

Homes Out West 2007 Tenant Survey Results

The 2007 Tenant survey was conducted to help us identify what we can do to make our services even better. The following responses whether positive or negative are very important to us as it provides information about what tenants in community housing think of their homes and the service that they have received from Homes Out West.

Methodology

An expression of interest was put to tenants to undertake this task as a telephone survey. Jim was employed to contact all Albury tenants and Joanne was employed to contact Balranald, Deniliquin and Moama tenants and to collate all survey results. A number of tenants either did not want to be involved or they could not be contacted at the time.

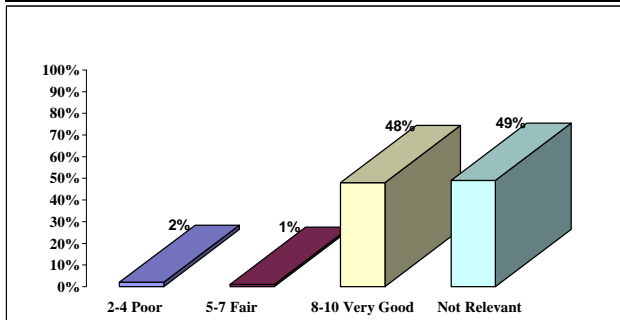
Listed directly below is the number of people surveyed and the area in which they reside.

Albury	40
Balranald	3
Deniliquin	34
Moama	5

47% Tenant Response

Access

1. How did you find the transition from the previous housing provider to Homes Out West?

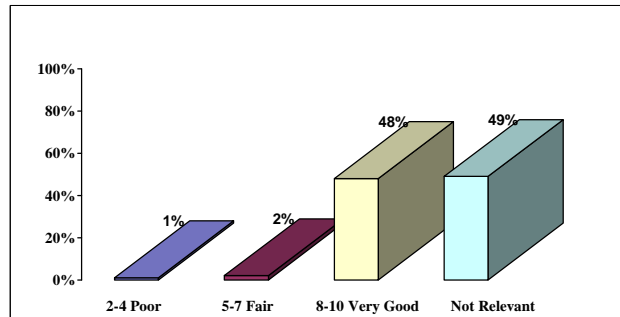


(Tenants that answered Not Relevant applied for housing directly through Homes Out West therefore this question was not relevant to them.)

Comments

Very happy with the new service.
Very smooth transition.
Didn't notice much change at the time.

2. How would you rate your experience when you applied for housing with Homes Out West?

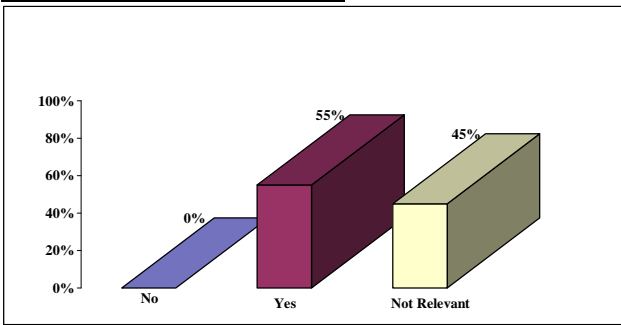


(Tenants that answered Not Relevant were originally with another housing provider.)

Comments

It is an excellent program.
I Felt that it could have been a lot quicker.
Great.
I am not a person that likes to talk about my problems so it was a little uncomfortable for me.

3. Did the staff understand your situation?

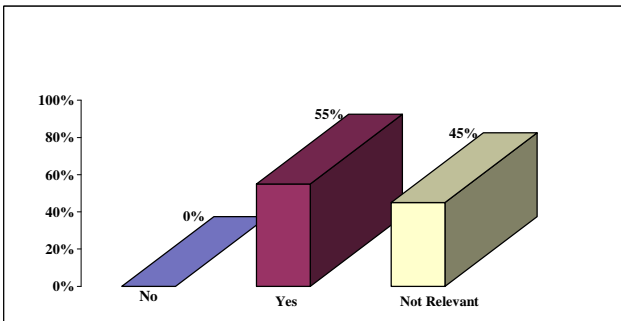


(Tenants that answered Not Relevant were originally with another housing provider and did not go through the initial interviews.)

