 6% Dissatisfied or neither



- 91% Satisfied
- 9% Dissatisfied or neither





- 94% Satisfied
- 6% Dissatisfied or neither

Results

Results from the survey demonstrate similar trends from previous years despite now expanding across all service areas of housing, with satisfaction levels in all areas is in the high 90's. This highlights that tenants are very happy with their accommodation and the services that UnitingCare West Housing provides.

Similar to results in previous years, the highest satisfaction area is Staff Relationships with 96% being fairly or very satisfied. Relationship building is an area UCW Community Housing consciously strive to improve; from a customer service and engagement perspective but also service quality. This has been further developed with the introduction of a Service Improvement Plan for the UCW Community Housing Team which is intrinsically linked to team and individual performance reviews and appraisals.

Again, similar to previous years, complaints management is an area with least satisfaction with 91% being fairly or very satisfied. Although the lowest in satisfaction for 2019, this is an area of improved satisfaction from the previous year.

In 2018 satisfaction for complaint management was only 85%, following which UCW Community Housing implemented a number of strategies to improve complaints management across the service. This included the introduction of a detailed complaints register, enabling UCW Community Housing to track and monitor open and closed complaints and the effectiveness of the interventions



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The qualitative data received from this year's survey results indicates tenants 'feel more settled in general' and 'feel safe' in their home, providing comments such as "It actually feels like my own home which helps with past dysfunctional life".

Such feedback demonstrates a strong connection with the work carried out by UCW Community Housing and the new Strategic Plan 2020 – 2023, in particular enabling people to 'sustain and maintain accommodation in stable housing' and to 'participate in community life and feel a deep sense of belonging'.

There were approximately 150 comments received from the survey with the majority positive, uplifting and many reinforcing the strong customer service ethic held in the UCW Community Housing Team.

- Best staff in 20 years
- Always helpful and polite, non-judgemental and kind
- Any and all complaints have been taken care of appropriately
- Just keep on with the quality services you already provide
- Always professional and friendly
- Matters always attended to promptly; Contractors always prompt and professional and personable

Over all the qualitative data indicates the tenants are very happy with how staff treat and support them. There are reoccurring positive behaviours being commended such as being non-judgemental, professional, helpful, polite and respectful, which again aligns with UCW's new Strategic Plan 2020 – 2023 and a number of 'Our Pledges'; Listen without judgement, walk alongside and amplify the voices of people we support and Build relationships to create connections and a place to belong.

Additional Questions for ILP

A couple of additional questions specific to ILP are asked on the survey sent to ILP tenants. UCW Community Housing will now actively contact those tenants with the information requested.

1. Tenancy Star

The Independent Living Program has an additional psycho- social support component in the survey relating to the goal setting assessment tool used for the program, Tenancy Star. A Tenant Support Worker will carry out a Tenancy Star with new and existing tenants to assess if there are any goals the tenant would like to work towards throughout their tenancy and identify areas of strength and gaps in service.

6 Tenants indicated they were interested to know more about Tenancy Star



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2. National Disability Insurance Scheme

With the rollout of NDIS, National Disability Insurance Scheme, we asked if tenants wanted to find out more information on NDIS.

10 Tenants indicated they were interested to know more about NDIS

3. ILP Advisory Group

In 2020 UCW Community Housing Service would like to develop an advisory group made up of tenants and carers to help inform our service delivery from a consumer perspective.

11 Tenants indicated they were interested to know more about the advisory group.

Recommendations

These recommendations will be integrated into the UCW Community Housing Service Improvement Plan for 2019/2020.

Recommendations	Why	How	When
Review questions in survey to ensure tenants understand the question	Confusion amongst some tenants who receive NDIS or additional support who thought the survey was evaluating their support workers and not Housing Service.	Brainstorm questions to ask within the team	For next survey 2020
Increase response of survey	Reach broader audience Improved quality and accuracy of feedback Provide program specific feedback	Offer an incentive for tenants to return survey Remind tenants by SMS Possibly use survey monkey	For next survey 2020
Improve complaints management	Continues to be lowest satisfaction of all questions asked	Organise complaint management training for the team	June 2020
Improve communication between contractors & tenant	Improved service delivery for tenants and contractor efficiency	Email to AESC to remind contractors to arrange times with tenants prior to work. Include article in newsletter relating to maintenance and contractors. Update contact information/details for tenants	June 2020