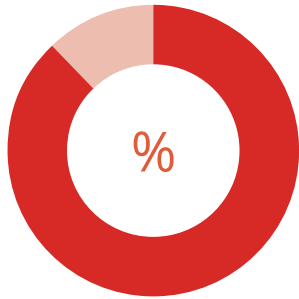




# 2025 Tenant Satisfaction Survey Highlights

36% of tenants completed our survey and told us...



**88%**  
overall satisfaction!

Tenants rated Westside higher than other nationally benchmarked community Housing providers in 15 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.



*“Brilliant work, though not a simple fix, very pleased. Extremely professional, listened to the problem, courteous and understanding. Very happy.”*  
Westside tenant

## What we have improved since our last survey



**7%**  
increase in satisfaction  
with knowledge of how  
to appeal a decision



**6%**  
increase in satisfaction  
with neighbourhood as  
a place to live

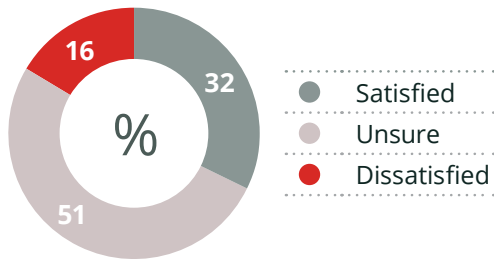


**4%**  
increase in satisfaction  
with communications  
and information provision

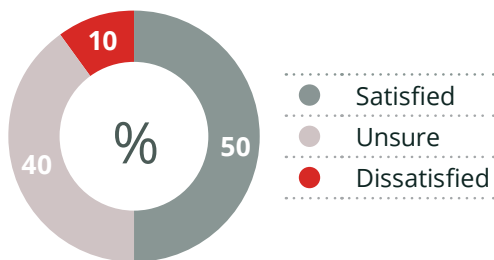
## What we need to work on

Our 2025 survey response rate has decreased by 7%

After making a complaint to Westside I am satisfied with how it was handled



I am able to influence Westside's decision making



## Following feedback from our last survey we have:

- Trialled ways to remove barriers to tenant involvement
- Communicated complaints and appeals information to tenants
- Provided a range of information and opportunities to tenants to help address energy hardship.

## We will now look at:

- Strategies to increase the response rate for future surveys
- Our complaint handling processes
- What "involvement in decision making" means to tenants and how we can better support this.

*"Since renting from Westside I have a sense of security that I've not experienced before. This is the longest I've ever been in one home ever and I feel happy to be able to retire where I can have my pet and my garden – which mean a lot to my physical and mental wellbeing."*

Westside tenant