



**NORTHERN SUBURBS  
HOUSING COMMUNITY INC.**

**ANNUAL TENANT SURVEY**

**July 2015**



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## **1 – Summary**

### **Distribution**

NSHC forwarded an A3 survey form to every tenant as at May 2014. The number of survey forms distributed was 158. Survey returns were received over a number of weeks.

### **Responses**

At the time of preparing this report (23 July 2015) of the 158 surveys distributed, 89 tenants returned their survey. 69 tenants failed to return their survey.

This equates to a 56% response rate.

This compares to a 92% response rate in 2014. The response rate for 2014 is somewhat skewed as NSHC followed up tenants who had not returned their survey forms.

### **Anonymity**

Whilst survey responses were anonymous, some tenants were concerned that their handwriting could be recognised which may have impacted on how they responded to survey questions.

### **Analysis**

NSHC was able to obtain a not-for-profit organisation licence to use QuestionPro. QuestionPro is an on-line survey website. Each survey response was entered into QuestionPro.

This report was produced from the output provided by QuestionPro.

The initial output was provided as both a Microsoft Word document and as a Microsoft Excel spreadsheet.

Approximately 45 questions were asked covering seven sections (as pre the Table of Contents) which NSHC believes provides a comprehensive insight to how NSHC's services are received by its tenants.

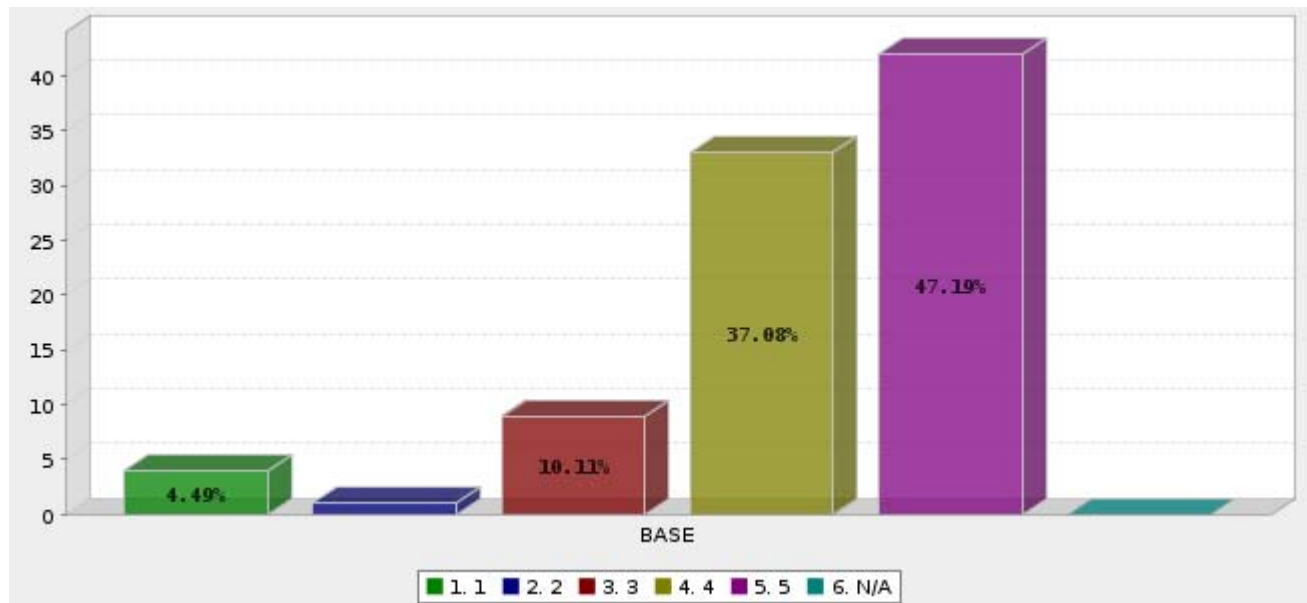
## 2 – Satisfaction

For each survey question, the question was asked, responses entered and both graphical and raw responses are provided. Following the raw data is an observation made based on the data.

The first series of questions related to how satisfied or dissatisfied tenants were.

Tenants were asked to enter a score of between 1 (very dissatisfied) and 5 (very satisfied).

