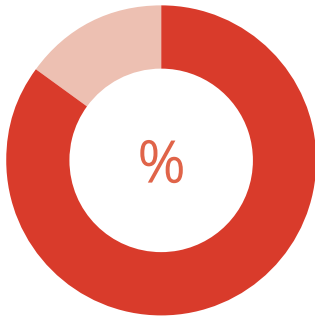




# 2023 Tenant Satisfaction Survey Highlights

43% of tenants completed our survey and told us...



**85%**  
overall satisfaction!

Tenants rated Westside higher than other nationally benchmarked community Housing providers in 14 out of 17 indicators.

Respondent length of time as a Westside tenant



What we are doing well



Tenants told us that repairs and maintenance was their top priority, so we conducted a separate survey looking at satisfaction with our contractors.



*“Very helpful & friendly, easy to talk to. Perfect job, very professional. Cleaned mess with vacuum cleaner. I felt safe and respected.”*  
Westside tenant

# What we have improved since our last survey



**34%**  
increase in  
satisfaction  
with complaint  
handling



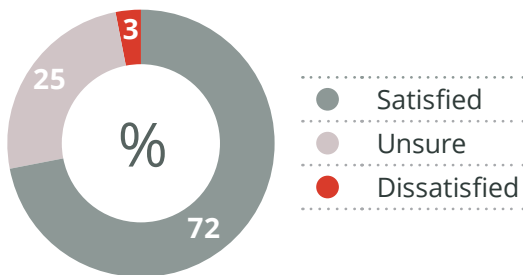
**6%**  
increase in  
satisfaction with  
listening to and acting  
on tenant views



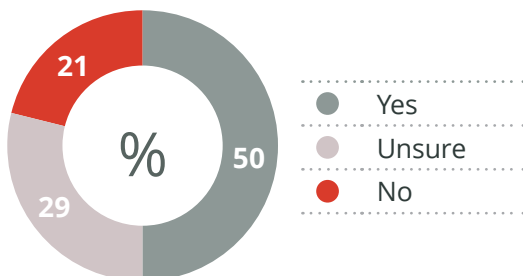
**6%**  
increase in  
satisfaction with  
ability to influence  
decision making

## What we need work on

### I am satisfied with how Westside involves it's tenants

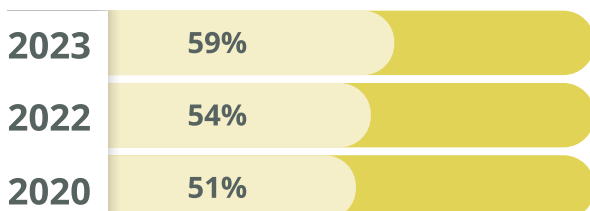


### I know how to appeal a decision made by Westside



### I am experiencing energy hardship

Westside asks a series of questions around energy use in each survey. The responses to all questions show increasing levels of energy hardship each year since 2020.



## We will

- Look at ways to reduce barriers to tenant involvement
- Communicate complaints and appeals information
- Investigate ways Westside can help address energy hardship

*“Westside are an amazing group of caring people who set a considerable standard for housing. I’m blessed in these times to have Westside roof over my head. You all should be proud of the work and commitment you achieve in community housing.*

*Thank you.”*

*Westside tenant*