

Homes Out West 2009 Tenant Survey Results

The 2009 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.

Jade was employed to contact all Balranald, Deniliquin, Albury 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.

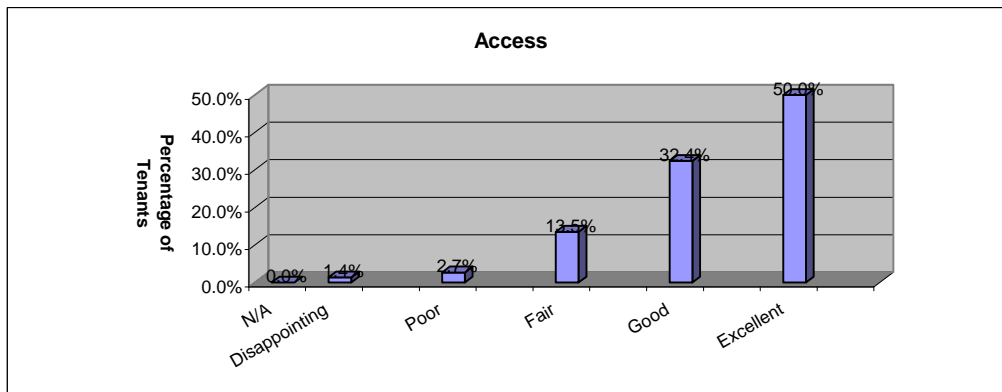
Listed directly below is the number of people surveyed and the area in which they reside.