### Q1: How satisfied or dissatisfied are you with the service provided by NSHC?



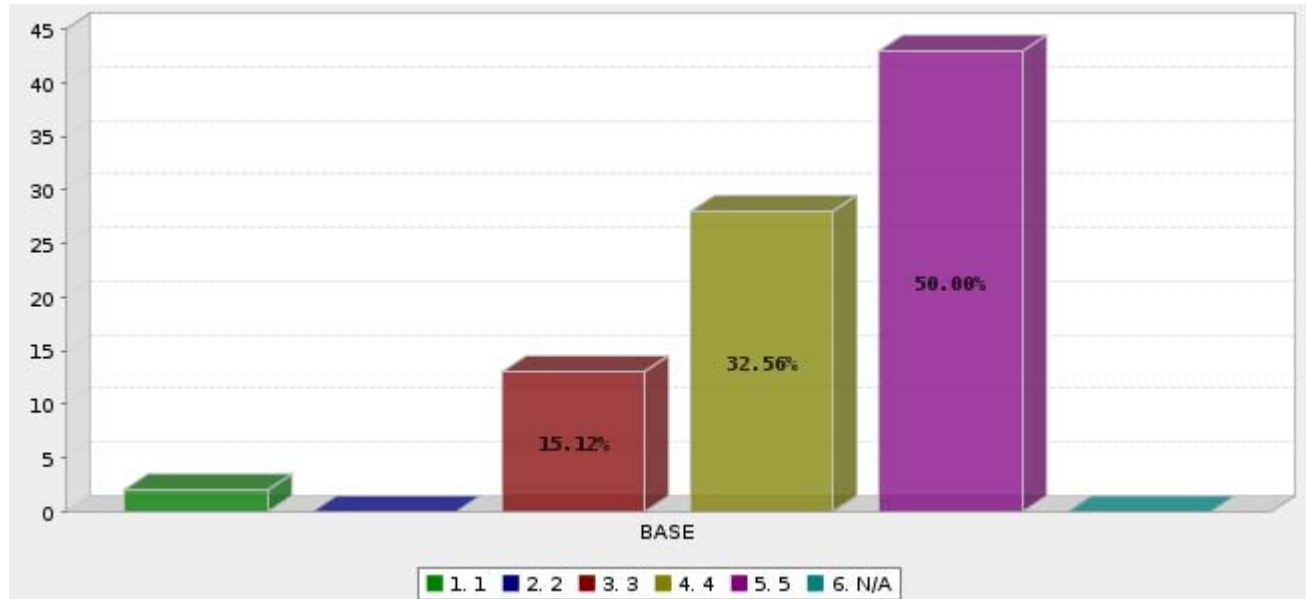
### Raw Responses

1	4	4.49%
2	1	1.12%
3	9	10.11%
4	33	37.08%
5	42	47.19%
N/A	0	0.00%
<b>Total</b>	<b>89</b>	

### Observation

95% (85 responses) advised that they were satisfied with the service provide by NSHC.

**Q2: How satisfied or dissatisfied are you with the overall quality (how well it looks) of your home?**



**Raw Responses**

1	2	2.33%
2	0	0.00%
3	13	15.12%
4	28	32.56%
5	43	50.00%
N/A	0	0.00%
<b>Total</b>	<b>86</b>	

**Observation**

97% (84 responses) advised that they were satisfied with how their home looks.

