



REPORT 2025

Tenant Satisfaction Survey

Uniting

Purpose

The Uniting WA tenant satisfaction survey has been used for more than 10 years to measure the satisfaction of Community Housing tenants regarding the services they receive. The survey assists the Uniting WA Community Housing (Housing) team to strive for continuous quality improvement of the service and provides tenants and carers the opportunity to influence service delivery.

Feedback from tenants is considered along with feedback received from other tenant engagement opportunities such as the Uniting Tenant Advisory Forum. This forms part of the Uniting WA Community Housing Tenant Engagement plan (Appendix 1).

Objective

Positively engage with tenants and carers

Obtain feedback on service delivery

Obtain feedback on tenant outcomes

Opportunities for tenants to voice issues around tenancy matters and their lived experience

Methodology

Tenants within the Housing Service were asked to participate in the annual tenant satisfaction survey. The survey was delivered to tenants in July 2025 with responses received for an eight-week period. A bulk SMS reminder was sent out two weeks prior to the return deadline. Tenancy support workers encouraged tenants to return the survey during inspections conducted within the return period.

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

Housing is diverse spanning many of the service pathways of the organisation and works collaboratively with various external support programs.

Services assessed in this satisfaction survey included:

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

The satisfaction survey is a combination of qualitative and quantitative questions, divided into different themes with a series of statements per theme. Tenants rate questions from strongly agree to strongly disagree.

Themes

The themes included in the survey were:



Similarly, a Likert scale was used to measure how likely a tenant(s) would be to recommend the service to a friend or family member.

Tenant outcomes were assessed by questions focused on what the tenant believed was the impact of being a Uniting WA Housing tenant.

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

To incentivise survey return, tenants were given the opportunity to provide their contact details and be entered into a prize draw to win a \$100 gift card.

All tenants were given the opportunity to remain anonymous if they wished. All information was treated confidentially.

Satisfaction Survey 2025 Results

Overall Responses

A total of 73 surveys were returned this year compared to 78 surveys returned in 2024.

Type/Program	N# of Surveys Sent	N# of Surveys received	Percentage return per portfolio
ILP only	215	46	21%
Other supported Housing pathways	123	27	22%
All Housing tenants	338	73	22%

Highlights of Satisfaction Survey 2025

Communication and Relationships



Overall 95% of 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 '*I am satisfied with communication and customer service at Uniting*' with a 96% satisfaction rate.

The Housing team strive to ensure that the tenants experience is positive, respectful, courteous, and guided by the values of Uniting WA. The team deliver a person

centred, supportive landlord approach that provides referral and connection to additional support services if required. Wrap around supports provided from internal and external support providers.

Feedback and Complaints



Feedback and complaints recorded an 85% satisfaction rate, a decrease in satisfaction of 2% compared to last year's satisfaction survey. Although there had been a decrease in satisfaction in the Feedback and Complaints area, the overall dissatisfaction rate improved from last year's satisfaction survey by 1%.

The decrease in satisfaction is likely influenced by; delays in response times, unclear communication around complaint outcomes, or simply a few isolated experiences that influenced perceptions. The feedback and complaints

process for the Housing Team is being reviewed and will be a feature of continuous improvement planning for 2025-2026 financial year.

My Property and Maintenance



This area measures satisfaction of the condition of a tenant's property as well as the maintenance service provided. The responses reflected an improvement in the overall satisfaction rate being 94%, an increase of 6% compared to the 2024 satisfaction survey.

This uptick is likely attributed to the onboarding of our new responsive maintenance contractor, Complete Services. Since their engagement, we have consistently received positive feedback from tenants regarding the quality of work, responsiveness, and the professionalism

demonstrated by the contractor and their team. Complete Services proactive and reliable service delivery has positively impacted tenant experience, contributing significantly to the improved satisfaction scores in this area.

Maintenance Contractors



9 in 10 tenants were satisfied with our **Maintenance Contractors**. This area increased in overall satisfaction from the 2024 satisfaction survey by 6%, the largest increase across the survey. Tenants either Agreed or Strongly Agreed with the statement 97% *'Maintenance contractors are respectful and courteous towards me and my property'*.

Like **My Property and Maintenance**, significant improvement is likely linked to the performance

of our newly onboarded contractor, Complete Services. The contractor's team has consistently received positive tenant feedback. Their professionalism, responsiveness, and respectful approach have clearly resonated with tenants, contributing to the overall uptick in satisfaction.

