

# Tenant Satisfaction Survey 2022.

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 growth 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 July 2022 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 question 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 a question was also included to try and measure the impact of being a Uniting tenant.

A Likert scale question was asked, to measure how likely our tenant(s) would recommend the service to a friend or family member.

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

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, along with tenant support workers encouraging tenants to return the survey during inspections.

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

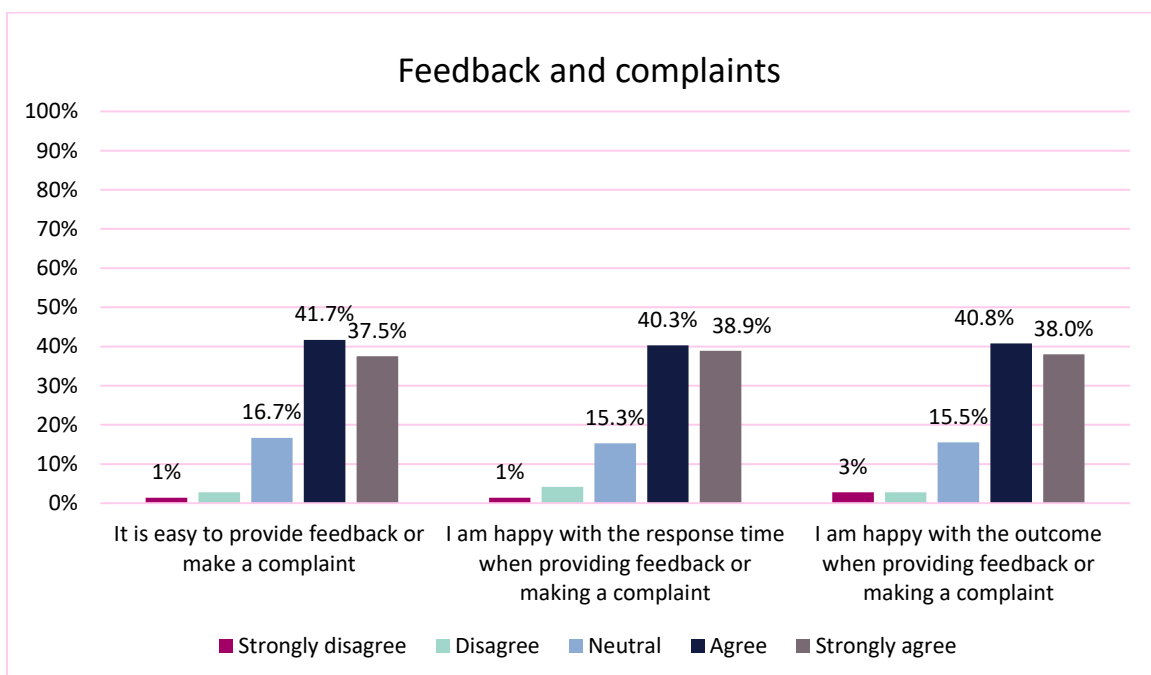
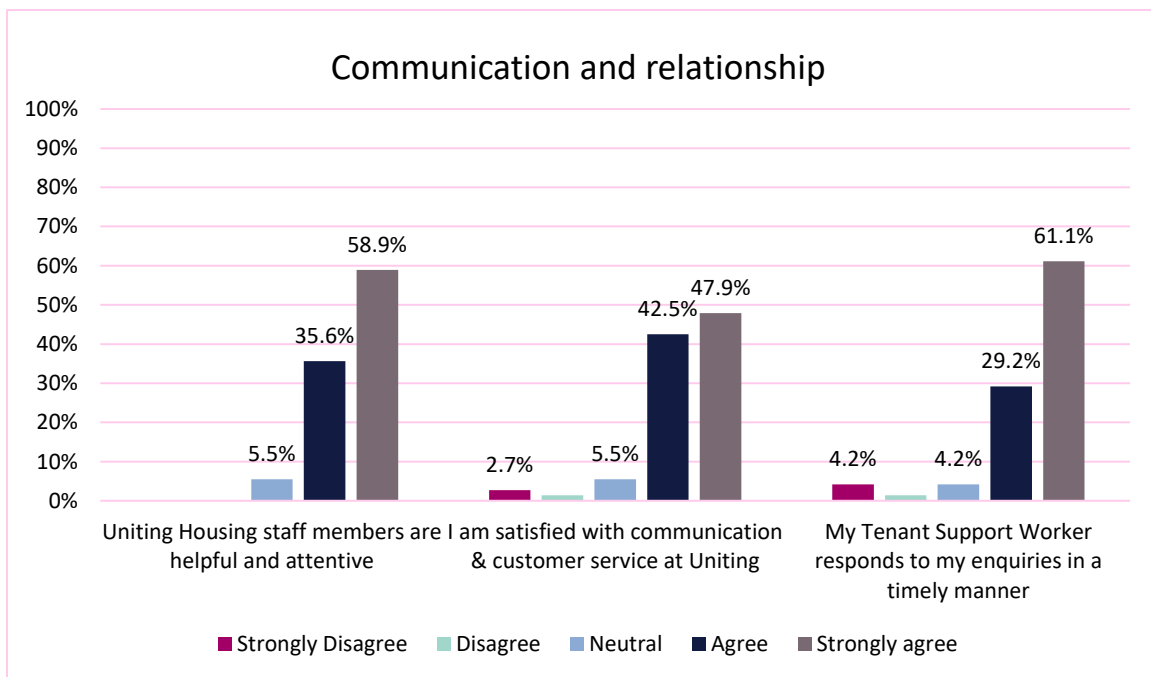
### Overall Responses