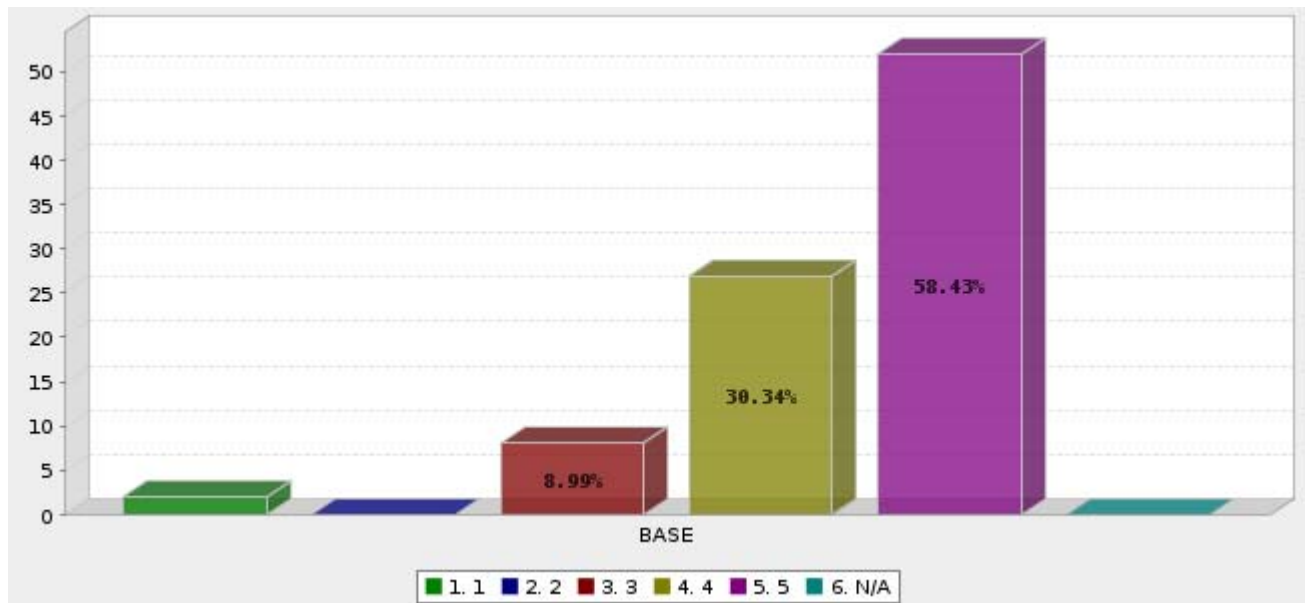
NSHC maintains its properties in accordance with the standard required.

NSHC undertakes either an asset management property inspection or a tenancy property inspection on each property each alternate year. This ensures that all properties are inspected at least once a year.

Following each inspection any identified responsive maintenance is undertaken.

NSHC also undertakes cyclical maintenance when required.

**Q3: How satisfied or dissatisfied are you with your neighbourhood as a place to live?**



**Raw Responses**

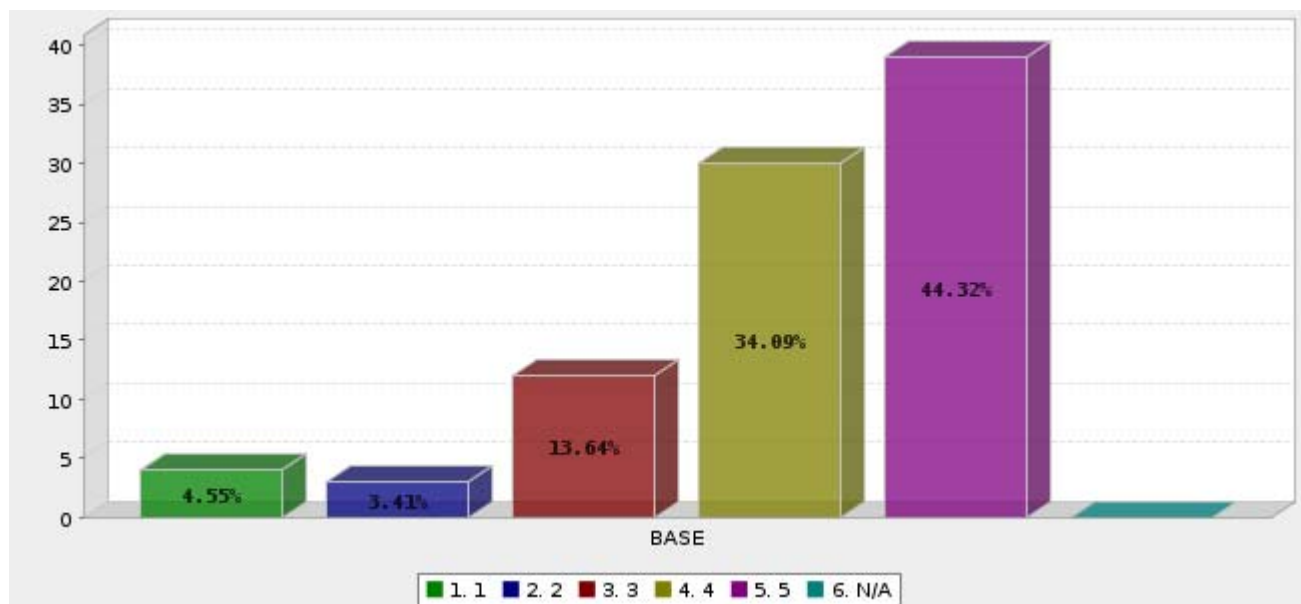
1	2	2.25%
2	0	0.00%
3	8	8.99%
4	27	30.34%
5	52	58.43%
N/A	0	0.00%
<b>Total</b>	<b>89</b>	

**Observation**

98% (87 responses) advised that they were satisfied with their neighbourhood as a place to live.