Overall Satisfaction



This area has seen a remarkable increase in satisfaction, rising by 8% to reach an outstanding 97% overall satisfaction rate. This is the highest result we've recorded and a great achievement that reflects the success of our ongoing efforts to improve service delivery and tenant experience.

While this result is something to be proud of, it's important that we continue listening to tenants, especially in areas where satisfaction hasn't improved or has decreased.

Understanding and responding to these concerns will help us maintain a high level of satisfaction and ensure our services continue to meet tenant expectations.

Evaluation

Communication and Relationships was the highest-performing area in the survey, achieving an outstanding 96% satisfaction rate. The results reflect strong, positive relationships between tenants and staff, with clear communication and responsiveness being key strengths. This demonstrates the success of our commitment to building trust and maintaining open, supportive engagement with tenants. The contributing factors as to why this is an area of high satisfaction include:

- The Housing team offer tenants an opportunity to complete a Tenancy Star with their Tenancy Support Worker that identifies the tenants' goals and develops a plan to help in working towards achieving their goals.
- The Housing team works to build a sense of community and belonging for tenants organising groups events and workshops, sending out birthday cards, Christmas cards and recognizing important community events.
- Housing offers a furniture package to tenants, which sources and maintains furniture items for a small weekly fee.
- The Housing team facilitate a yearly tenant advisory forum that provides a platform for tenants to provide feedback on the services they receive, and what they would like to see improved.
- The Housing team identified areas of improvement and listened to tenant ideas for group participation through the 2024 tenant satisfaction survey and tenant advisory forum. In 2025 resultant of tenant ideals the Housing team facilitated a Bunnings Gardening Workshop and a day trip to Caversham Wildlife Park.
- The Housing team publish a 6-monthly newsletter and include updates regarding any changes within the housing team or policy changes within the community housing sector.
- Monthly social activities including coffee groups and a swimming group were well attended throughout 2024.
- The annual tenant Christmas BBQ at Trigg Beach, provided an opportunity for tenants and staff to connect and celebrate the festive season.

The least performing area was **Feedback and Complaints**, which achieved an overall satisfaction rating of 83%, with 3% dissatisfied and the remainder neutral. Most comments were positive, with tenants reporting no complaints and praising staff responsiveness, including quick action to prevent a fire risk. One tenant raised a concern about an overgrown community garden, acknowledging it is not Uniting WA's responsibility but requested assistance in escalating the issue. While the result is generally positive, the lower satisfaction compared to other areas shows there is room for improvement, and the need to continue listening to feedback from tenants.

Satisfaction Survey Scoring Measurements - The Likert Scale

The Likert Scale asks tenants to rate their willingness to recommend the Housing Service to family and friends, elicits important insights into the quality of the service and is a quantifiable method of measuring customer satisfaction.

Tenants were asked to scale 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).

The 71 tenants who answered the question resulted in the average number of 9.1 out of 10, which is up from 8.8 from last year.

This is a strong indication that tenants are very satisfied, and increasingly so, 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 satisfaction survey so that tenants can 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 case worker is assertive when needed but very supportive".*
- *"Catherine is very Supportive and answers my emails for any repairs".*

Feedback & complaints:

- *"I haven't made any complaints so the above is not something I can answer, but I believe Catherine would get onto anything needed".*
- *"My case worker always listens and responds to my feedback"*

My property & maintenance:

- *"All maintenance issues are delt with promptly. The place is in excellent condition"*
- *"Quick & efficient maintenance"*

Maintenance contractors:

- *"Some maintenance contractors do call ahead, though a few times others appeared at my door which didn't stress me out too much"*
- *"No bad interaction, very professional"*