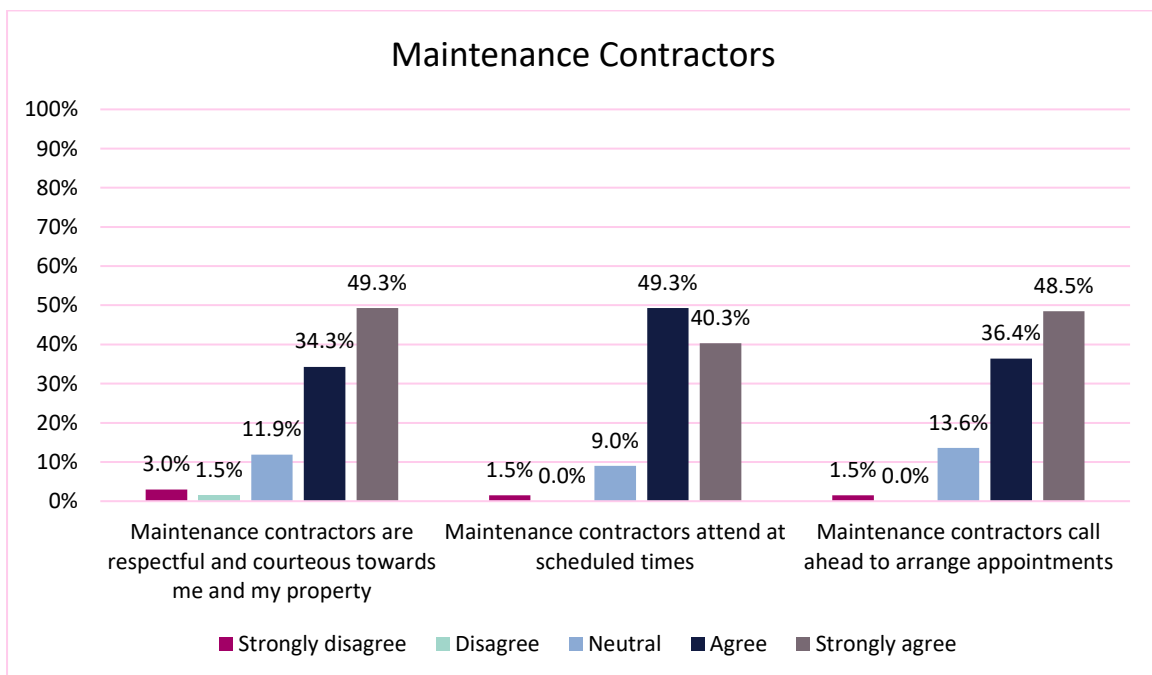
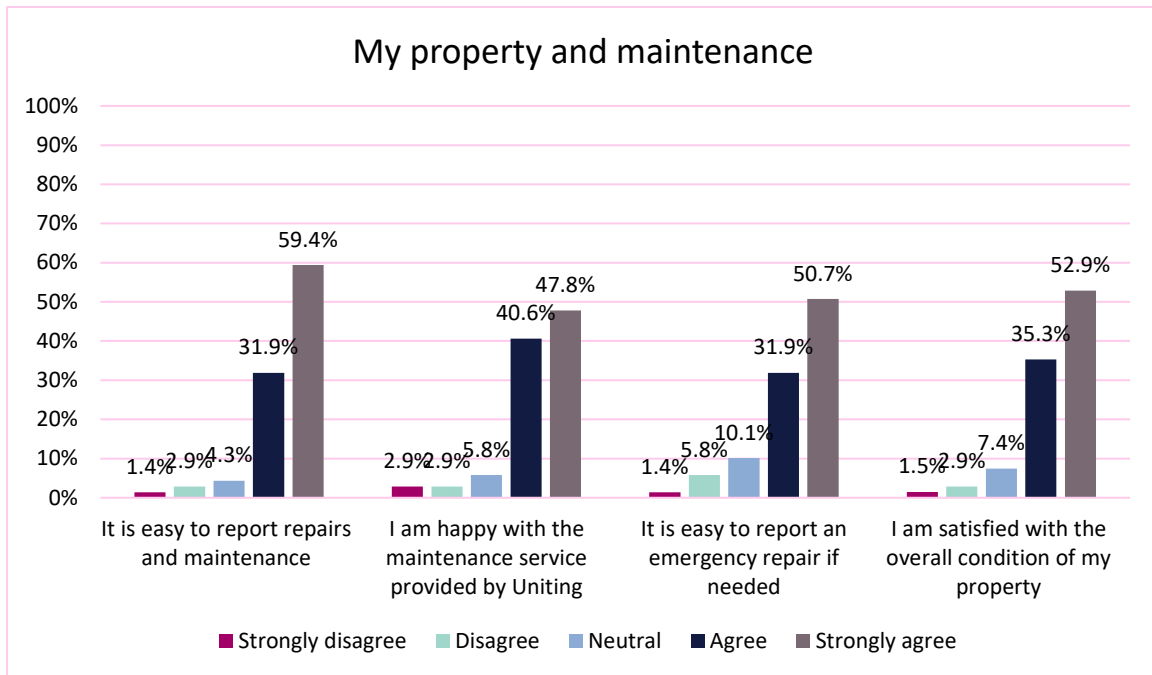
Type/Program	N# of Surveys Sent	N# of Surveys received	Percentage return per portfolio
ILP only	216	58	27%
Other supported Housing pathways	159	15	9.4%
All Housing tenants	358	73	20%