NSHC operates within a relatively small geographical area bounded by Grand Junction Road to the north, Churchill Road to the west and Fosters Road to the East. This area is approximately 20 square kilometres.

**Q4: How satisfied or dissatisfied are you that the rent you pay provides value for money?**



**Raw Responses**

1	4	4.55%
2	3	3.41%
3	12	13.64%
4	30	34.09%
5	39	44.32%
N/A	0	0.00%
<b>Total</b>	<b>88</b>	

**Observation**

93% (81 responses) advised that the rent they paid provided value for money.

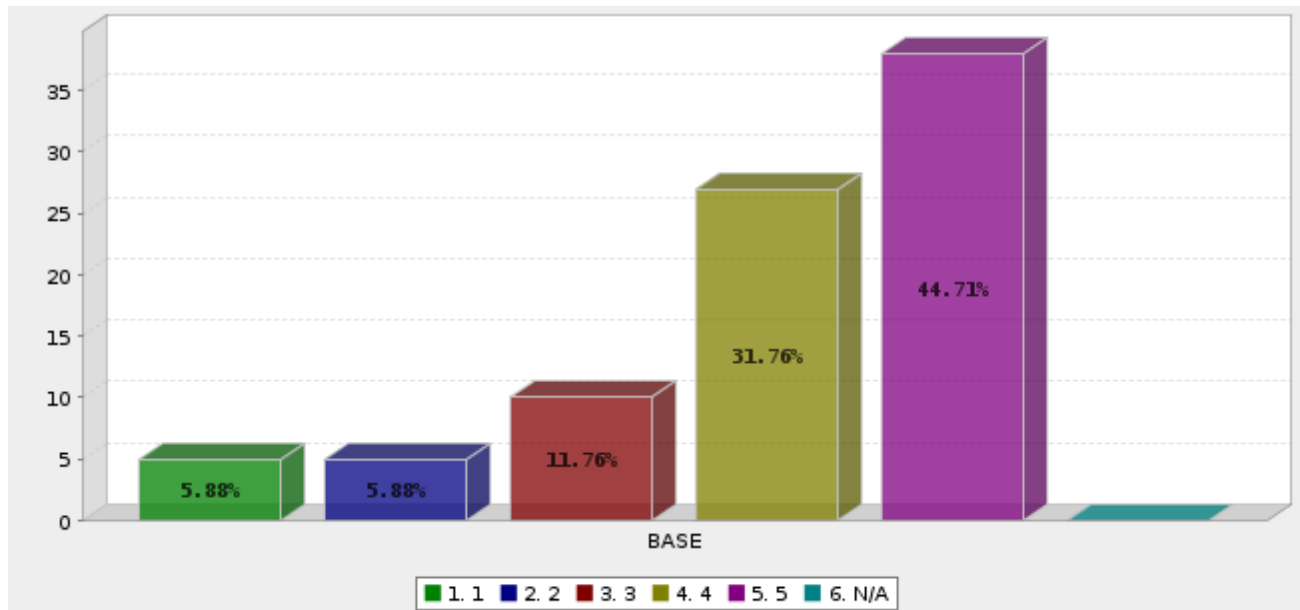
NSHC considers this to be an excellent response taking into consideration the complexities associated with current rent policy.

Pre September 2012 tenants that do not pay market rent receive a mandatory \$20 per fortnight rent increase every six months until such time as they receive maximised Commonwealth Rent Assistance.

The maximised amount of Commonwealth Rent Assistance is returned to Housing SA through monthly Capital Contribution payments.