Comments

I found the staff to be fantastic.
Unless you live that life you can never fully understand but they do the best they can.
I found them ok but perhaps they could have been a bit more empathetic.

4. Were the Staff helpful?

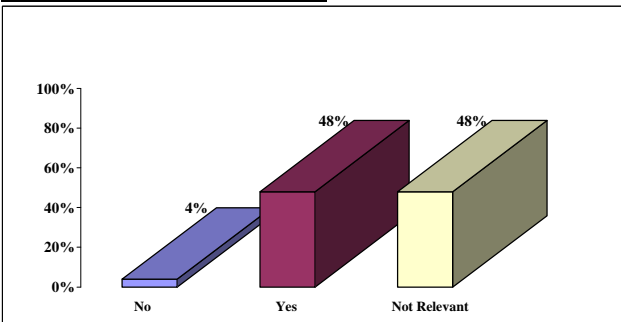


(Tenants that answered Not Relevant were originally with another housing provider and did not go through the initial interviews.)

Comments

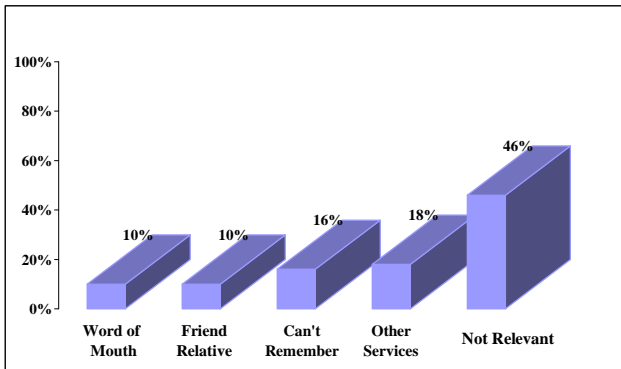
They were great.
I got my house so they were very helpful.

5. Did you understand the process for accessing housing with Homes Out West following your first contact with the organisation?

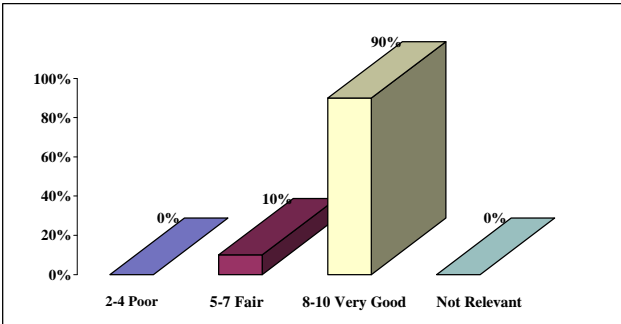


(Tenants that answered Not Relevant were originally with another housing provider and did not go through the initial interviews.)

6. How did you find out about Homes Out West?



7. Does Homes Out West make it easy for you to access their services and contact them?

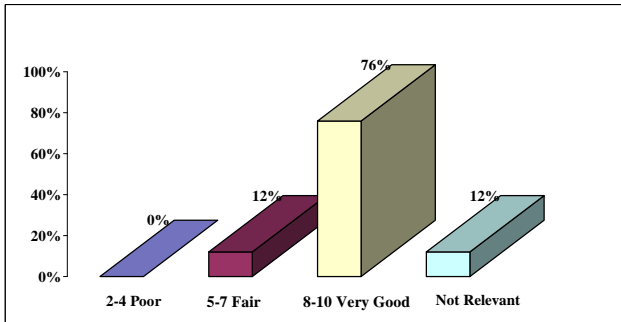


Comments

Albury tenants felt that it was hard to contact their workers due to the fact that the office is not open all week.
Most tenants were very satisfied with the accessibility of Homes out West.

Information/Rights

8. How useful is the information provided by Homes Out West to you?

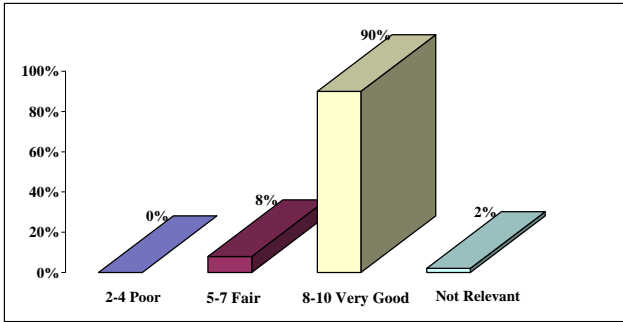


(Tenants that answered Not Relevant are long term tenants who don't recall receiving the information packs.)