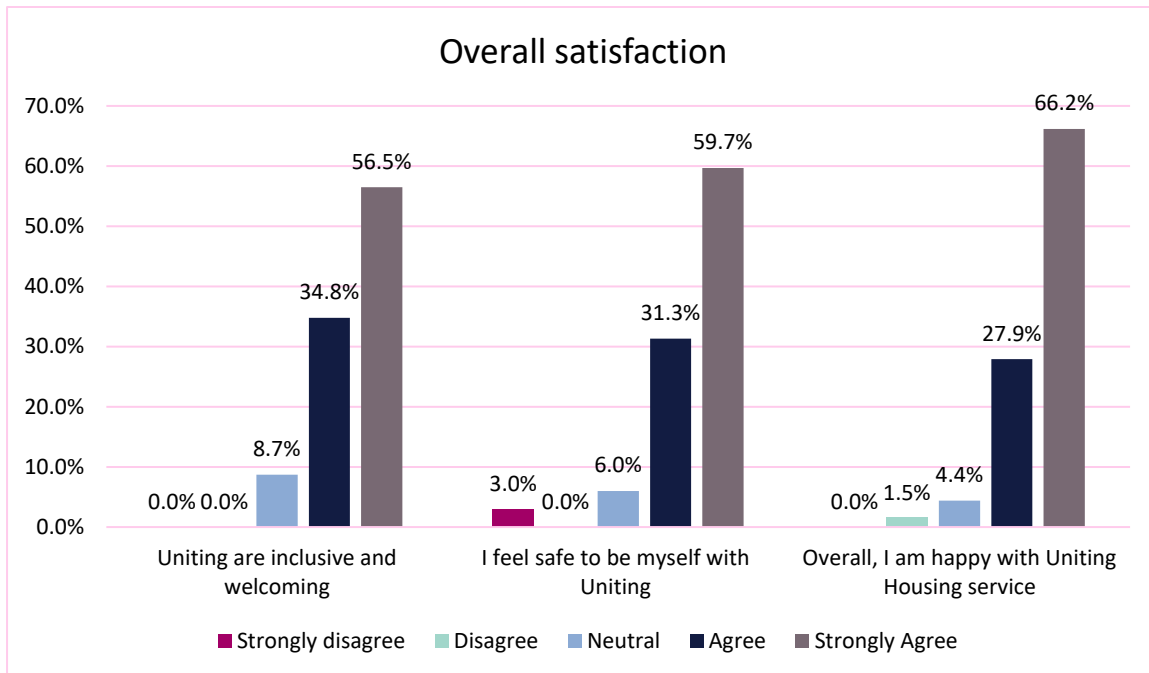
## Results

### Quantitative feedback

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







Overall, there was a 8% decrease in the number of surveys returned this year, compared to the previous year. A contributing factor could have been that there has been an increase in correspondence sent out to the tenants regarding engagement activities, which could be creating over communication.

There was a small decrease in the satisfaction rates across several themes this year recognising that with a lower number of surveys returned, even small changes in satisfaction levels amongst some tenants can have a more recognisable impact to the overall figures.

Despite this, the survey has 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 and an overall satisfaction was 94%.

There was a high percentage of tenants who agreed and strongly agreed with the statement, *I am satisfied with the overall condition of my property*. This was an increase of 2% from the previous year. There are likely contributing factors as to why this is an area of high satisfaction and an increase from the previous year. These include:

- As part of our compliance obligations with the Department of Communities, Uniting WA is required to carry out 3 yearly Property Asset Inspections to identify necessary works to maintain the property. This ensures Uniting properties remain in good condition for our tenants.
- During the Covid 19 pandemic, the Western Australian Government produced a stimulus package called the Social Housing Economic Recovery Package (SHERP). The SHERP was targeted at social housing, to support the WA construction industry through to 2023 while improving the lifespan and quality of homes available for social housing. Uniting WA was awarded a grant under SHERP to refurbish 11 Uniting properties.
- The introduction of the Tenancy Support Workers checking the Uniting Maintenance Plan what refurbishments are due at Uniting properties prior to property inspections. This