Albury	40
Balranald	6
Deniliquin	26
Mirradong	2

45% response rate

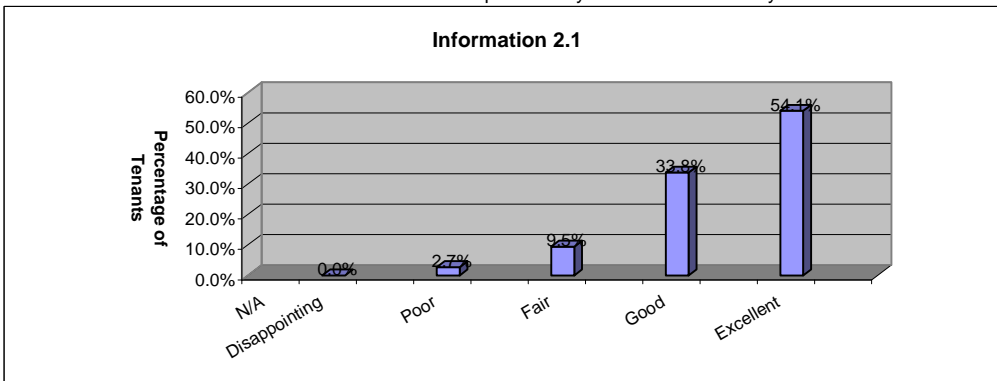
Access

1.1 On a scale of 1-10 does Homes Out West make it easy for you to access their services and contact them?

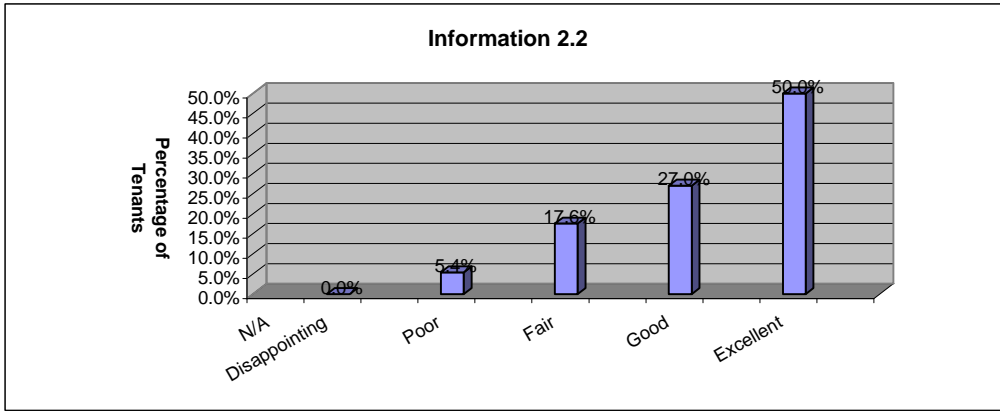


Information

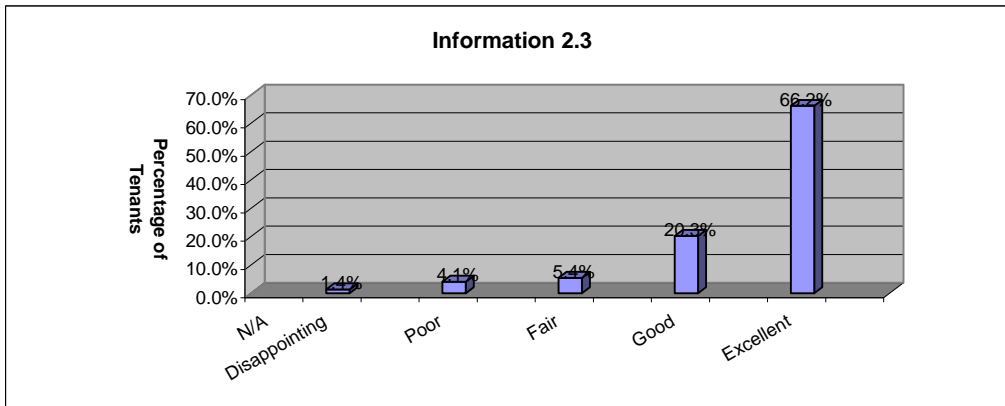
2.1 On a scale of 1-10 how useful is the information provided by Homes Out West to you?



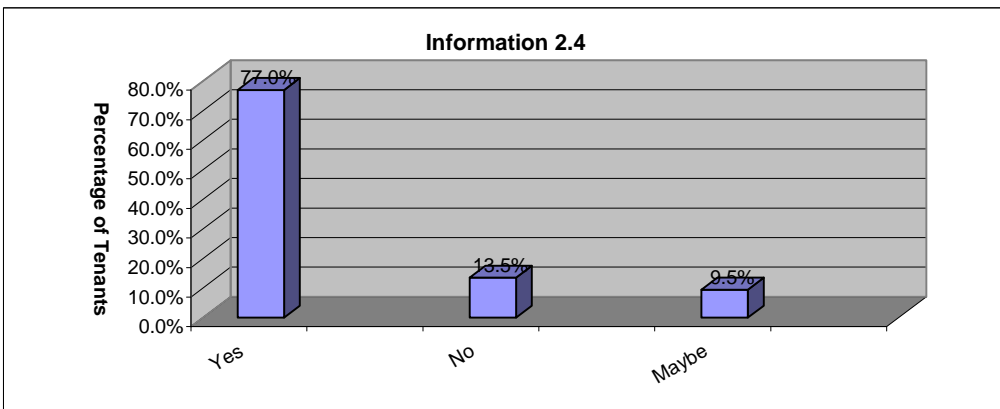
2.2 As a Tenant you receive rent statements, on a scale of 1-10 how valuable do you find these?



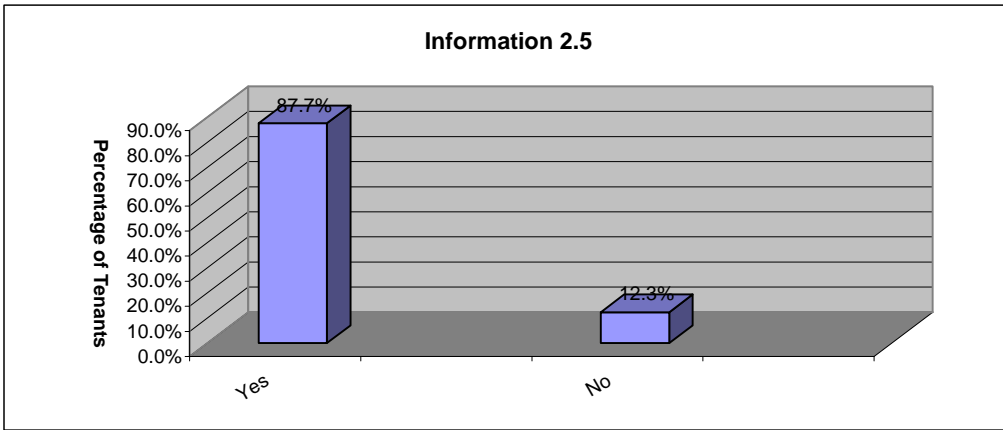
2.3 On a scale of 1-10 how would you rate Homes Out West's handling of your rent matters?