Comments

Most tenants read and filed their information packs.
Several tenants did read it and then threw it away.

9. As a Tenant you receive regular rent statements how valuable do you find these?

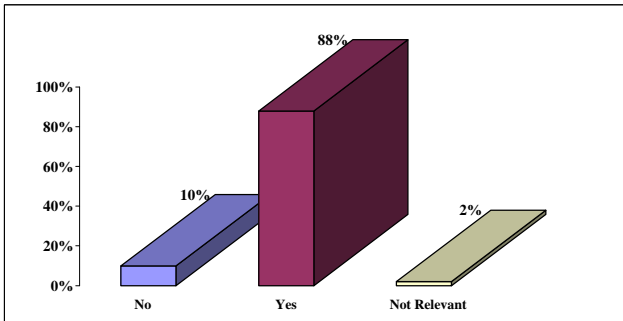


(Tenants that answered Not Relevant have not been with Homes Out West Long enough to receive one.)

Comments

Great to keep track of rent situation.
 Waste of time and money when my money goes directly from Centrelink to Homes Out West.
 I don't look at them.

10. Do you understand the rent statements?

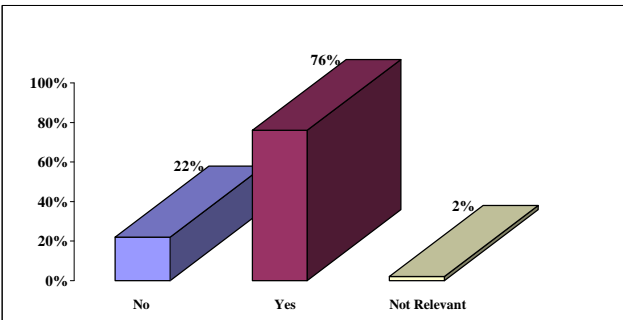


(As previously stated tenants that answered Not Relevant have not been with Homes Out West Long enough to receive one.)

Comments

If I am not sure I just ring the office anyway.
 They can be a little confusing.
 The staff explained it to me and now I have no trouble reading them.

11. Are the newsletters useful and informative?



(As previously stated tenants that answered Not Relevant have not been with Homes Out West long enough to receive one.)

Comments

Some tenants would like the newsletters on a more regular basis.
 The tenants that answered No throw them away without reading them.

12. What information would you like to have in the newsletters?

Crossword

Homes Out West properties that are becoming available.

Local news

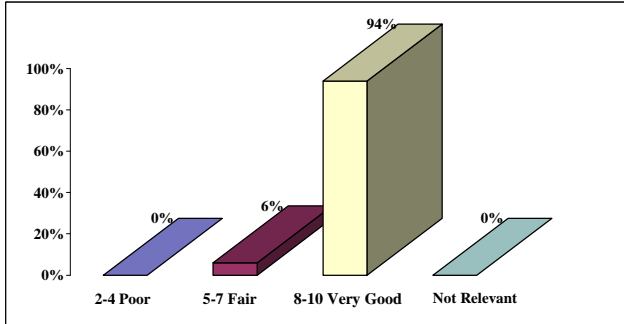
Tenant contributions - stories, advice etc....

The children's colouring in competition was great, maybe one in every newsletter.

It seems to be more for families so maybe some stuff for singles would be good.

A list of emergency/after hour numbers would be good.

13. How would you rate Homes Out West's handling of your rent matters?

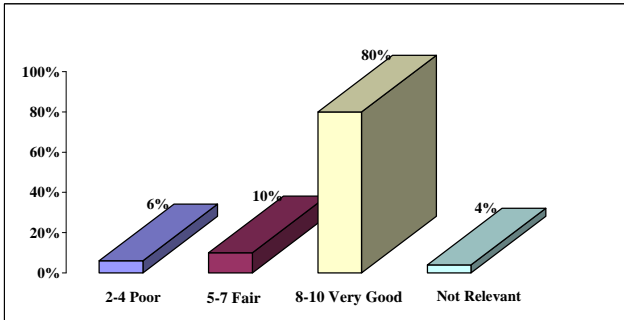


Comments

Could be a bit more empathetic if a tenant gets behind in the rent.

