

RESIDENT FEEDBACK

Renter Surveys 2021

Women’s Housing Ltd seeks feedback from renters through an annual survey. WHL interviewed residents by phone across the three different housing programs to identify areas of strength and improvement for the organisation.

WHL received a 39.82% participation rate from long-term renters in rooming houses and the community housing program. In the transitional housing program, we had a 37.65% participation rate.

*“I really appreciate having a roof over my head...
living here has improved my quality of life.”*

The long-term renters were asked to rate their feelings from one to five on the following statements:

1. I am satisfied with the service provided by the tenancy team at Women’s Housing Ltd.
2. I am satisfied with the service provided by the maintenance team at Women’s Housing Ltd.
3. Overall, I am satisfied with the service provided by Women’s Housing Ltd.
4. I feel that my opinions are taken into consideration when talking with Women’s Housing Ltd.

| | Average Community Housing | Average Rooming House | Average Long-term Renters |
|-------------|---------------------------|-----------------------|---------------------------|
| Statement 1 | 4.05 | 3.95 | 4.02 |
| Statement 2 | 3.68 | 3.96 | 3.93 |
| Statement 3 | 4.00 | 3.99 | 4.06 |
| Statement 4 | 3.98 | 3.62 | 3.92 |



From these results we can see that the best scoring statement is overall renter satisfaction, followed by satisfaction with the tenancy team.

Overall, these results show that our renters are generally satisfied with our team and the service – however, we are always striving to improve and listen to our renters’ thoughts. We will be reviewing the findings and assessing areas for improvement.


Findings will also be reviewed with the Women’s Advisory Group, a group that represents the voice of renters.

“Good sense of community.”

Renters in the transitional housing program were also asked to rate their feelings from one to five on the three slightly different statements:

1. Overall, I am satisfied with the service provided by WHL.
2. I feel that my opinions are taken into consideration when talking to WHL.
3. I feel that I understand what my rights are as a renter of WHL.

| | Average Transitional Housing |
|-------------|------------------------------|
| Statement 1 | 4.38 |
| Statement 2 | 4.19 |
| Statement 3 | 4.47 |



We were generally very pleased with these results, particularly renters' understanding of their rights – displaying clear communication between Tenancy Officers and renters.

Overall, we were very happy with the results of this survey. It demonstrates the excellent work undertaken by the team in what has been a challenging year for all.

“Everyone is very supportive... wonderful service.”