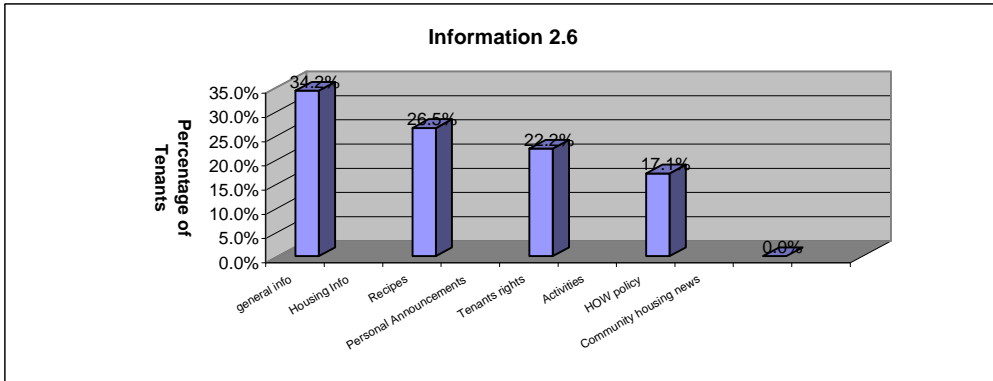
2.4 Do you understand the rent statements