**Q5: Generally, how satisfied or dissatisfied are you with the way requests for repairs and maintenance are dealt with?**



**Raw Responses**

1	5	5.88%
2	5	5.88%
3	10	11.76%
4	27	31.76%
5	38	44.71%
N/A	0	0.00%
<b>Total</b>	<b>85</b>	

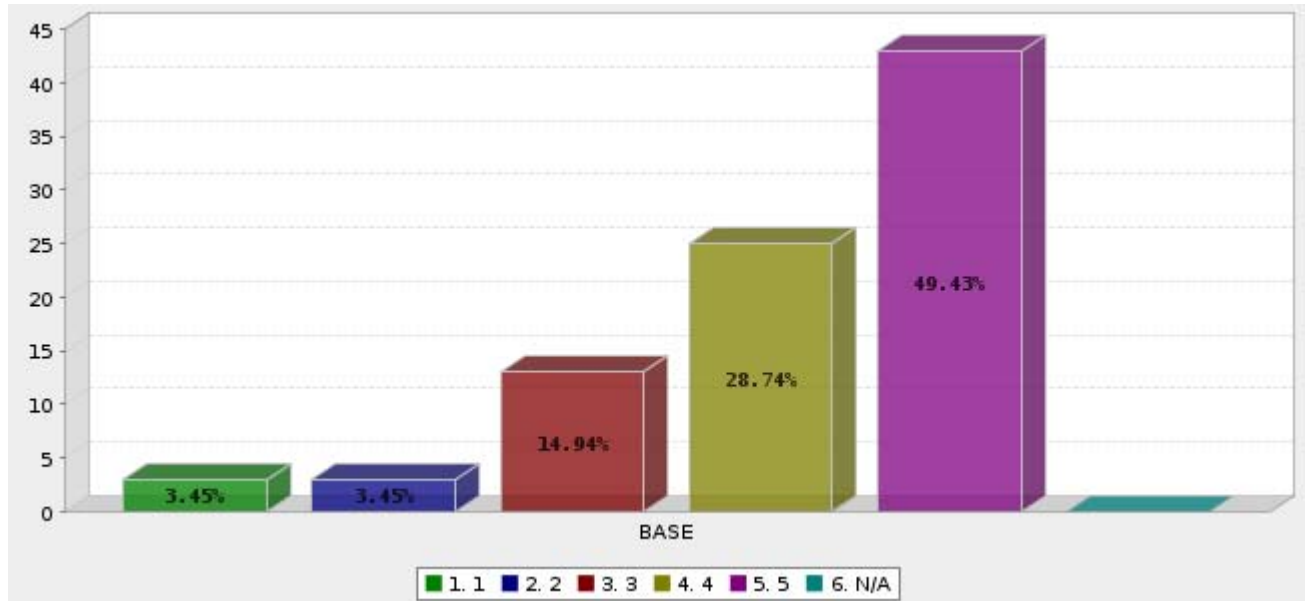
**Observation**

88% (75 responses) advised that they were satisfied with the way requests for repairs and maintenance are dealt with.

NSHC requests tenants to report maintenance requirements. Requests are prioritised and those determined as being not urgent are collected until such time as the property is next inspected and responsive maintenance is then undertaken.

Urgent maintenance is undertaken within acceptable timeframes.