Homes Out West staff communicate rent matters in a very professional manner.

14. How would you rate the way your rights as a tenant are supported by Homes Out West?



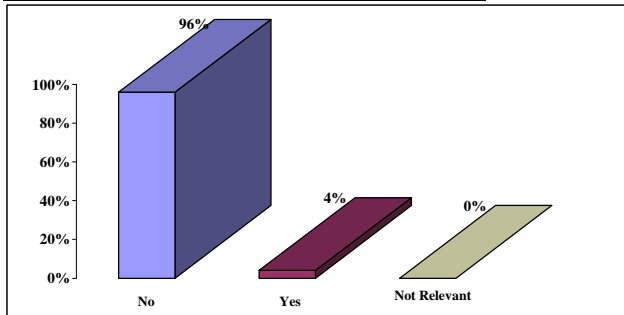
Comments

When a tenant is to be placed in a residence that is controlled by a strata management I think that the tenant should be fully informed at the beginning from Homes Out West detailing exactly what this means for them.

Haven't had any problems that would require their support.

Would think that if I had any issues Homes Out West would support me to the best of their ability.

15. Have you had to use the complaints and appeals system?

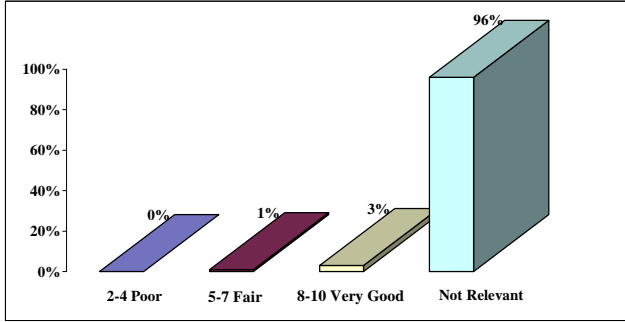


Comments

I felt that my air-conditioning problem wasn't being properly addressed.

I had some maintenance issues that were not being fixed.

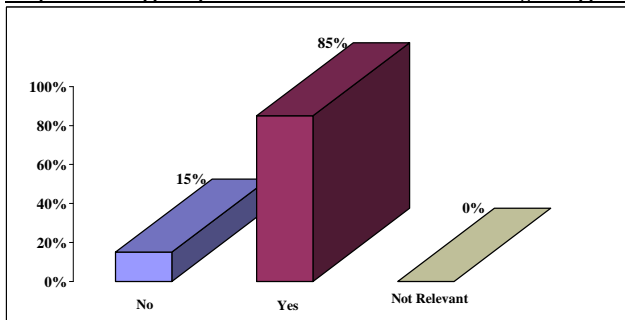
16. How would you rate the Homes Out West complaints and appeals system?



Comments

Air-conditioner was fixed so I was happy with the system.
Maintenance problems completed.

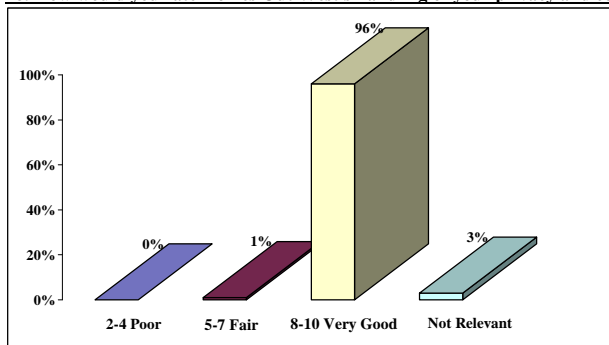
17. Do you feel you have been provided with enough information from Homes Out West about the complaints and appeals process and would be comfortable to lodge an appeal or complaint if the need arose?



Comments

I would hate to think that it would get to that stage.
If I felt that I wasn't getting anywhere with Homes Out West I would definitely take it further.