enables the Tenancy Support Worker to proactively assess condition of fixtures and fittings at the property inspection and commence work if required.

The question in which tenants had the lowest satisfaction rating and an increase of 3% in dissatisfaction was *'I am happy with the maintenance service provided by Uniting'*.

Uniting believes this increase in dissatisfaction is a result of the longer wait periods tenants are experiencing for works to be completed after raising a maintenance request. The increase in maintenance requests and a shortage in trade and materials are all contributing towards the completion times of maintenance.

Another area with low satisfaction is *'It is easy to report an emergency repair if needed'*.

## The Likert Scale

The Likert Scale asks tenants to rate their willingness to recommend Uniting Community Housing Service to family and friend. This 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).

67 out of 73 tenants who answered the question resulted in the average number of 8.8 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:**

*"My TSW is very kind, understanding, effective and efficient. I enjoy talking to him while at my place for inspection".*

*"Communication is fantastic. Any problems with the house, it is attended to straight away".*

## Feedback & complaints:

*"Feedback is always prompt".*

*"Screen door had problem. Fixed within a few days."*

- **My property & maintenance:**

*“No problem with reporting maintenance, attended to promptly”.*

*“Always attended to any problems very promptly. The maintenance team are very obliging and willing to fix problems with a smile”.*

- **Maintenance contractors:**

*“Contractors are helpful and professional”.*

*“Always true to their word. It’s me and my memory is the problem usually, but the maintenance contractors take it all in their stride.”.*

- **Overall satisfaction & suggestions:**

*“Uniting are so giving and caring. They make me feel that I matter, and they treat me with respect”.*

*“I appreciate everything and feel very fortunate to feel housed, safe, warm and happy.”.*