2.5 You will have received regular newsletters from HOW. Are the newsletters useful and informative?

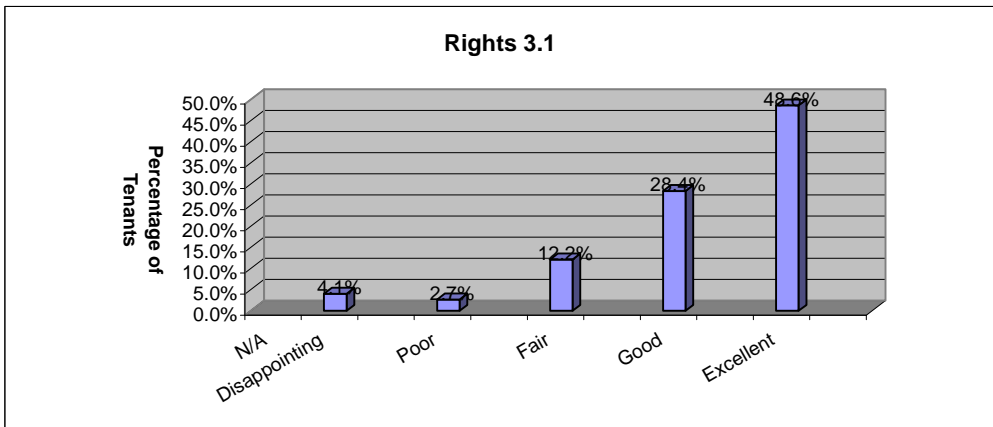


2.6 What information would you like to have in the newsletters?

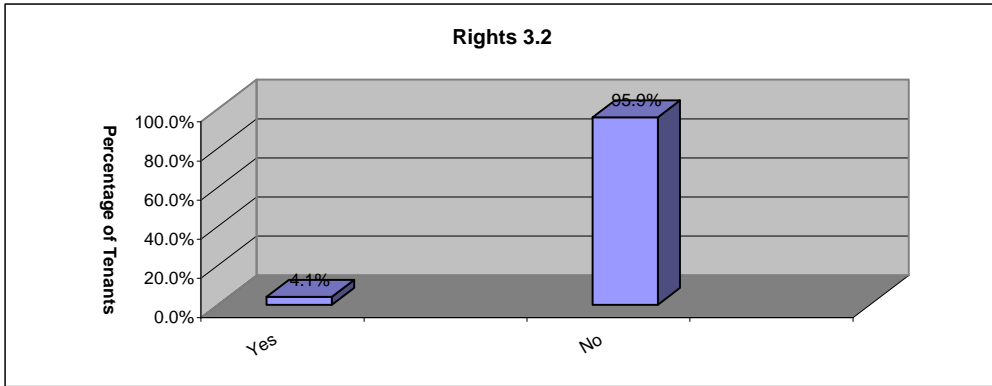


Rights

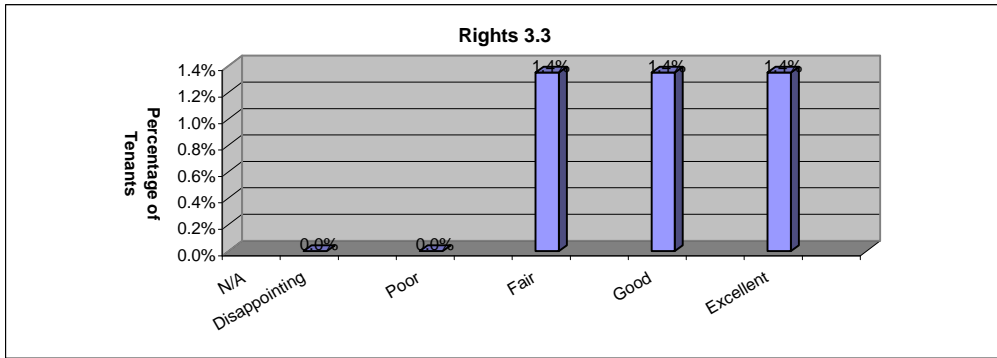
3.1 On a scale of 1-10 how would you rate the way your rights as a tenant are supported by HOW?



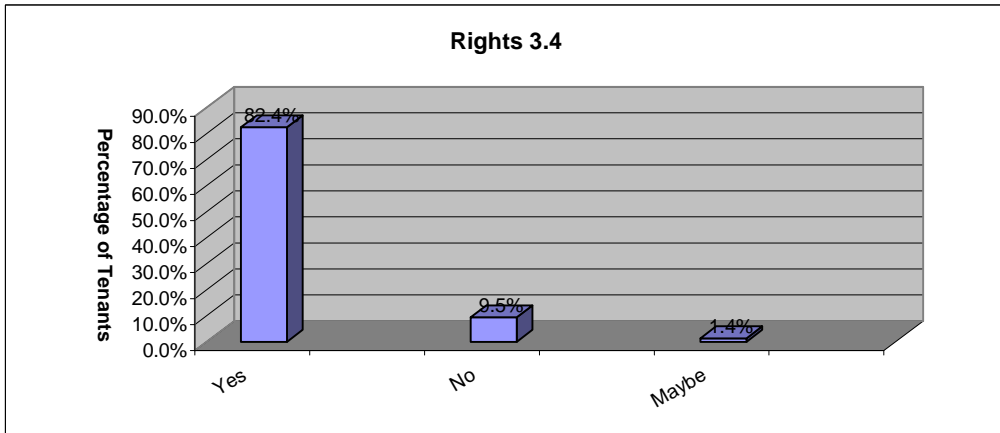
3.2 Have you had to use the complaints and appeals system?



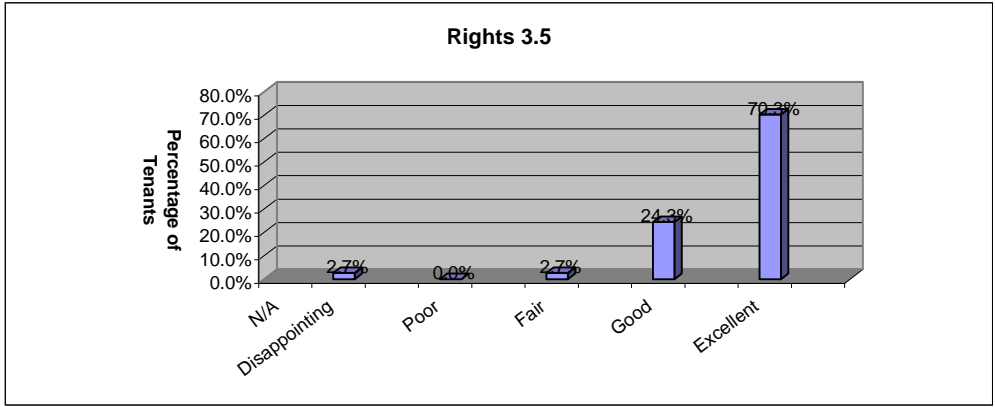
3.3 On a scale of 1-10 how would you rate the Homes Out West complaints and appeals system?