18. How would you rate Homes Out West's handling of your privacy and confidentiality?

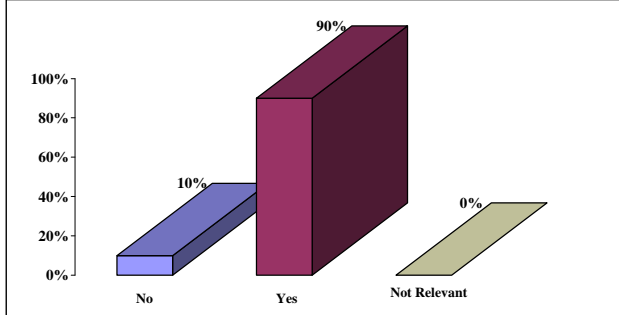


Comments

My silent telephone number was given to a contractor without my permission.
I haven't heard anything about myself, so I guess they're pretty good at confidentiality.

Maintenance

19. Have you reported any maintenance problems to the Homes Out West Office?

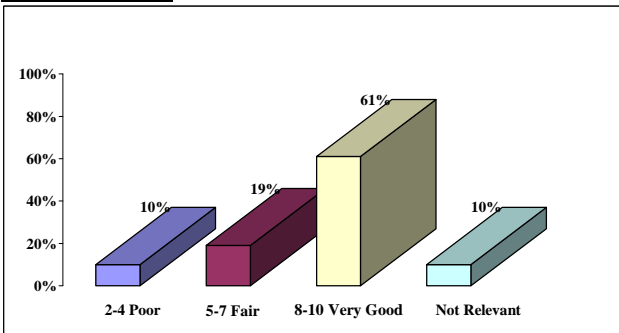


Comments

I haven't personally reported any problems because they were there when I moved in.

Taps, sinks, Ovens, toilets, doors, bathrooms, floors, ceiling fans, water mains, and gutters were all mentioned as having been reported.

20. How satisfied were you with the level of workmanship undertaken at your property and the timeliness of repairs?



Comments

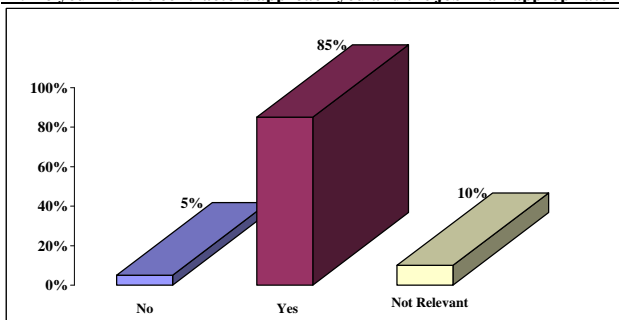
Pretty good

Would prefer if contractors could come after 9.00am as I am a single mother with kids and mornings are very hectic.

Homes Out West should have a better follow-up system then they would know whether a job has been completed or not.

Owner of the property is too slow approving work.

21. Do you find the contractors approach you and the job in an appropriate manner?



Comments

The contractors are always pleasant and the job gets done well.

They turn up have a look at what needs to be done and then say they will be back and don't come back.

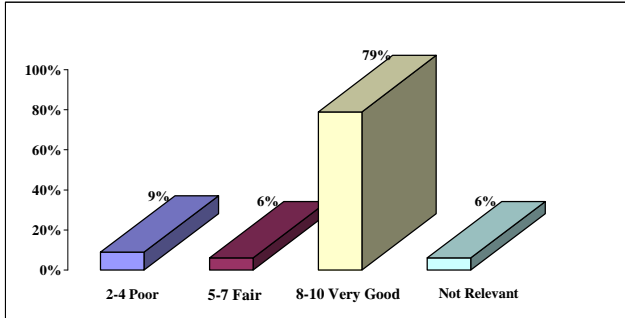
If you are not home when the contractor arrives it would be nice if they could wait at least ten minutes rather than have to reschedule another day altogether.

22. Which trade did the contractor belong to?

Plumber - Deniliquin

Painter/electrician/handyman - Albury

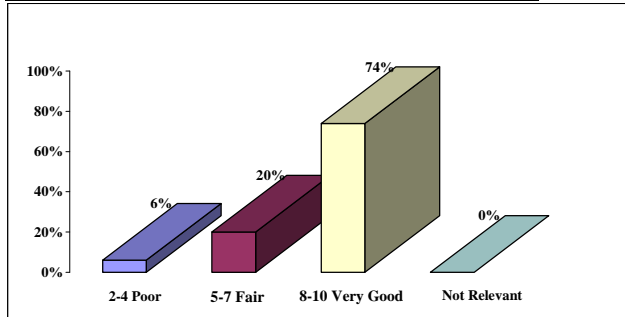
23. How would you rate the Homes Out West's office handling of maintenance and repairs on your property?