**Q6: How satisfied or dissatisfied are you with the overall condition (how well it’s maintained) of your home?**



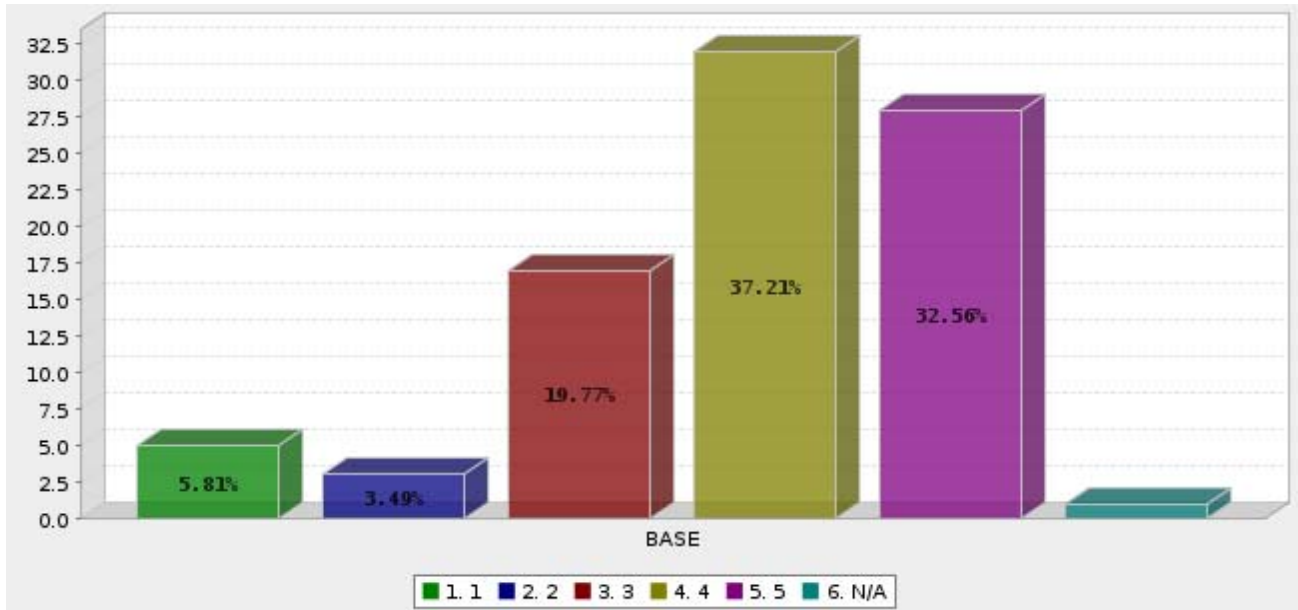
**Raw Responses**

1	3	3.45%
2	3	3.45%
3	13	14.94%
4	25	28.74%
5	43	49.43%
N/A	0	0.00%
<b>Total</b>	<b>87</b>	

**Observation**

93% (81 responses) advised that they were satisfied with the overall condition of their home. Referring to question 2, where 97% advised that they were satisfied with the look of their home, it is apparent that NSHC tenants are satisfied that their home is maintained in good condition.

**Q7: How satisfied or dissatisfied are you that NSHC listens to your views and acts upon them?**



**Raw Responses**

1	5	5.81%
2	3	3.49%
3	17	19.77%
4	32	37.21%
5	28	32.56%
N/A	1	1.16%
<b>Total</b>	<b>86</b>	

**Observation**

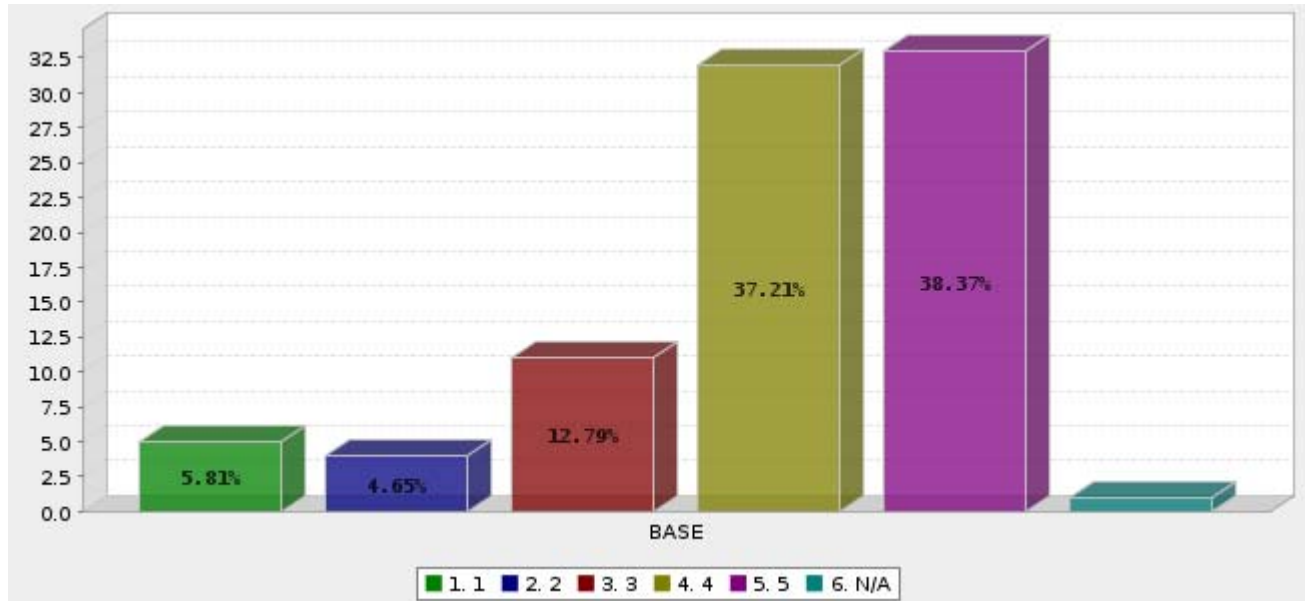
87% (75 responses) advised that NSHC listens to their views and acts upon them.

