

# Tenant Satisfaction Survey 2021.

Tenant Satisfaction Survey - Report

## Purpose

The Uniting WA tenant satisfaction survey has been used for over 10 years to measure the satisfaction of Housing tenants regarding the services they receive. It aims to assist the Uniting 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 forms part of the 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 2021 with an 8 week return date.

For contract, service quality and benchmarking purposes the survey was adapted to capture results and feedback specifically from the Independent Living Program (ILP) tenants, in addition to all Housing tenants collectively.

The Housing portfolio is diverse and spans different service pathways across the organisation and works collaboratively with various external support programs.

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 & Individualised Community Living Strategy-ICLS (External Support)- Tenancy & Property Management Service
- CDHP - Rise (External Support) - Tenancy & Property Management Service

The survey included a combination of qualitative and quantitative questions. 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 included in the survey were:

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

To capture 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.

This year a Likert scale was introduced to measure how likely our tenant(s) would recommend the service to a friend or family member.

To 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. There was a timeframe of 8 weeks to return the surveys with a bulk SMS reminder sent out 2 weeks prior to the deadline.

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

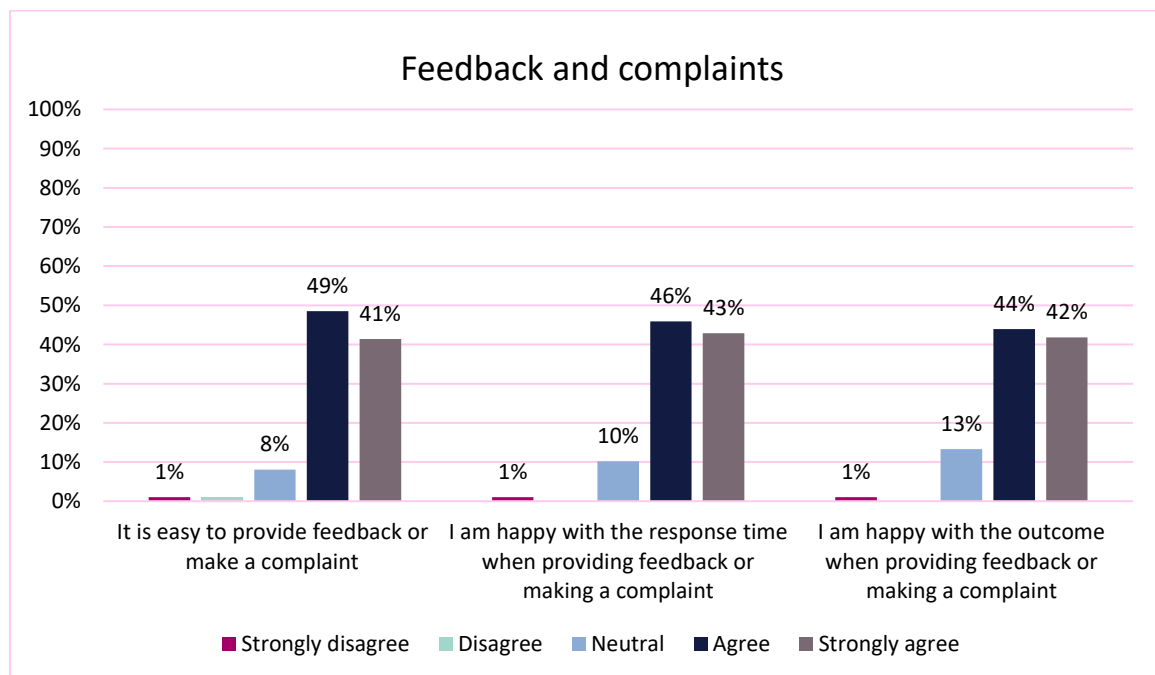
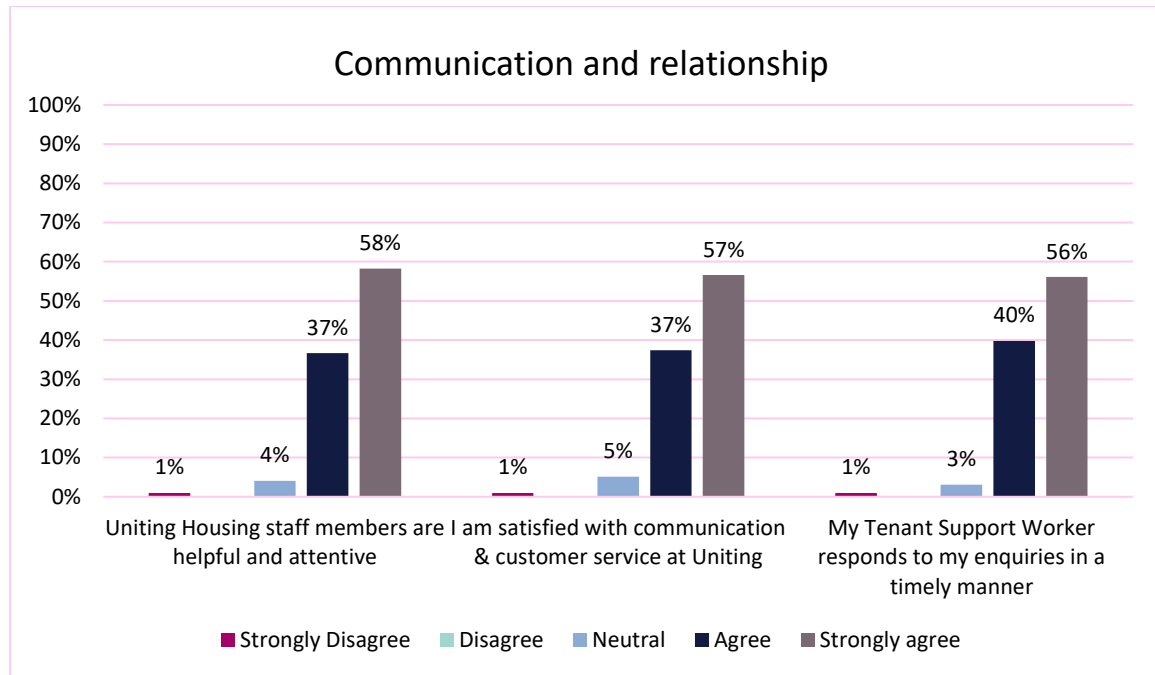
### Overall Responses

