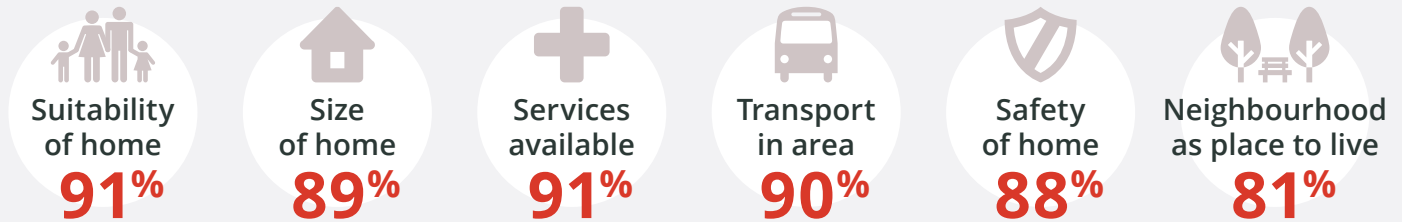


2020 Tenant Survey Westside Housing Company

Every two years Westside asks tenants how satisfied they are with our services via a Tenant Satisfaction Survey. We find out where we are doing well and where we need to improve. We compare (benchmark) ourselves against our community housing peers around Australia.

Satisfaction with home and neighbourhood



Top service priorities

Again this year tenants identified maintenance as their top priority.



Contractor arrived on time
98%



Happy with quality of work provided
100%



Treated with respect/
good customer service
100%



We exceeded the Regulator thresholds

All Community Housing Providers need to reach a minimum of 75%.

89%

Overall satisfaction with our service

86%

Satisfaction with condition of your home

84%

Satisfaction with repairs and maintenance

Where we do well



88%
are satisfied they get value for money with their home



79%
are satisfied with how we involve tenants



89%
are satisfied with our communication styles and methods

↑3% above 2018
4% above benchmark

↑2% above 2018
4% above benchmark

↑2% above 2018
7% above benchmark

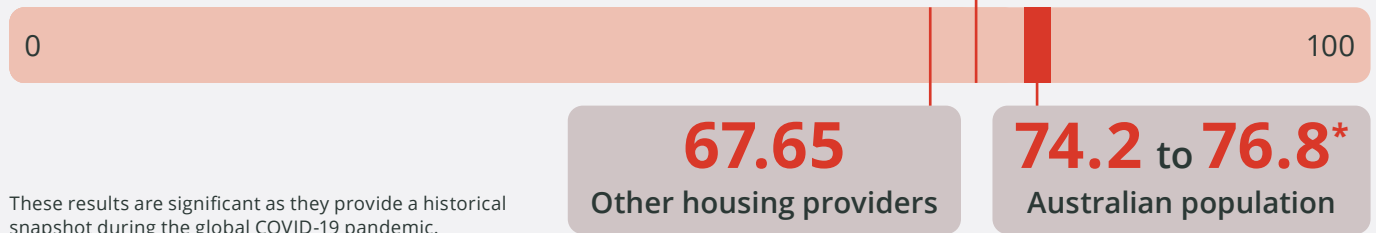
“Thank you to Westside Housing for sheltering me and my family...”

Tenant comment from 2020 survey

Tenant wellbeing

This year we measured personal wellbeing for the first time; measuring how our tenants feel about personal issues such as their relationships, future security and health.

Personal wellbeing index (lowest to highest ranking)



These results are significant as they provide a historical snapshot during the global COVID-19 pandemic.

We asked what you wanted to be called



Response rate



The survey had already started just as the COVID-19 pandemic hit in March and we aren't surprised we had less people respond this year.

What will we do now?

- ✓ Keep doing the things we do well
- ✓ Understand why we have a low score in some areas
- ✓ Make some changes in these areas
- ✓ Apply for grants and focus on what we were told is important to tenants
- ✓ Use the information in advocacy work to lobby government for policy change.

Westside
HOUSING

westsidehousing.org.au

Creating homes & connecting people



We would like to hear more about

Influencing decision making
Complaints processes

Your quality of life
Your neighbourhood

Have your say: feedback@westsidehousing.org.au or 8155 6070