

# Tenant Satisfaction Survey 2020.

Tenant Satisfaction Survey - Report

## Purpose

The Uniting tenant satisfaction survey has been used for over 10 years to measure the satisfaction of housing tenants about the services they receive. It aims to assist the Uniting WA Community Housing team in the ongoing evolution of the service; striving for service improvement and providing tenants and carers with an opportunity to positively influence service delivery.

The constructive feedback from tenants is considered along with feedback received from other engagement opportunities such as the Uniting Tenant Advisory Forum. This all forms part of Uniting Community Housing Service tenant engagement strategy (Appendix 1).

## Objective

- Positively engage tenants and carers
- Obtain feedback on service delivery
- Obtain feedback on tenant outcomes
- Opportunities to voice and raise issues around tenancy matters and customer experience

## Scope

Tenants within Uniting Community Housing Service were asked to participate in a survey to help evaluate the services Uniting deliver. The survey was sent out to all tenants in August 2020 with an 8 week return date.

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 Housing portfolio is diverse and spans different service pathways throughout the organisation and supported programs externally.

Services provided and included within this survey are as follows:

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

The survey included a mixture of qualitative and quantitative questions. This year's survey differed considerably to the previous 4 years. It was divided into different themes with a series of statements per theme, allowing tenants to rate the statement from strongly disagree to strongly agree.

The themes were:

- Communication & relationships
- Feedback & complaints
- My property & maintenance
- Maintenance contractors
- Overall satisfaction

To capture some tenant outcomes an additional question was also included to try and measure the impact of being a Uniting tenant.

Tenants of the Independent Living Program were asked additional questions to capture information regarding tenant engagement and psychosocial support.

To try and increase the number of surveys returned, tenants were given the opportunity to provide their contact details so they could be entered into a prize draw to win a gift card. In addition, the timeframe to return the survey was reduced to 8 weeks to see if this would also increase the number of surveys returned.

All tenants were given the opportunity to remain anonymous or provide their details if they wished. All information was treated within the bounds of confidentiality.