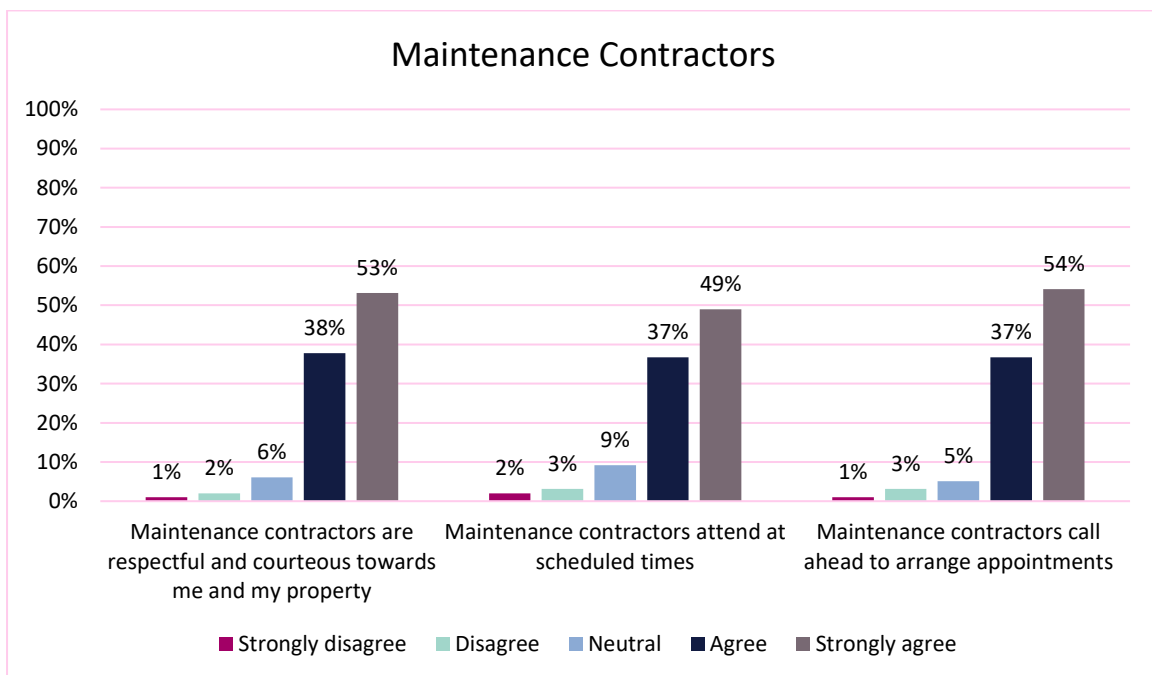
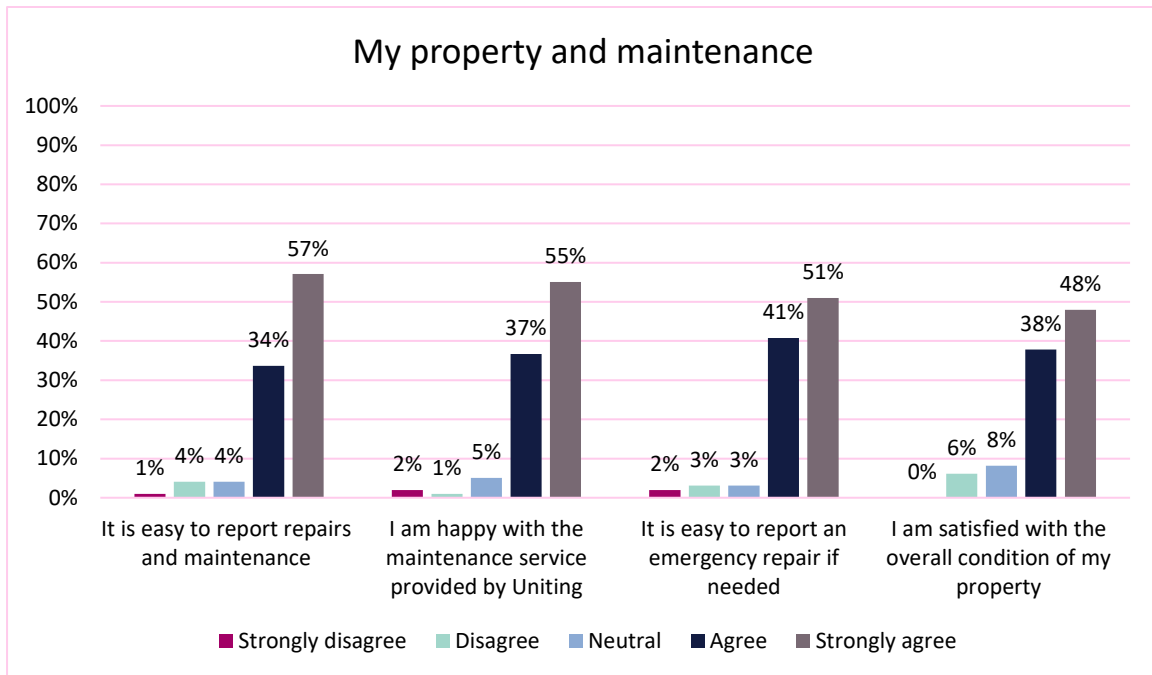
Type/Program	N# of Surveys Sent	N# of Surveys received	Percentage return per portfolio
ILP only	213	71	33%
Other supported Housing pathways	135	28	21%
All Housing tenants	348	99	28%

