



Tenant Satisfaction and Benchmarking Service

Community Housing Industry
Association NSW



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Tenant satisfaction survey and benchmarking service

Developed by the industry for the industry

The Community Housing Industry Association NSW (CHIA NSW) is the NSW industry peak body for community housing providers (CHPs). Our independence, combined with our knowledge of the industry and our knowledge of and commitment to tenant engagement means we deliver an impartial and in-depth analysis of the information provided to us by tenants.

Our service



CHIA NSW offers a high quality, professional and independent tenant satisfaction survey and benchmarking service that meets all the regulatory (NRSCH) requirements



We have developed our tenant satisfaction survey to include a range of best practice approaches



We offer a number of industry solutions to support a higher response rate, including targeted SMS reminders and survey translations



Surveys are uniquely identified and made available in multiple formats including paper, online, tablet and smartphone



Our comprehensive reports include comparisons with CHIA NSW's benchmark group, the NRSCH thresholds and any previous surveys



CHIA NSW will project manage your whole survey process from question development through to the final report

Tenant Satisfaction

Our surveys are based on extensive work conducted with the industry, including tenants. They use international best practice plus meet all the National Regulatory System for Community Housing (NRSCH) requirements. We offer:

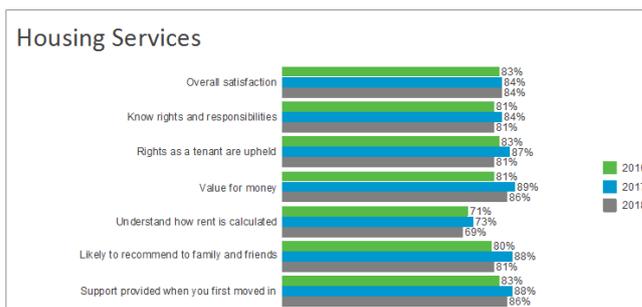
- A flexible service. Choose from over 100 questions developed from industry consultation or add your own to meet your individual strategic and operational needs.
- Cost & time savings. The service can be tailored to meet most budgets. CHIA NSW's service will save your organisation valuable time – no more running your own survey in-house. Plus CHIA NSW will help you through all stages of the process including follow up work or additional analysis.

Detailed and comprehensive report

CHIA NSW will provide a comprehensive, detailed and independent report.

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Benchmarking

CHIA NSW manages the most comprehensive tenant satisfaction benchmarking service in Australia with over 30 CHPs participating in our survey service nationally.

Why benchmark?

Data comparison is a powerful tool to assess results and performance between organisations. It is a resource that enables self- assessment and analysis. If results are below average it supports additional efforts to improve in the area in question, and in time this drives sector wide improvements in performance

Benchmarking is not an end in its own right, rather a detailed and evidence based ‘conversation starter’ that enables CHPs to examine their own practice and, in time, share best practice around the industry.

Detailed and interactive benchmarking reports

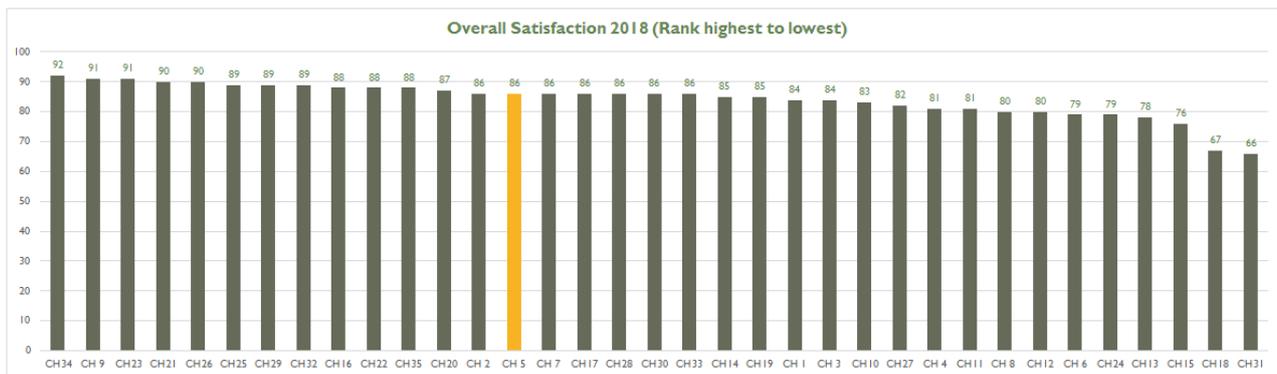
CHIA NSW produces an updated benchmarking report twice per year from the core questions in the tenant satisfaction survey template. Participants are provided with a ‘key’ that enables them to identify their individual information from the data contained in the report.