Comments

The general comment is that all maintenance repairs are carried out promptly and efficiently. Several tenants have had problems that have taken months to be fixed.

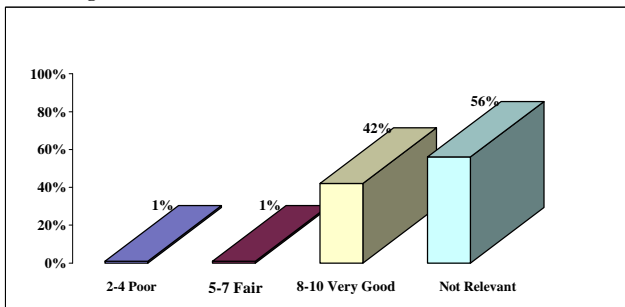
24. How satisfied are you with the overall condition of your home?



Comments

A large majority of tenants surveyed commented that heating and cooling was the one thing that they would like changed in their homes. Some tenants would like their house/unit painted. Carpets were another concern for some tenants. Security screens for windows and doors was mentioned several times. New linoleum in kitchens was also mentioned. Quite a few people stated that their home was in excellent condition and that there is nothing that they would like changed.

25. How would you rate the way Homes Out West supports you or your family when your housing needs have changed?



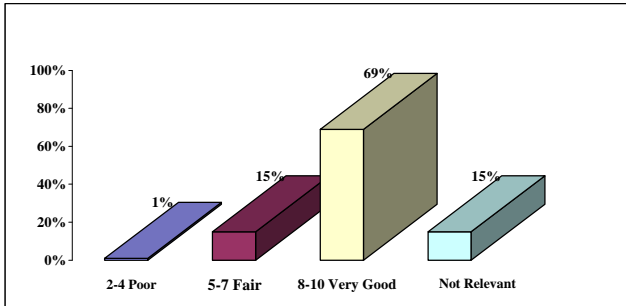
(All tenants that answered Not Relevant have never moved residences or have had any need for support.)

Comments

Homes Out West were fantastic they took the pressure out of having to move. Homes Out West were very supportive when I had to move houses due to the owner selling.

Tenancy Conditions and Organisational Changes

26. How would you rate the way Homes Out West has included you in decision making about the organisation?



Comments

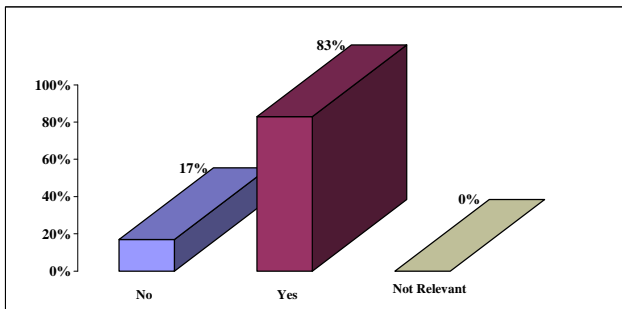
I haven't been with Homes Out West long enough to feel included.

Even if I attended the meetings etc.. I doubt very much that my suggestions/opinions would be taken seriously.

I have been to the meetings before and it seems to me that there are already too many people making decisions.

It is a nice feeling to receive the letters inviting us to come to meetings and voice our opinions.

27. Homes Out West has recently undertaken significant organisational growth - do you feel that you have been fully informed of these changes?

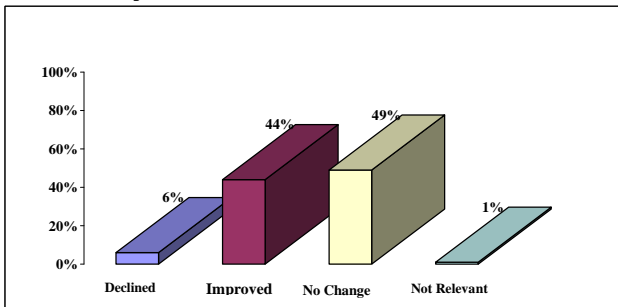


Comments

The majority of tenants felt that they had been fully informed of all changes.