## Summary

### Overall Responses

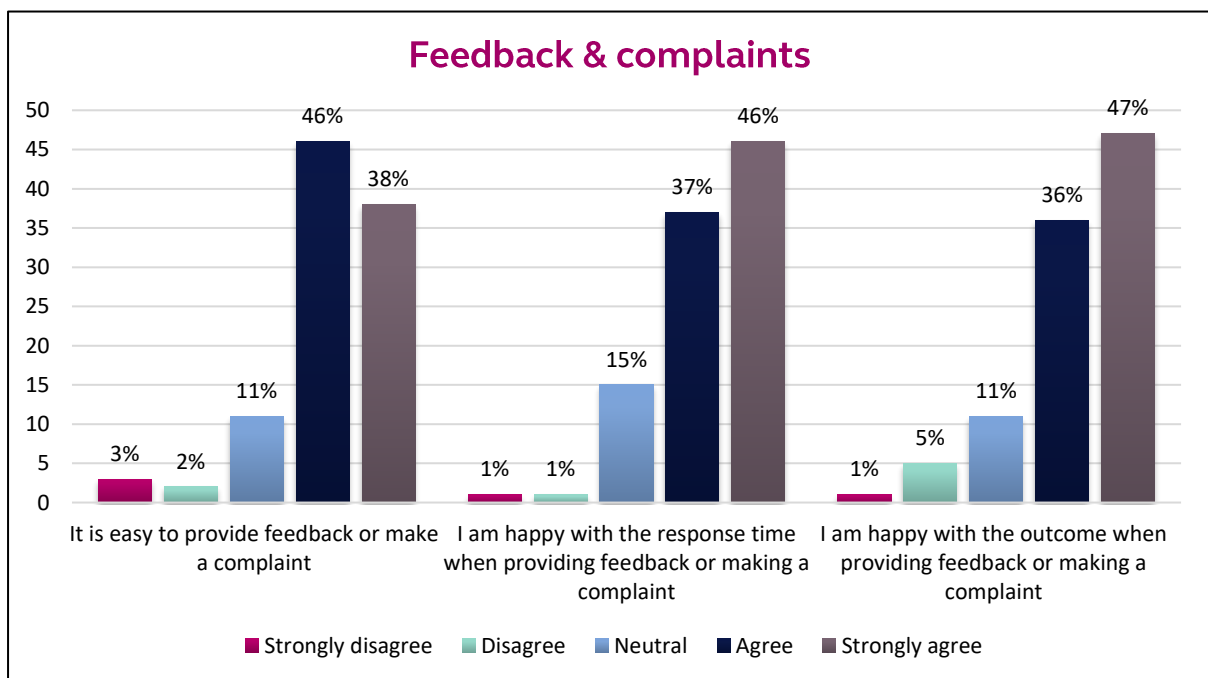
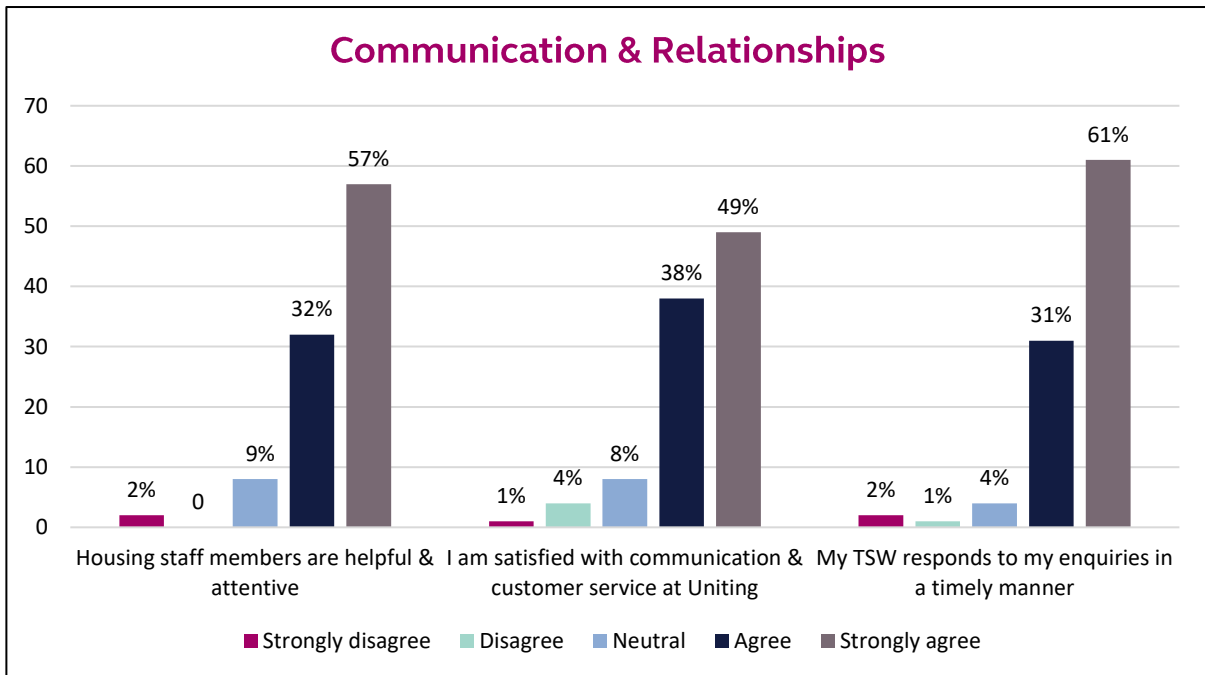
Type/Program	N# of Surveys Sent	N# of Surveys received	Percentage return per portfolio
ILP only	213	63	30%
Other supported Housing pathways	135	34	25%
All Housing tenants	348	97	28%