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

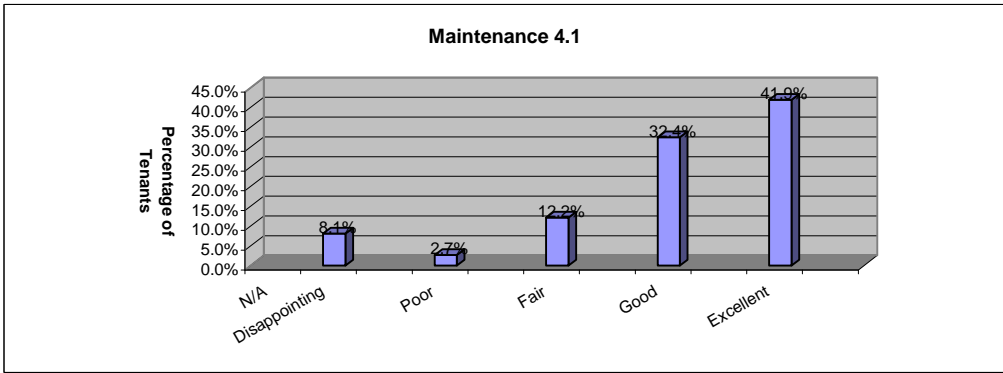


3.5 On a scale of 1-10 how would you rate Homes Out West's handling of your privacy and confidentiality/

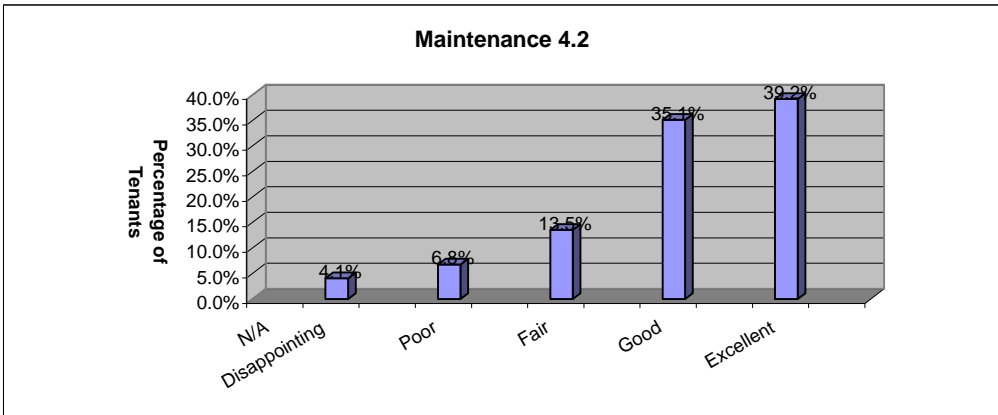


Maintenance

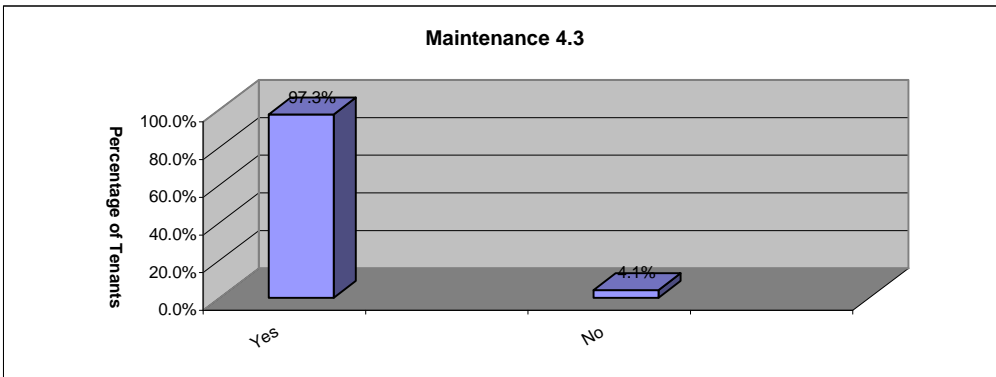
4.1 On a scale of 1-10 how would you rate the way Homes Out West manages maintenance and repairs on your property?