Several tenants had no idea what changes had been made to Homes Out West and would like it clarified.

28. Do you feel that services have improved, declined or there has been no significant change since Homes Out West has expanded?



Comments

I think that they need more staff.

I think that they are not as focused in Deniliquin now because the operation is getting larger.

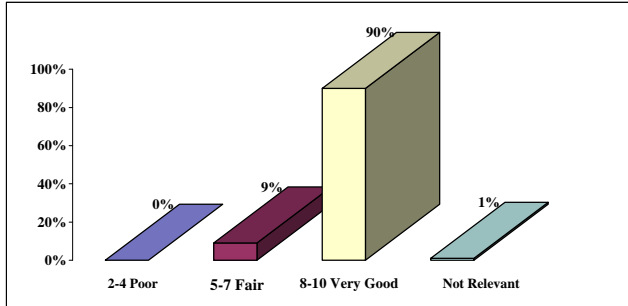
They just don't feel as attentive as before.

It feels a lot more organised now.

They seem to be getting more professional.

Staff

29. How would you rate the skills of the staff?



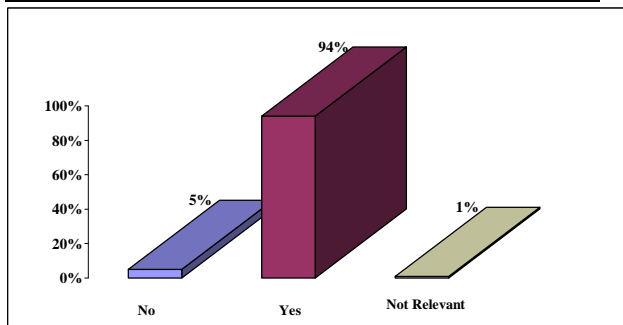
Comments

I have never had a problem that they couldn't fix or at least point me in the right direction.

The staff are fantastic.

The are very friendly.

30. Do you find that staff are approachable and responsive to your issues?



Comments

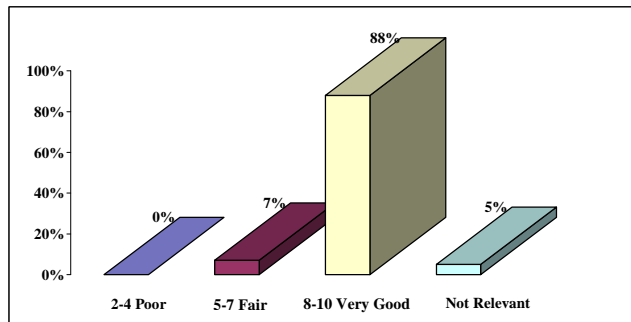
Within their guidelines.

Most of the time.

They deifinatly go above and beyond when I have a problem.

General

31. How would you rate the role Homes Out West has in your community?



Comments

Most tenants commented that without Homes Out West in their community they do not know where they would have ended up.

The play a vital role in our town.

Some tenants think that they need more exposure.

The have a very good reputation around town and that is because of all the hard work that the staff do.

32. All tenants were asked whether they had any suggestions/improvements or general issues that they would like to comment on.

Why is Rent assistance that we receive from Centrelink used as part of our income when Homes Out West calculate how much rent we are to pay?

I seem to be having a lot of inspections can Homes Out West Limit them to 2 per year?

Is it possible to transfer between Homes Out West properties?

Is it possible to have someone about once a month either visit or ring just to find out how everything is going? Rather than the only contact being when we have a problem or rent reviews etc...

I would like to say that real estate should take a leaf out of Homes Out West's book with the overall running of tenants/homes. They are fantastic.

It would be a great example to set if Homes Out West provided all tenants with environmentally friendly light bulbs or any other energy saving devices.

It seems to me that if you are living in a capital property the maintenance and overall living conditions are substandard, whereas if you are in a leasehold property everything is maintained much better.

Tenants that reside in units should have access to all yards in case of an emergency such as a fire. No locks on gates that are connected to other units or savage dogs should be permitted.