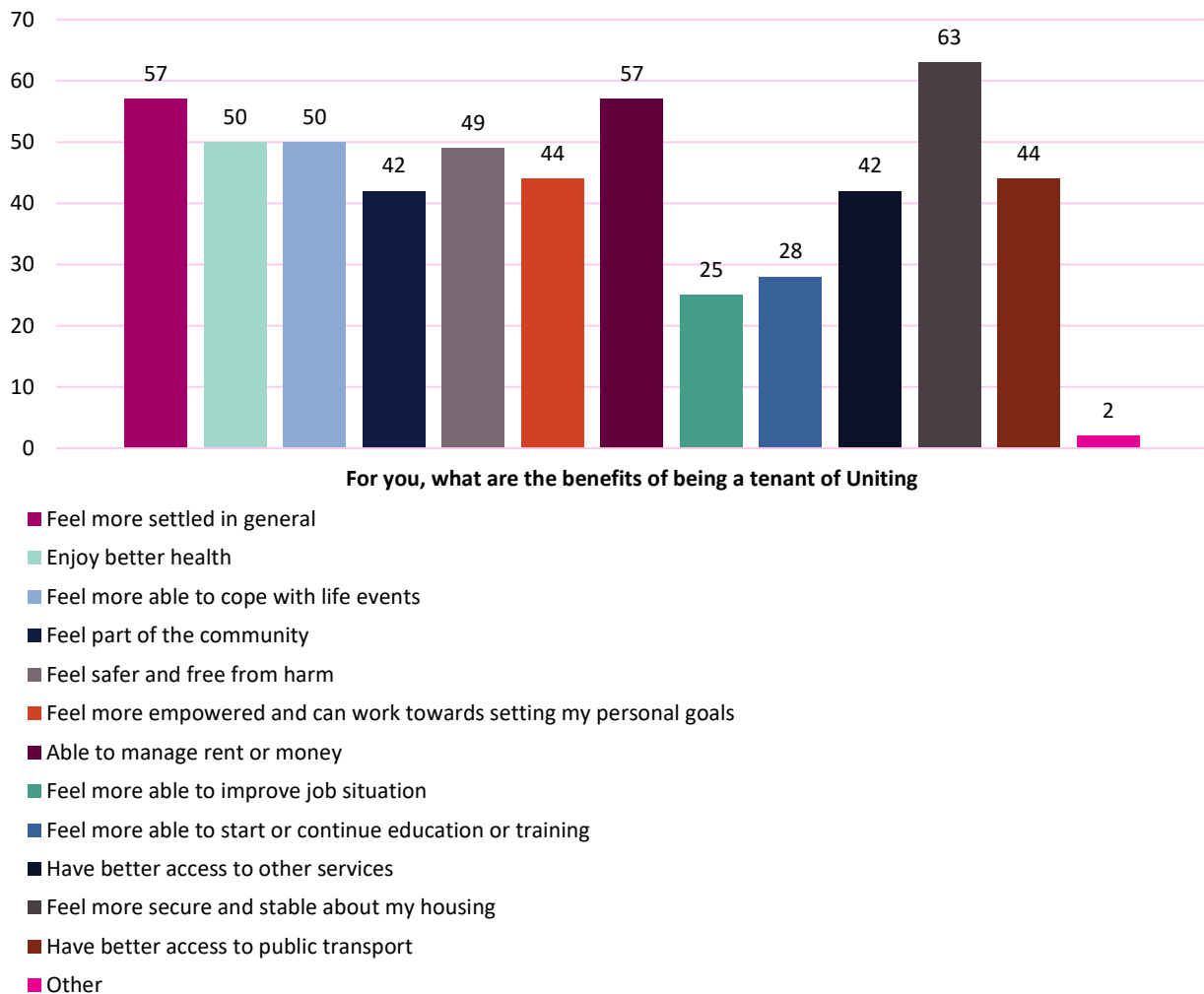
Overall satisfaction & suggestions:

- *"None. Very, very happy - I love living here".*
- *"None you do a great job, and I appreciate the support I get from Uniting".*
- *"Better Communication about rent changes"*
- *"Only once, did I have to remind someone about something"*

The comments indicated that tenants are happy with the service they receive. They also reinforced that Housing team members are efficient at carrying out their roles and are aligned with Uniting WA'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 was requested.

Outcomes



The Outcome's framed question was included to measure the benefits of being a Uniting WA Community Housing tenant and assess the impact of the service.

Tenants indicated strongly that they feel safer and feel more secure and stable about their housing because they are a Uniting WA Community Housing tenant and are feeling more settled in general.

These responses 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 satisfaction survey. Uniting WA Community Housing Service will actively contact those tenants who indicated they would like to know more about the services that ILP provide.

15 Tenants	indicated they were interested in Tenancy Star.
16 Tenants	indicated they were interested to know more about NDIS.
16 Tenants	indicated they were interested to know more about the Tenant Advisory Forum.
14 Tenants	indicated they would be interested in tenant engagement events and activities.

Next steps

The feedback and information received from the annual Tenant Satisfaction Survey 2025 will be presented to the Housing team at their annual planning day scheduled for October 2025.

The Housing Team planning day will identify goals that the team will strive toward for the next 12 months and plans for how to seek improvement.

Importantly Team goals are heavily influenced by feedback, complaints and the responses from the annual Tenant Satisfaction Survey and the Annual Tenant Advisory Forum.

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.