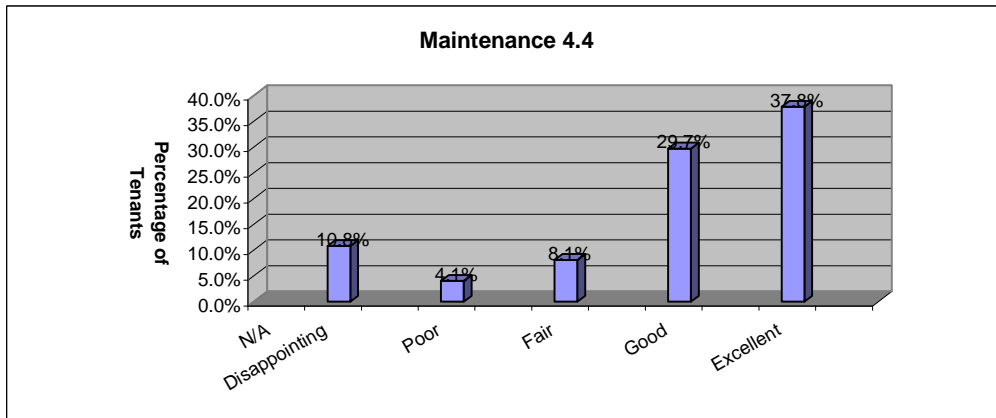
4.2 On a scale of 1-10 how satisfied are you with the overall condition of your home?



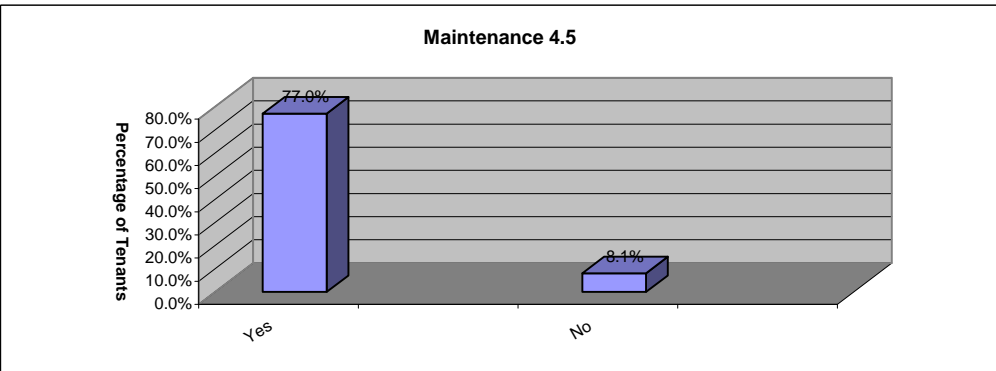
4.3 Have you reported any maintenance problems to the Homes Out West Office?



4.4 On a scale of 1-10 how satisfied were you with the level of work undertaken at your property and the timeliness of repairs?



4.5 When a contractor has come to your home do you think they behave in an appropriate way and completed the job satisfactorily?