No other housing provider, Regulator or government department can see your organisation’s individual information. Your individual data will be kept completely confidential by CHIA NSW.

Interactive benchmarking report

The interactive benchmarking report uses Microsoft Excel to help CHPs get the most out of the data. It provides a quicker turnaround than a static report and adds significant value to the data captured. The interactive Excel tool is more accessible and more flexible – it allows you to explore the data and sort it for relevance (including by tier and jurisdiction). For example CHPs can quickly access and sort a ranking table that provides a ranking for each of the tenant satisfaction indicators in the benchmarking tool.

	Cover	Ranks	Response Rate	Housing Services	Maintenance	Complaints & Appeals	Communication	Tenant Engagement																												
Provider:	CH 5																																			
Year:	2018																																			
Rank	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	
Response Rate	CH23	CH2	CH33	CH25	CH3	CH11	CH20	CH32	CH23	CH6	CH30	CH7	CH35	CH4	CH1	CH28	CH34	CH5	CH8	CH21	CH10	CH4	CH17	CH19	CH22	CH12	CH28	CH9	CH5	CH18	CH13	CH6	CH27	CH24	CH31	
Overall Satisfaction	CH34	CH9	CH23	CH21	CH26	CH25	CH28	CH32	CH16	CH22	CH35	CH20	CH2	CH5	CH7	CH17	CH28	CH30	CH33	CH4	CH18	CH1	CH3	CH10	CH27	CH4	CH11	CH8	CH2	CH6	CH24	CH13	CH15	CH18	CH31	
Tenants Rights Upheld	CH9	CH16	CH23	CH34	CH21	CH33	CH25	CH28	CH23	CH7	CH17	CH20	CH24	CH3	CH5	CH8	CH10	CH4	CH32	CH12	CH19	CH33	CH22	CH11	CH4	CH11	CH27	CH6	CH3	CH28	CH31	CH15	CH18	CH18	CH18	
Property Condition	CH23	CH21	CH26	CH34	CH22	CH5	CH17	CH4	CH16	CH20	CH10	CH23	CH32	CH35	CH3	CH9	CH28	CH12	CH1	CH11	CH17	CH19	CH24	CH25	CH30	CH2	CH13	CH16	CH33	CH4	CH8	CH31	CH15	CH27	CH18	
Neighbourhood	CH16	CH9	CH22	CH20	CH21	CH31	CH32	CH29	CH34	CH3	CH15	CH7	CH14	CH23	CH26	CH30	CH33	CH25	CH28	CH11	CH10	CH2	CH11	CH16	CH5	CH12	CH18	CH19	CH4	CH24	CH15	CH27	CH18	CH18	CH18	
Appeal Knowledge	CH21	CH9	CH27	CH11	CH20	CH35	CH5	CH12	CH19	CH6	CH7	CH2	CH10	CH23	CH32	CH4	CH15	CH24	CH3	CH34	CH16	CH18	CH30	CH11	CH23	CH4	CH33	CH18	CH31							
Complaints Knowledge	CH1	CH12	CH27	CH10	CH19	CH21	CH25	CH20	CH2	CH7	CH23	CH4	CH6	CH18	CH9	CH32	CH11	CH15	CH22	CH4	CH34	CH30	CH4	CH29	CH3	CH4	CH8	CH33	CH18	CH31						
Complaints Handling	CH16	CH21	CH34	CH23	CH7	CH35	CH19	CH9	CH33	CH32	CH10	CH4	CH4	CH30	CH12	CH25	CH20	CH22	CH24	CH1	CH3	CH5	CH8	CH2	CH11	CH15	CH27	CH29	CH6	CH18	CH31					
Repairs and Maintenance Satisfaction	CH23	CH21	CH22	CH29	CH34	CH5	CH4	CH28	CH20	CH6	CH35	CH9	CH10	CH18	CH7	CH3	CH13	CH17	CH32	CH1	CH30	CH2	CH28	CH12	CH33	CH4	CH16	CH8	CH27	CH11	CH15	CH24	CH31	CH18	CH18	CH18
Communications	CH9	CH23	CH26	CH34	CH10	CH5	CH7	CH1	CH10	CH27	CH32	CH2	CH5	CH4	CH6	CH19	CH21	CH4	CH17	CH33	CH3	CH3	CH29	CH30	CH28	CH15	CH6	CH11	CH6	CH12	CH24	CH13	CH18	CH31	CH18	CH18
Tenant Involvement	CH9	CH23	CH16	CH20	CH21	CH4	CH10	CH1	CH2	CH3	CH30	CH10	CH19	CH24	CH25	CH23	CH33	CH27	CH7	CH28	CH17	CH34	CH5	CH11	CH12	CH4	CH16	CH6	CH18	CH31						
Listening and Acting on Tenants Views	CH23	CH26	CH9	CH21	CH16	CH5	CH10	CH20	CH27	CH34	CH11	CH19	CH3	CH4	CH7	CH33	CH5	CH17	CH2	CH3	CH4	CH28	CH12	CH30	CH13	CH24	CH32	CH18	CH16	CH11	CH8	CH18	CH16	CH31	CH18	CH18
Influencing Your Decision Making	CH21	CH9	CH10	CH27	CH4	CH20	CH25	CH29	CH24	CH33	CH3	CH7	CH2	CH17	CH28	CH34	CH15	CH12	CH30	CH15	CH14	CH8	CH12	CH16	CH11	CH12	CH18	CH31								
Information Provision	CH9	CH35	CH16	CH23	CH34	CH25	CH3	CH7	CH2	CH4	CH14	CH20	CH32	CH33	CH15	CH19	CH27	CH10	CH22	CH30	CH8	CH11	CH12	CH24	CH16	CH15	CH31									
Value For Money	CH23	CH5	CH16	CH12	CH9	CH10	CH20	CH34	CH35	CH32	CH2	CH14	CH19	CH24	CH25	CH28	CH33	CH3	CH30	CH17	CH1	CH7	CH11	CH16	CH8	CH4	CH3	CH31	CH27							
Repair Quality	CH22	CH25	CH34	CH4	CH23	CH28	CH9	CH35	CH7	CH20	CH48	CH16	CH19	CH30	CH33	CH8	CH3	CH4	CH32	CH15	CH2	CH11	CH27	CH31	CH24	CH8										
Quality of Life	CH21	CH32	CH33	CH3	CH31	CH34	CH5	CH23	CH16	CH24	CH28	CH30	CH20	CH25	CH18	CH23	CH22	CH19	CH17	CH1	CH6	CH2	CH4	CH16	CH27											



