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Housing Associations inc

# Federation Bulletin



## In this Bulletin

[Federation  
launches best  
practice tenant  
satisfaction  
survey](#)

[Download tenant  
satisfaction  
survey](#)

[Tenant  
satisfaction  
benchmarking](#)

**Contact Us**  
[Federation  
website](#)  
[General Email](#)

## Federation launches best practice tenant satisfaction survey

### Result of intensive review and consultation

The Federation is pleased to announce the release of a best practice tenant satisfaction survey for the community housing sector. The survey is the result of over nine months' development work with the community development workers' network. The survey draws upon best practice in tenant satisfaction questionnaires, notably the UK's standard STAR tenant satisfaction survey. Sector specific questions have also been drawn from surveys developed by Bridge, Hume, and from the Federation's survey work with Compass and Homes North. The Federation would like to thank all the staff and organisations that have had input into the survey development process.

The survey has been designed as a template, so that community housing providers can choose which questions they wish to ask according to their circumstances. **It is not expected that providers would wish to use all the questions.** Instead the template should be viewed as a menu, where CHPs, in consultation with their tenants, can pick and choose the questions that fit their needs. Providers are also welcome to add their own questions.

Use of the survey is voluntary and free. It is available to [download](#) through the Federation's resource bank. If you require a new log in to the resource bank, please contact [sophieb@communityhousing.org.au](mailto:sophieb@communityhousing.org.au).

The Federation will shortly be announcing its survey and analysis service for organisations who wish to draw on our expertise and independence to administer and analyse surveys on their behalf.

### Core, standard and optional questions

The survey template has been colour coded and divided into question types to assist question selection.

There are twelve core questions in the survey. Core questions are the essential questions that we believe every organisation should be asking as a minimum. We would encourage every provider to consider asking these 12 core questions using the exact wording chosen. This will mean that all providers will be using a standard and consistent methodology and these measures of satisfaction and tenant engagement can then be [benchmarked](#) across the sector.

Standard questions should be treated as a best practice menu of individual questions about many areas of the service that can be selected or adapted as necessary.

Optional questions are questions that would only apply in certain circumstances – for example the question about an organisation's website would only be relevant if they have a website.

## How were the questions developed?

Working closely with the community development workers' network the Federation examined the best available examples of tenant satisfaction surveys in NSW and internationally.

We have used the STAR survey's methodology based on a five point scale. The NSW community housing survey incorporates many of the STAR's questions and their question language as it is the most thoroughly tested and relevant source available. We also adopted best practice examples from NSW and ensured that the language was consistent and that there were no leading questions.

We have had input from the Registrar's office into the survey. The survey has been tested for usability with several groups of tenants. We have checked and revised the survey both internally and externally by obtaining expert advice on individual question wording and methodologies. Please contact [adamwest@communityhousing.org.au](mailto:adamwest@communityhousing.org.au) if you have any questions about the survey.

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## Standardised survey will enable tenant satisfaction benchmarking

One of the main reasons behind developing a standardised tenant satisfaction survey was to respond to the sector's requests for benchmarking services. Providers who ask the 12 core questions will be able to sign up to a benchmarking club and compare satisfaction and tenant engagement data across these 12 key areas. We will also be adding two additional financial measures to the 12 areas. These are:

- Amount spent per property on community development activity; and
- Amount spent per property on community development activity minus staffing costs.

The community development workers network is developing the definitions to be used for these benchmarks. Further information will be circulated once they have been finalised.

If you would like to find out more about tenant satisfaction benchmarking, or if you would like to join the community development workers' network, please contact Adam West at the Federation: [adamwest@communityhousing.org.au](mailto:adamwest@communityhousing.org.au).

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