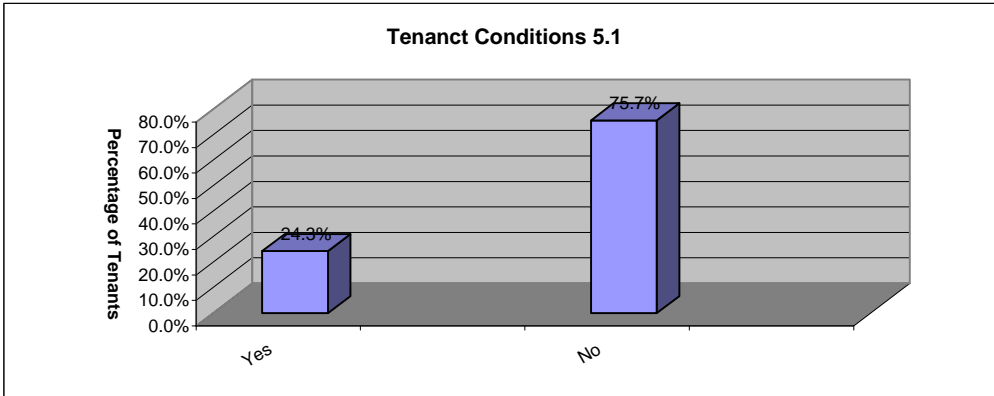


4.6 Which trade did the contractor belong to and what location (town)?

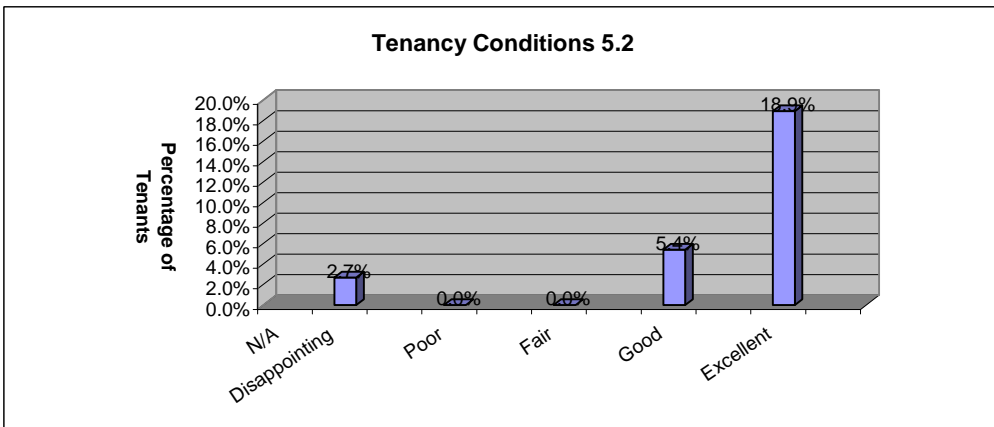
Handyman - Balranald. Having ongoing issues with hot water that needs to be addressed because of health issues
Electrical - Deniliquin
Gardening - Deniliquin
Plumber in Albury

Tenancy Conditions

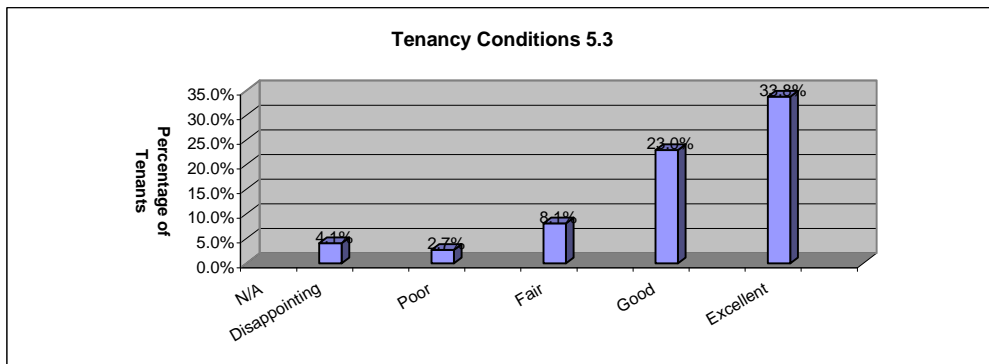
5.1 Whilst you have been a tenant of HOW, have your housing needs changed?



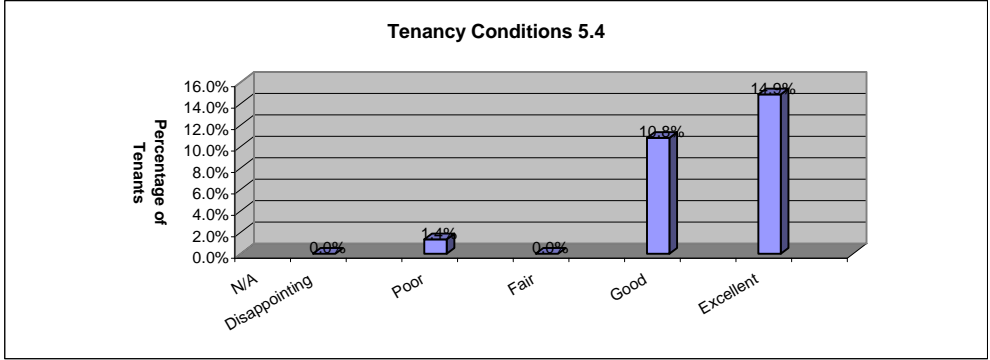
5.2 On a scale of 1-10 how would you rate the way HOW supported you and your family in relation to these changes / your request to transfer?