CHIA NSW's tenant satisfaction benchmarking members



What our customers say

95% of CHPs surveyed in 2017 were satisfied with the current tenant satisfaction service that CHIA NSW offers:

Link Housing

Robin Fletcher

Head of Partnerships



Link Housing worked with the NSWFHA for the first time this year to deliver the Tenant Satisfaction Survey on our behalf. We were really pleased with the overall service provided, the team were always ready to help, provide advice and assist us to customise the survey so that it met our specific needs. Another key benefit was the benchmarking service that we can now access, this is a great way for Link Housing to measure our success against other peer organisations in the sector.

Each stage of the process from developing our questionnaire through to receiving our final report was completed efficiently and within timeframes. The quality of the final report was excellent and provided a good breakdown of our results, we would definitely recommend the NSWFHA's tenant satisfaction survey services.



Unison

Ed Holmes

Act. Chief Executive Officer



We are very happy with our decision to use the NSW Federation of Housing Associations to undertake our tenant survey on our behalf for the past 3 years.

The process is very professionally managed by helpful staff. We have found that our response rates have increased due to varying communication methods including an online option and community language translations, and timely follow up.

The Federation's survey analysis is comprehensive, clear and insightful with their use of word clouds and the comment toolkit in the final report very useful. Being able to benchmark ourselves against other providers is also an excellent resource.



Wentworth Community Housing

Nick Sabel

Chief Executive Officer



We have used the Federation to administer our tenant satisfaction survey for the last 3 years now.

Outsourcing the process not only saves us time but importantly assures our tenants that responses are confidential and interpreted without prejudice. There is also the added benefit of being able to benchmark our results with others in the sector. We are very pleased with the quality of the final report and overall service provided.

Recommended



(Previously known as the NSW Federation of Housing Associations)