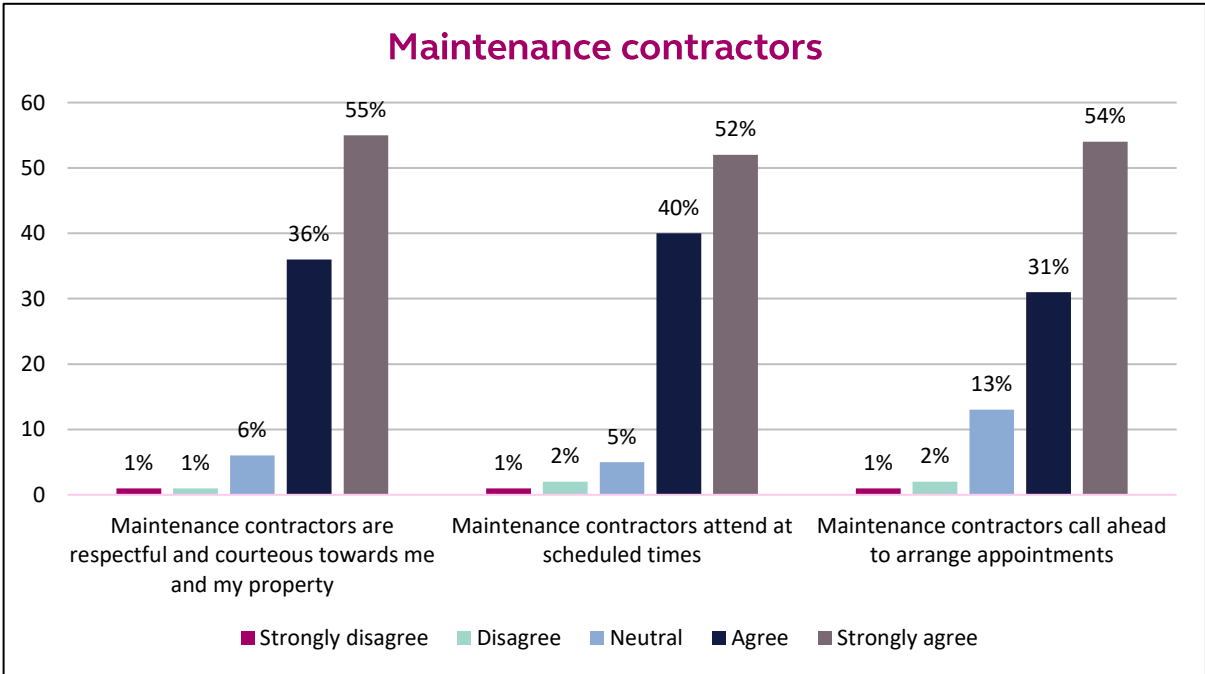
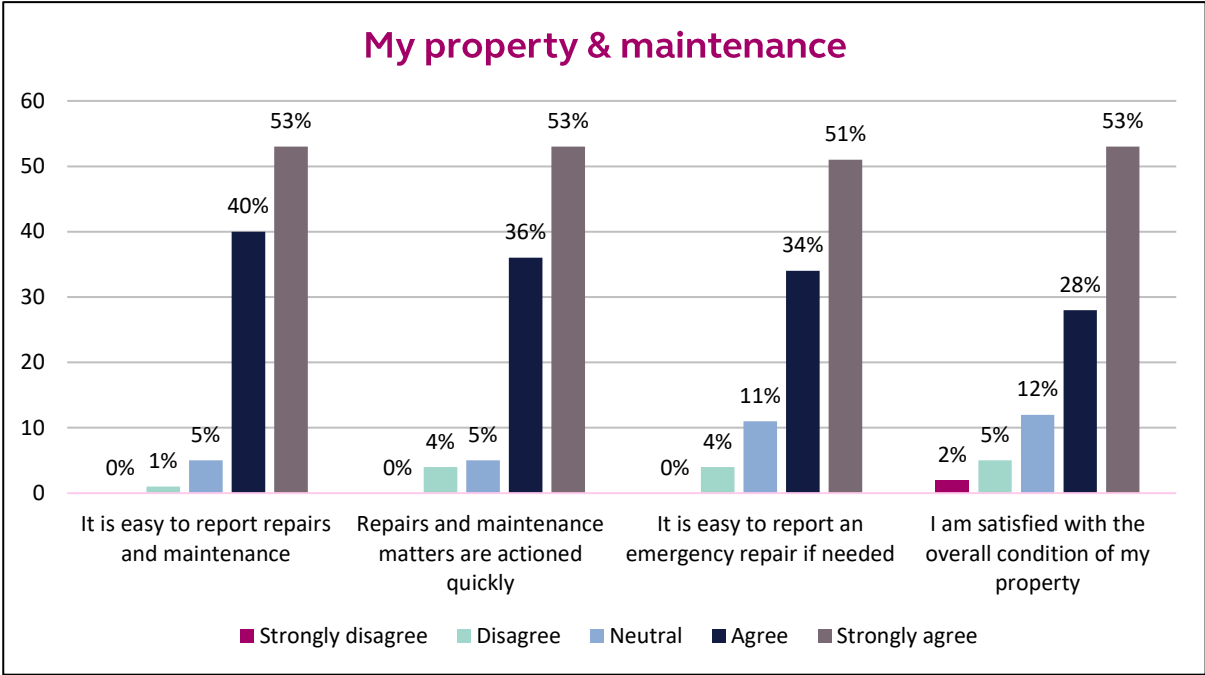
The prize incentive and reducing the return period had a positive impact on the return rate compared to last year, increasing the ILP return rate by 5% and increasing the overall rate return rate by 1% for all Housing tenants. Although a small margin, it provides a more representative response.

