

Tenant Satisfaction Survey 2024.

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 2024 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
- 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 also focused on 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 preferences.

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 tenancy 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	212	48	23%
Other supported Housing pathways	126	30	24%
All Housing tenants	338	78	24%

Results

Results

Communication and Relationships



Over 9 in every 10 tenants are satisfied with the communication of the housing team, and the relationships they have with the team.

The area rated the highest within communication and relationships was ***Uniting housing staff members are helpful and attentive*** with a 92% satisfaction rate. The housing team thrive to make the tenants experience a positive one by being respectful and courteous, guided by the values of the organisation.

The housing team will also link in with other services internally and externally, should tenants need additional support in other areas of their life. A supportive landlord model is provided to all tenants using a person-centred approach.

Feedback and Complaints

More than 4 in every 5 tenants are satisfied with feedback and complaints. Out of all the areas within the survey, ***Feedback and complaints*** achieved the largest increase in satisfaction from the previous year, increasing by 9%.

It is unclear why there was a such a significant increase from 2023, however, it likely coincides with the high satisfaction rate in ***Communication and relationships***.



My Property and Maintenance

This area measures satisfaction of overall condition of a tenant's property as well as the maintenance service provided. It remained a similar satisfaction rate to the 2023 satisfaction rate. This year's lower levels of satisfaction with the maintenance service provided is likely a consequence of a heated trade industry, which results in longer wait periods for maintenance.

Although still a high satisfaction rate, this area is something housing service will need to monitor to ensure the service maintains or improves rather than declines further.



Maintenance Contractors



This area decreased in overall satisfaction from 2023 by 2%. The biggest decrease was ***Maintenance contractors attend at scheduled times.***

Similar to ***My property and maintenance***, the labour and materials shortages could be contributing to the decrease in satisfaction.

Overall satisfaction



Albeit a high satisfaction rate, this area has decreased in satisfaction by 3% from 2023. This is something we like to ensure we maintain high levels of satisfaction in and will continue to implement strategies to improve on.

78 surveys were returned this year compared to 76 in 2023. SMS reminders were sent out to tenants during the 8-week timeframe, along with prompting and encouragement during property inspections.

The lowest satisfaction area was ***maintenance contractors*** and my ***property and maintenance***. A contributing factor to the lower satisfaction rate is likely the labour shortage and heated trade industry, which results in longer wait periods for maintenance and contractors not meeting arranged timeframes. That's said, these wait times are still well within the required response times outlined in the Residential Tenancies Act.

Overall, the highest satisfaction rate of 91% was ***Communication and relationships*** within Uniting housing service.

The contributing factors as to why this is an area of high satisfaction include:

- Uniting housing team offer tenants an opportunity to complete Tenancy Star with their Tenancy Support Worker to plan and work towards achieving goals.
- Uniting housing team use a person-centred approach to service delivery such as sending out birthday cards and Christmas cards.
- Uniting offers a furniture package, which sources and maintains furniture items for a small fee.
- The housing team facilitate a yearly tenant forum to provide a platform for tenants to give feedback on the services they receive, and what they would like improved.
- The housing team implemented improvement goals identified in 2023 via the tenant survey and tenant forum, such as facilitating a smoking cessation workshop in collaboration with the Cancer Council WA, day trip to AQWA and a Paint & Dip workshop, which were all achieved in 2023/24.
- The housing team publishes a 6-monthly newsletter and includes updates regarding any changes within the housing team or policy changes within the community housing sector.
- The housing team facilitates monthly social activities that include coffee groups and a swimming group.

Overall, Housing Service continually endeavours to improve communication and create a positive relationship with tenants to ensure they are listened to and feel connected.

The Likert Scale

The Likert Scale asks 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).

76 out of 78 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 is included 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:**

"Lots of activities to go to with no pressure to attend".

"They get back to me in a timely manner".

- **Feedback & complaints:**

"I personally find it difficult to make complaints. Very grateful".

"Never had a problem."

- **My property & maintenance:**

"Repairs are always done on a timely manner".

"No hassles in which the speed of maintenance is provided".

- **Maintenance contractors:**

"Sometimes gardeners don't let us know there coming.".