5.3 On a scale of 1-10 how would you rate the way Homes Out West has included you in decision making about the organisation

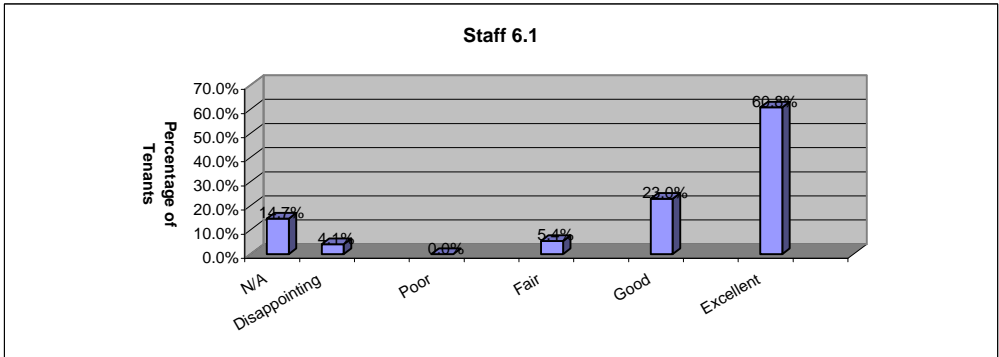


5.4 If a support agreement was signed between HOW and another agency to support you during your tenancy, how would you rate the level of support?

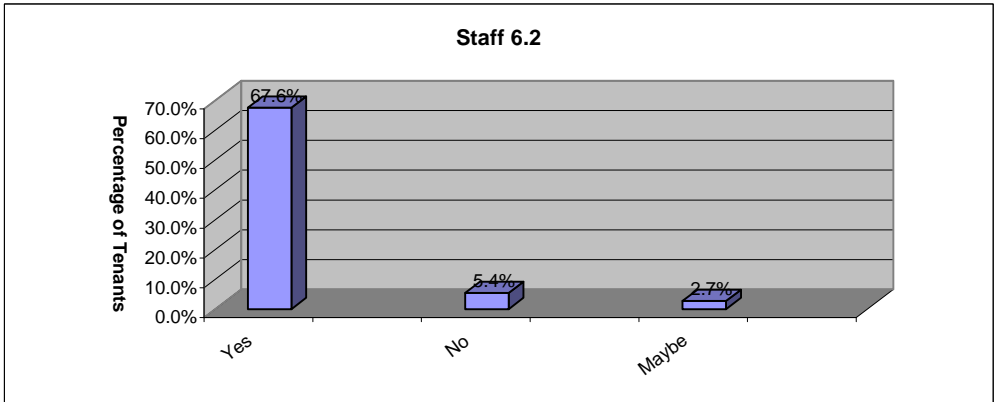


Staff

6.1 On a scale of 1-10 how would you rate the skills of staff?

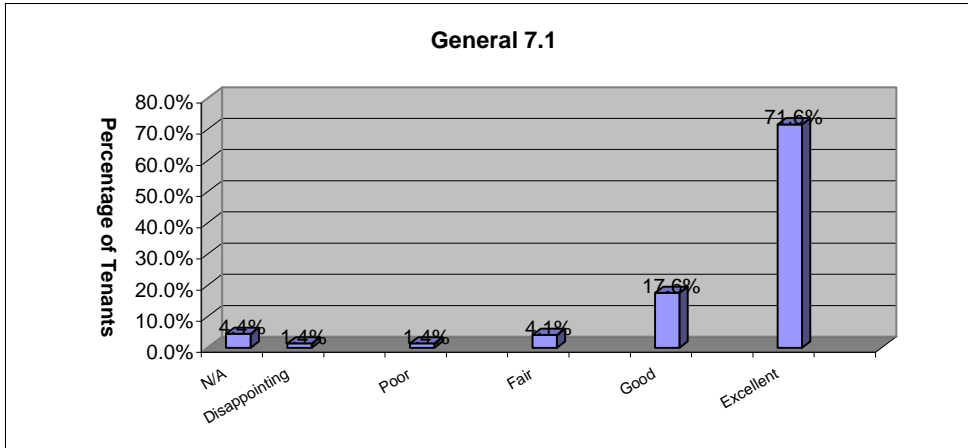


6.2 Do you find that staff are approachable and responsive to your issues?



General

7.1 On a scale of 1-10 how would you rate the role Homes Out West has in your community?



Comments

Suggested to have two newsletters - 14 tenants said so. One page for Deniliquin and one for Albury
More regular newsletters. Tenants ideas, kids puzzles or competitions.
Whats happening for HOW tenants eg. Birthdays anniversaries etc
Free activities coming up in community both for adults and children.
Gardening, potted plants, architecture, womens issues eg. Stalking etc.

An overwhelming number of tenants had issue around the opening hours of the Albury Office.
To combat this the office is now open 5 days per week.
The response to this change has been very positive.