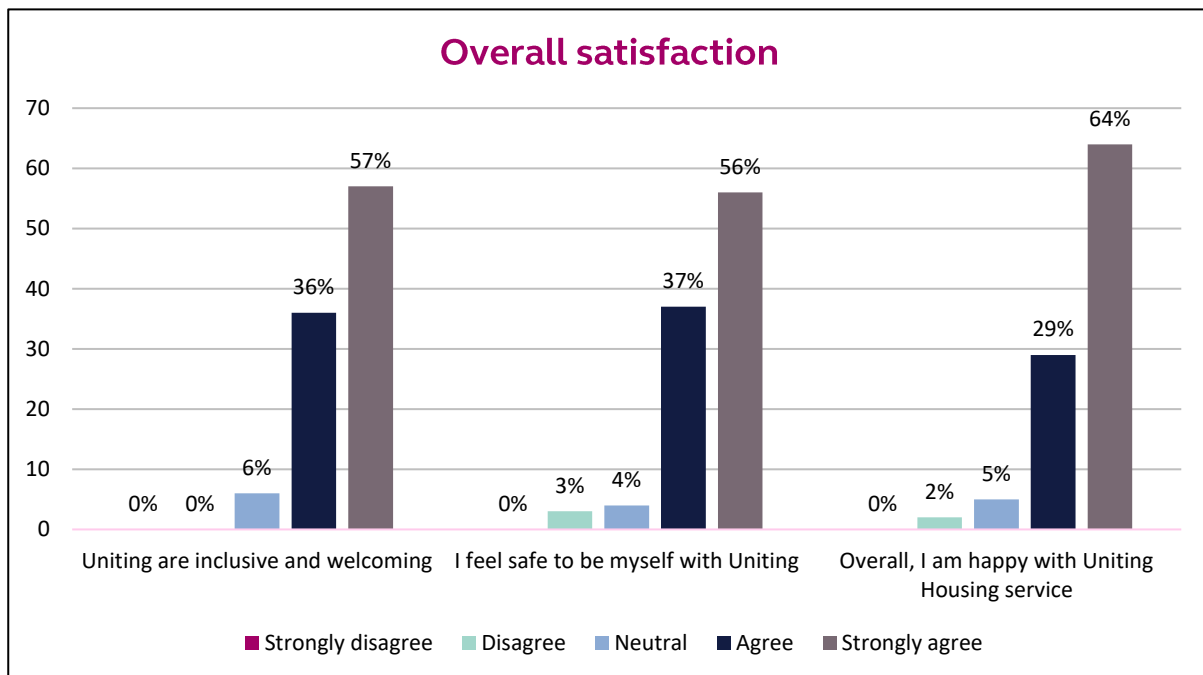
## Results

### Quantitative feedback

The below graphs provide a percentage breakdown of the responses to the statements and questions asked for all Housing tenants.







Results from the survey have shown that Community Housing Service maintains high rates of satisfaction with tenants. Satisfaction rates (agree or strongly agree) were above 80% across all themes within the survey and overall satisfaction at 93%.

There was a high percentage of tenants who agreed and strongly agreed with the statement, ‘my Tenant Support Worker responds to my enquiries in a timely manner’. This demonstrates that staff are effective and efficient when communicating, which is key to building a strong relationship with tenants.

The response of the Community Housing Service team to the COVID-19 pandemic may have helped influence the positive feedback and overall satisfaction of our tenants. Implementing new ways of service delivery and putting the tenant’s health and wellness at the forefront ensured that despite the challenges, their housing needs were being met. In addition, Community Housing Service organised its first Tenant Advisory Forum to give tenants a voice, and to obtain valuable feedback from tenants on service delivery. The forum, in conjunction with other service improvement strategies, could have contributed to the high overall satisfaction rate.

The themes where tenants had the lowest satisfaction rating (disagreed or strongly disagreed) were ‘feedback and complaints’ and ‘my property and maintenance’. Although there were still high levels of satisfaction, there was a higher percentage of tenants who disagreed or strongly disagreed with the questions.