"Generally good with getting back to me"

- **Overall satisfaction & suggestions:**

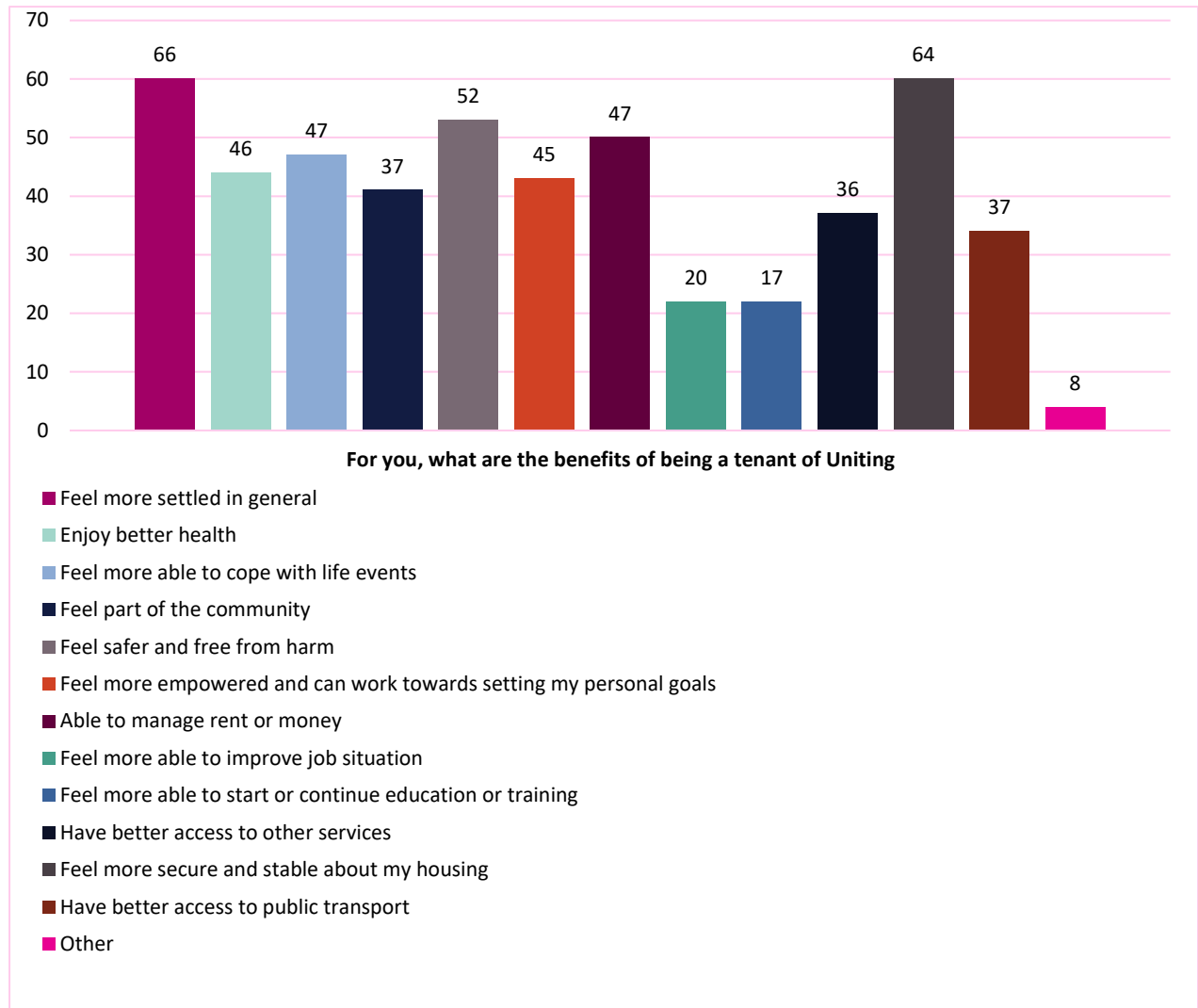
"You are doing a great job; the coffee meets are good to know more people".

"I can't fault the support I have received from all the crew. Keep up the good work".

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. The team 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 strongly that they are feeling more settled in general, feel safer 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 or 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.

11 Tenants indicated they were interested in Tenancy Star.

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

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

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

Next step

The feedback and information received from the survey will be presented to the housing team at the planning day in October 2024, where goals will be set for the next 12 months on ways to improve the service tenants receive.

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.