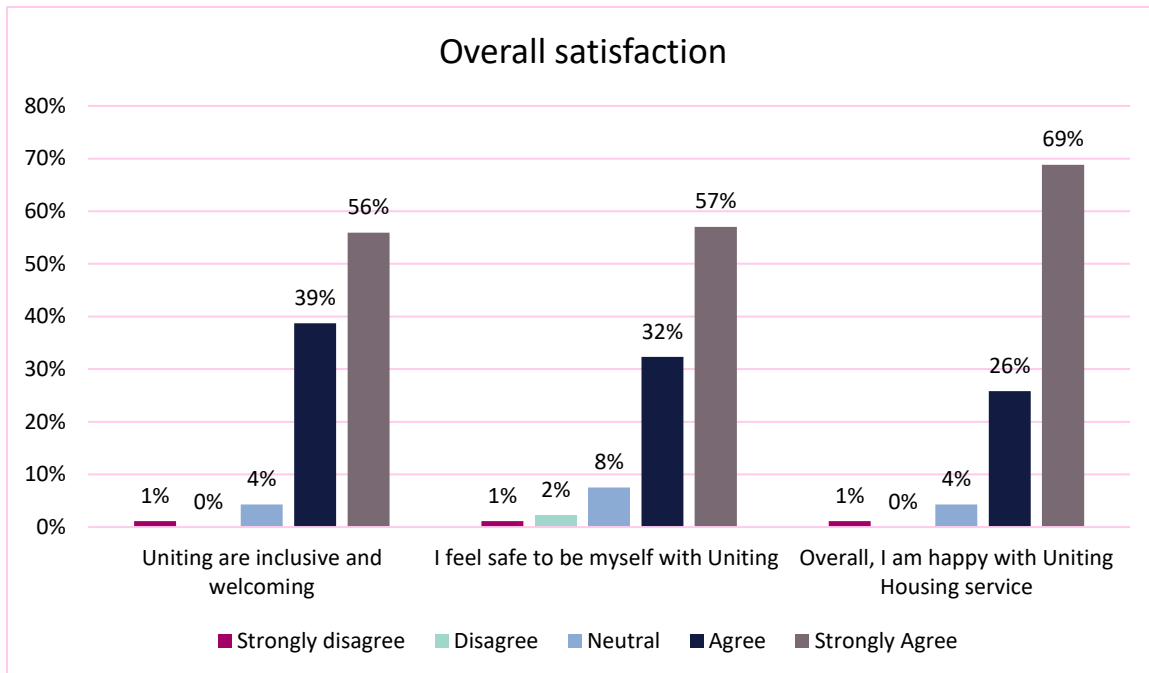
## Results

### 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 amongst our tenants. Satisfaction rates (agree or strongly agree) were above 80% across all themes within the survey. Overall satisfaction was 95%, an increase of 2% from the previous year.

There was a high percentage of tenants who agreed and strongly agreed with the statement, *'I am satisfied with communication & customer service at Uniting'*. This was an increase of 7% from the previous year. The implementation of several strategies developed under the Community Housing Service Improvement Plan, are likely contributors to this increase in satisfaction. These included:

- The Community Housing Service team organised its second Tenant Advisory Forum with an attendance of 17 tenants. The Forum was widely appreciated by all attendees and valuable feedback sought.
- Offering tenants a choice of contractors when they are reporting maintenance issues.
- The creation of a prompt sheet for Uniting team members to ensure that all relevant information was gathered during a phone call relating to maintenance.
- The addition of 2 FTEs within the Community Housing team: an additional Tenancy Support Worker and additional Finance Officer.