Over the past few years, tenant feedback has indicated that complaints management is area for improvement. In previous years Community Housing Service have set up a complaints management process to help manage complaints and the team will continue to aim to improve in this area. Meeting expectations in this area can be a challenge; tenants often rate the success or satisfaction of a complaint by its outcome as opposed to the way it was dealt with. If the outcome is not the desired outcome for the tenant, satisfaction levels will remain lower than other areas. Managing

such expectations and perceptions therefore will be an area of focus in the complaint's management process from the onset.

With regards to lower levels of satisfaction in the area 'my property and maintenance' the Community Housing team are implementing several strategies to improve in this area as an outcome of the 2020 Uniting Tenant Advisory Forum.

## Qualitative data

A comments section was added to each of the themes within the survey so that tenants could provide qualitative feedback. Additionally, a suggestion section was included at the end of the survey. In total Uniting received 132 comments or suggestions.

The comments and suggestions came from various service pathways across the housing portfolio providing a good representation of responses. Although a decrease in the number of comments from previous years, the feedback covered a wider scope of the service provided.

Overall, the qualitative data received from tenants indicated that tenants are highly satisfied with the service they receive from Uniting Community Housing Service.

- **Communication & relationships:**

*"I am pleased with the service since I've been with Uniting, they are doing a wonderful service" - (ILP tenant).*

*"Always been a huge support and has made a tremendous impact on a better life for me" - (Rise tenant).*

- **Feedback & complaints:**

*"Top marks" - (HASS tenant).*

*"Very informative. Helpful!" - (Anonymous tenant).*

- **My property & maintenance:**

*"Sometimes I feel that the tenant doesn't always get heard and our concerns are not always taken serious" - (ILP tenant).*

*"Repairs are done very fast, never had an issue"- (Senses tenant).*

*"Great property, great prompt maintenance"- (ILP tenant).*

- **Maintenance contractors:**

*"The guy who was here to fix the light - he was very young, very helpful, very experienced, very friendly and nice to talk to"- (SRS tenant).*

*"Sometimes it's short notice" - (ILP tenant).*

- **Overall satisfaction & suggestions:**

*"I have been living here for 23 years and have enjoyed every moment" - (ILP tenant).*

*“The support I have needed is great and continues to be good. Sometimes my worker seems rushed for time and tired but still always provides great support. Maybe more workers would be good; however, I am quite satisfied with my overall experience” - (Rise tenant).*

*“No negative comments, above board. HASS house is exemplary 100%” - (HASS tenant).*

*“Perhaps offer tenants a transport service for hospital and specialist appointments when tenants are not able to do so on their own” - (ILP tenant).*

*“You are all fantastic” - (CDHP – Disability Services)*

*“I am so grateful for being able to live a better and safer life” - (Anonymous tenant).*

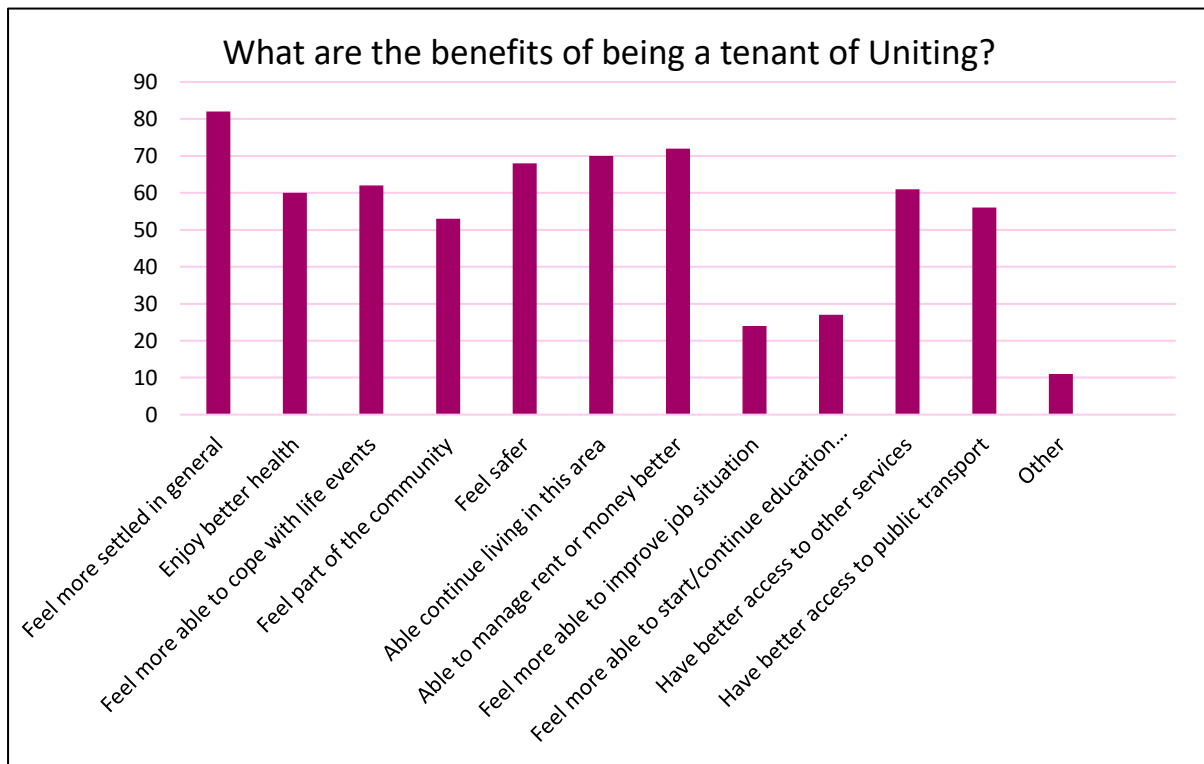
**The comments indicate that tenants are happy with the service they receive.** They also reinforce that Uniting team members are efficient at carrying out their roles and are aligned with Uniting’s values; Imaginative, Respectful, Compassionate, and Bold.