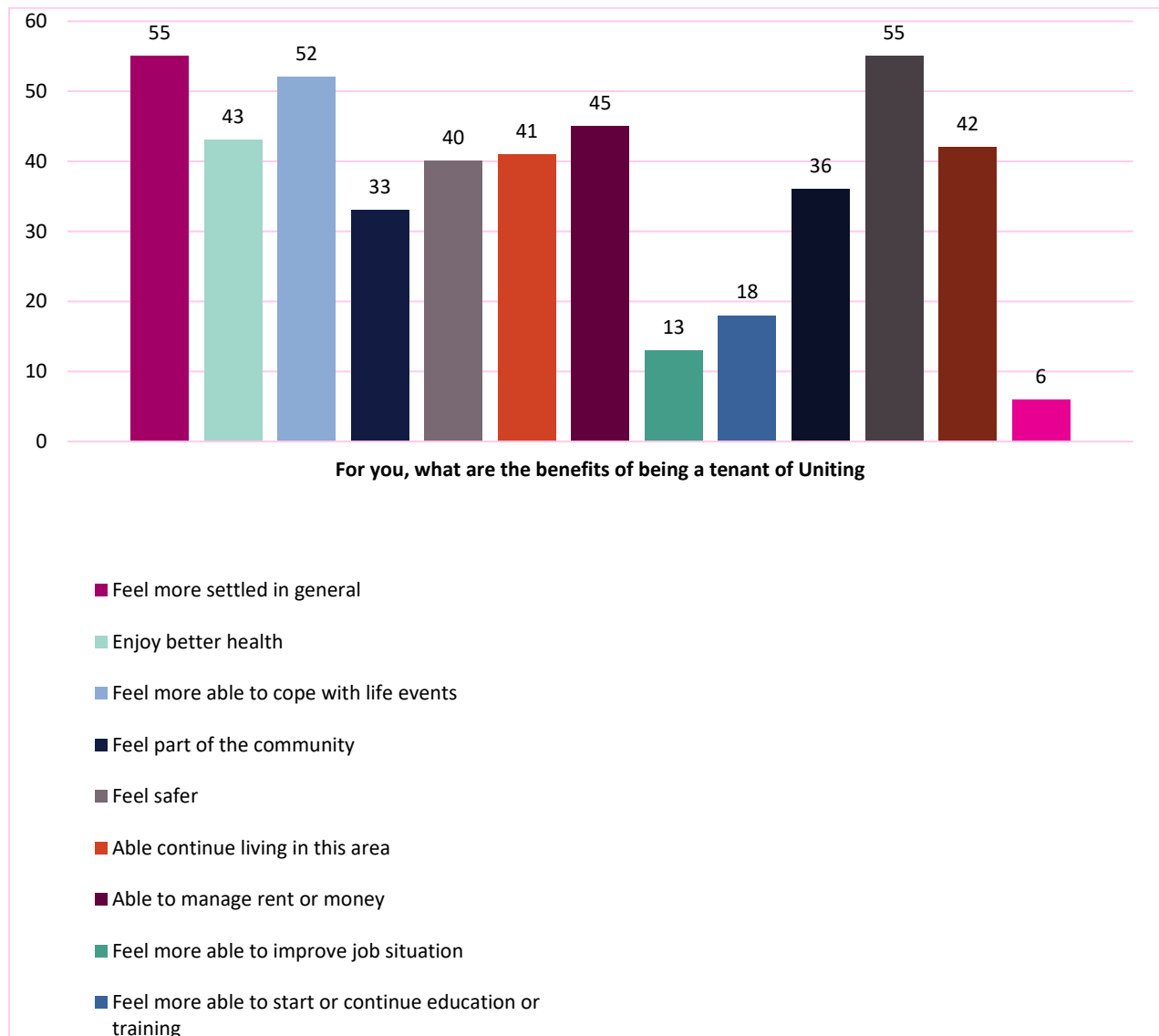
*“I would welcome staff members email address being listed on the Uniting correspondence.”.*

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. We 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, feel more able to cope with life events and feel more secure and stable about their housing 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 rate they feel more able to improve their job situation 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.

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

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

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

**22** 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
Continue to be transparent in communication with tenants about realistic maintenance response and completion timeframes.	Maintain integrity in the relationship with tenants and to adjust realistic expectations.	Tenancy Support Workers continue to communicate with tenants when requesting maintenance at inspections or on the phone.	With immediate effect.
Provide tenants with a fridge magnet with the emergency maintenance contact number.	Remind tenants of the emergency maintenance number, that is easy to store.	Order fridge magnets and distribute to tenants.	January 2022
Include the emergency maintenance number permanently in the Housing newsletter.	Remind tenants of the emergency maintenance number.	Communications team to format the template and include in the newsletter.	Autumn newsletter March 2023
Include Tenancy Support Worker email address on their inspection letters	Provide another method of communication for tenants to contact their Tenancy Support Worker.	Tenancy Support Worker to format their inspection letter template to include their email address.	With immediate effect.

## 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.