These strategies have decreased arrears management responsibilities and tenancy numbers within the Tenancy Support Worker portfolios enabling more time for engagement with tenants, an increased focus on good customer service and has strengthened our person-centred approach to tenant's recovery.

The theme in which tenants had the lowest satisfaction rating and a decrease of 6% satisfaction was maintenance contractors, in particular, the question *'maintenance contractors attend at scheduled times'*.

Feedback suggests that contractors are not attending to the maintenance requests on the time pre-arranged with tenants. This is likely a reflection of the increased demand on the trade and construction industry over the last 12 months, resulting in a lack of time and resources for our contractors to plan and complete maintenance.

An additional factor could be contributed to increased work orders being issued by Uniting to our contractors, which is a direct result of improved asset management within the Uniting Community Housing team.

## The Likert Scale

Asking tenants to rate their willingness to recommend Uniting Community Housing Service to family and friends elicits important insights into the quality of the service and is a good quantifiable method of measuring customer satisfaction.

Tenants were asked a scaling question from 1-10, 'how likely are you to recommend the service to a friend or family member' (1 meaning not likely and 10 meaning extremely likely).

94 out of 99 tenants who answered the question resulted in the average number of 9.3 out of 10.

This is a strong indication that tenants are very satisfied with the quality of service they receive from Uniting Community Housing Service.

## 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.

The comments and suggestions came from various service pathways across the Housing portfolio providing a good representation of responses.

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 have found my communications with Uniting staff to be very professional and friendly".*

*"I feel blessed and grateful for the wonderful home and all the staff that are always fantastic at helping with any problems".*

- **Feedback & complaints:**

*"I get a bit anxious if I need to report the same issue again".*

*"Only had a complaint once about a service man that came to my home. It was dealt with compassion and understanding".*

- **My property & maintenance:**

*"It's good to feel ok to report issues, even small ones".*

*"Look after the property and any maintenance is always dealt with swiftly and brilliantly. Thank you."*