Uniting Community Housing Service analyse all comments and suggestions received and contact those tenants who have raised a concern, comment or suggestion where a response is appropriate.

A common theme throughout the comments and suggestions indicated that tenants would like more contact and time with their Tenant Support Worker. This is something that the Housing team are committed to working on and will be a key area for improvement across the engagement strategy.

## Outcomes

The outcomes framed question was included to measure the benefits of being a Uniting tenant and assess the impact our service.





Tenants indicated that they are feeling more settled in general and can manage rent or money better as a result of being a Uniting tenant. Feeling safer as a result of living in a Uniting home was also highly rated as the most beneficial. They rated they feel more able to improve job situation being the least beneficial.

**This information confirms that stable accommodation allows tenants to feel secure and safe and that having a home provides a fundamental platform to assist other aspects of a person's life.**

Many Uniting tenants are in receipt of a Disability Support Pension which may explain why feeling able to improve their job situation was rated as the lowest benefit.

## Additional questions for the ILP

Additional questions specific to the ILP were asked on the survey sent to ILP tenants. Uniting Community Housing Service will actively contact those tenants who indicated they would like to know more about the services the ILP provide.

15 Tenants indicated they were interested in Tenancy Star.

17 Tenants indicated they were interested to know more about NDIS.

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

21 tenants indicated they would be interested in tenant engagement events and activities.

## Recommendations

The following recommendations have been derived from the quantitative and qualitative feedback.

Recommendations	Why	How	When
Improve consistency in responding to maintenance calls	To ensure key information is captured at 1 <sup>st</sup> point of contact	Create a prompt card for housing team members	December 20
Improve communication for repairs and maintenance	To let tenants know when someone has been at their home	Introduce customer calling repair cards for team members and contractors	February 21
Provide person centred repairs and maintenance service	Promote empowerment and choice and control	Provide tenant choice of contractor when taking maintenance requests	December 20
Increase time available for tenant engagement	Improved customer experience and increased positive outcomes for Uniting tenants	Increased FTE within Community Housing Service	November 20

## Appendix 1

# Community Housing — Tenant Engagement Plan



### Meaningful and purposeful

- Create meaningful engagement opportunities that are purposeful & help to create:
- Greater consumer understanding
- Improved consumer satisfaction
- Development of better quality service.

### Themes and feedback

- Extract themes or areas for development from tenant satisfaction survey
- Tenant discussions
- Complaints, compliments and feedback data
- Audit & Standards recommendations.

### Inclusion and recognition

- Engagement activities will acknowledge and respect the expertise, perspective and needs of tenants giving consideration to:
- Transport opportunities
- Recognition for service.

### Interactive

- Conduct annual tenant forums ensuring they are:
- Place based
- Based on themes and feedback
- Facilitate healthy, safe, constructive and honest discussion.

### Responsive

- Respond to all tenant feedback in an accurate and timely way. This can include using platforms such as:
- Tenant newsletter
- Coffee forums
- Inspections
- Service improvement plan.