- **Maintenance contractors:**

*"Some are great. Others expect to just pop in because they are in the area".*

*"Contractors are respectful at all times".*

- **Overall satisfaction & suggestions:**

*"I am satisfied with my experience as a new resident. I am pleased."*

*"I couldn't ask for better people to deal with. You are helpful all the time".*

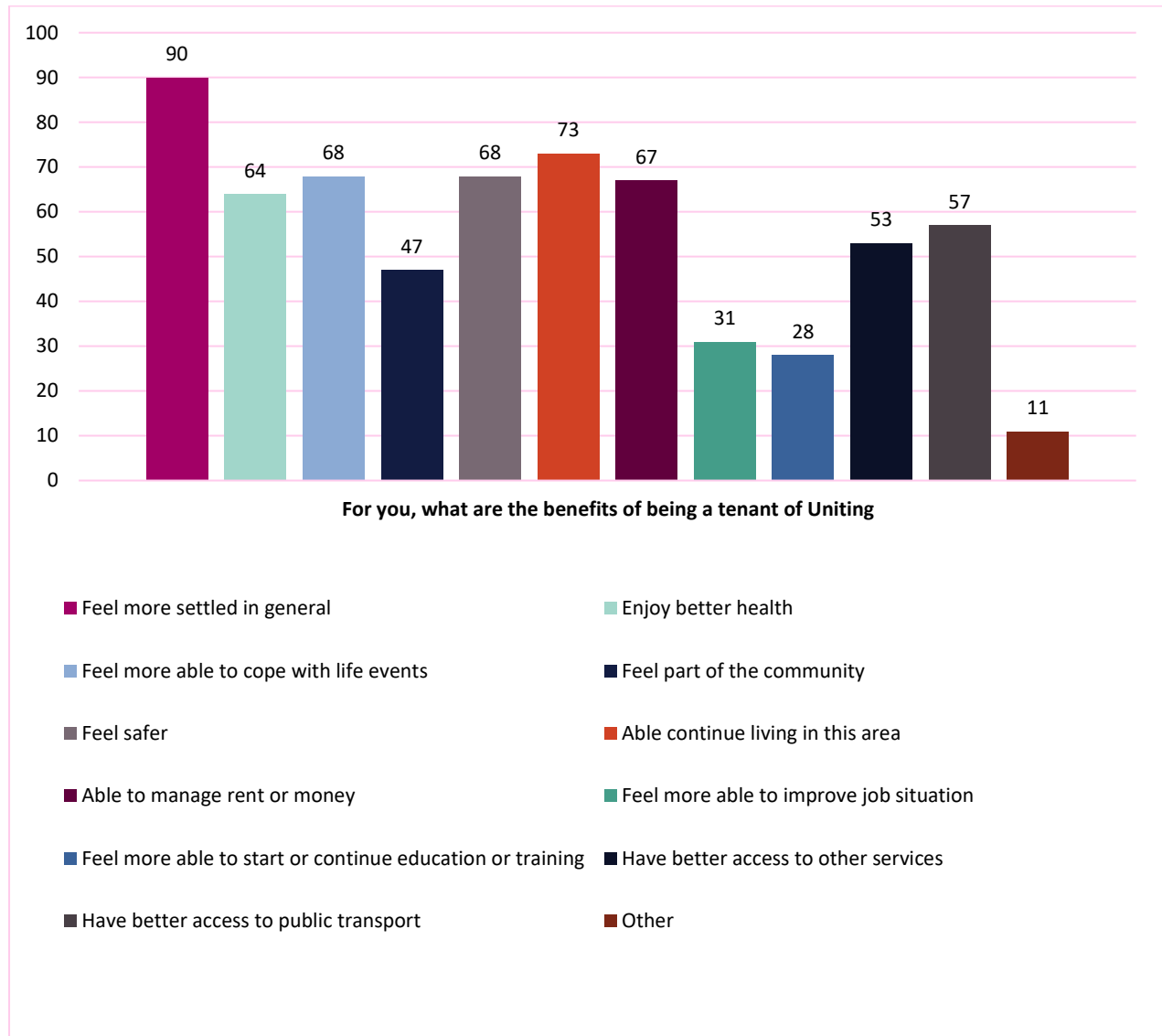
*"Not too many rent inspections when everything is going well".*

The comments indicated that tenants are happy with the service they receive. They also reinforced 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 have analysed all comments and suggestions received will contact those tenants who have raised a concern, comment, or suggestion where a response is appropriate.



## Outcomes



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

Tenants indicated that they are feeling more settled in general, safer and can manage rent or money better because they are a Uniting tenant. These all align with the domain and outcome statement of feeling ‘stable’, which is a key domain of the Outcomes Measurement Framework WA 2019. The dominant response for this domain reflects the requirement for housing and stability to act as a platform for people to flourish in other aspects of the Outcomes Measurement Framework WA 2019.

Tenants rated they feel more able to start or continue education or training as the least beneficial.

## 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.

**16** Tenants indicated they were interested in Tenancy Star.

**19** Tenants indicated they were interested to know more about NDIS.

**17** Tenants indicated they were interested to know more about the Tenant Advisory Forum.

**24** 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
Encourage contractors to inform tenants if they are running late or need to change the appointment time.	Improve customer service and improve satisfaction rates within this area.	Team Leader to discuss with contractors.	With immediate effect.
Provide all contractors with calling cards and encourage use.	Improved communication between Uniting tenants and contractors regarding maintenance.	Tenancy Support Workers distribute calling cards with contractors.	With immediate effect.
Be more realistic and lenient when logging maintenance calls with contractors about the expected completion time frames.	Reduce workload and priority timeframes for contractors to complete works, which should enable them to manage their workload more effectively.	Set realistic expectations of response times to maintenance at the first point of contact with the tenant and when logging maintenance.	With immediate effect.

## 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.