There have been a number of significant events over the past 12 months which NSHC believed would have resulted in a far lower percentage than has been achieved.

NSHC continues to evolve from a Housing Co-operative to a Housing Association and has reviewed its Rules to ensure that it can continue to be a viable housing association, NSHC believes that this score will be difficult to maintain.

Balancing tenants views and wants with NSHC’s need to maintain its financial viability will always be difficult. NSHC is heartened that tenants appear to be understand why change has been necessary.

**Q8: How satisfied or dissatisfied are you that NSHC gives you the opportunity to make your views known?**



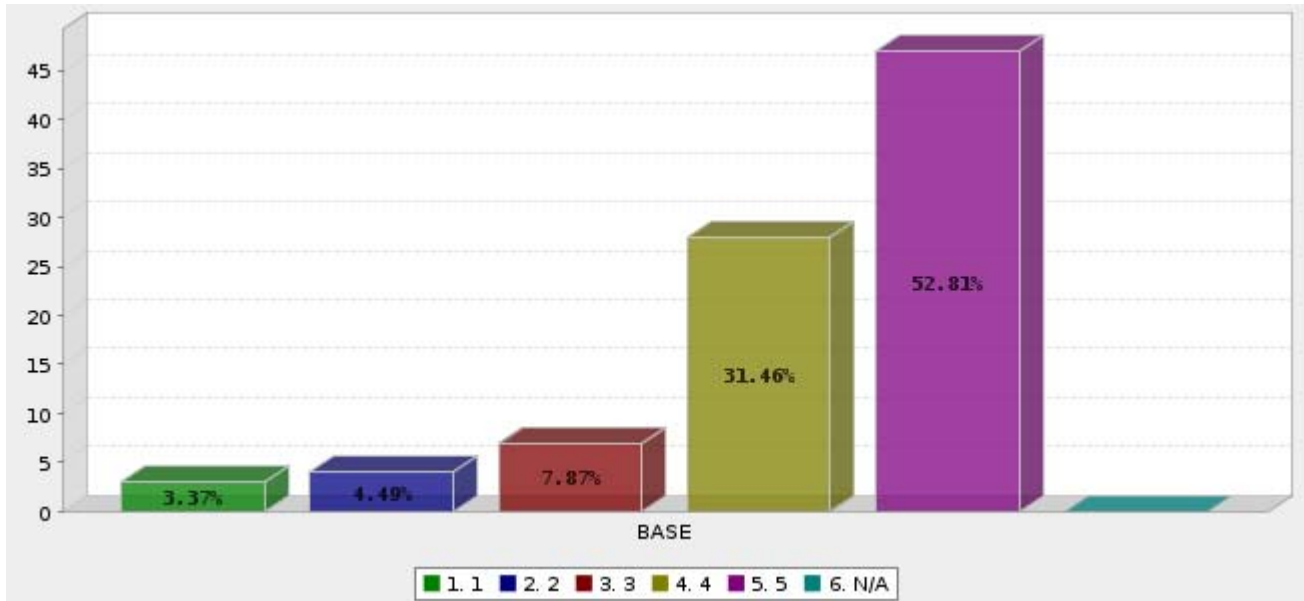
**Raw Responses**

1	5	5.81%
2	4	4.65%
3	11	12.79%
4	32	37.21%
5	33	38.37%
N/A	1	1.16%
<b>Total</b>	<b>86</b>	

**Observation**

88% (76 responses) advised that they are given the opportunity to make their views known. Tenants are welcome to contact the NSHC office to provide feedback and express their views. Tenants are also offered the opportunity to speak at Tenant Information Meetings.

**Q9: How satisfied or dissatisfied are you that NSHC is keeping you informed about things that might affect you as a tenant?**



**Raw Responses**

1	3	3.37%
2	4	4.49%
3	7	7.87%
4	28	31.46%
5	47	52.81%
N/A	0	0.00%
<b>Total</b>	<b>89</b>	

**Observation**

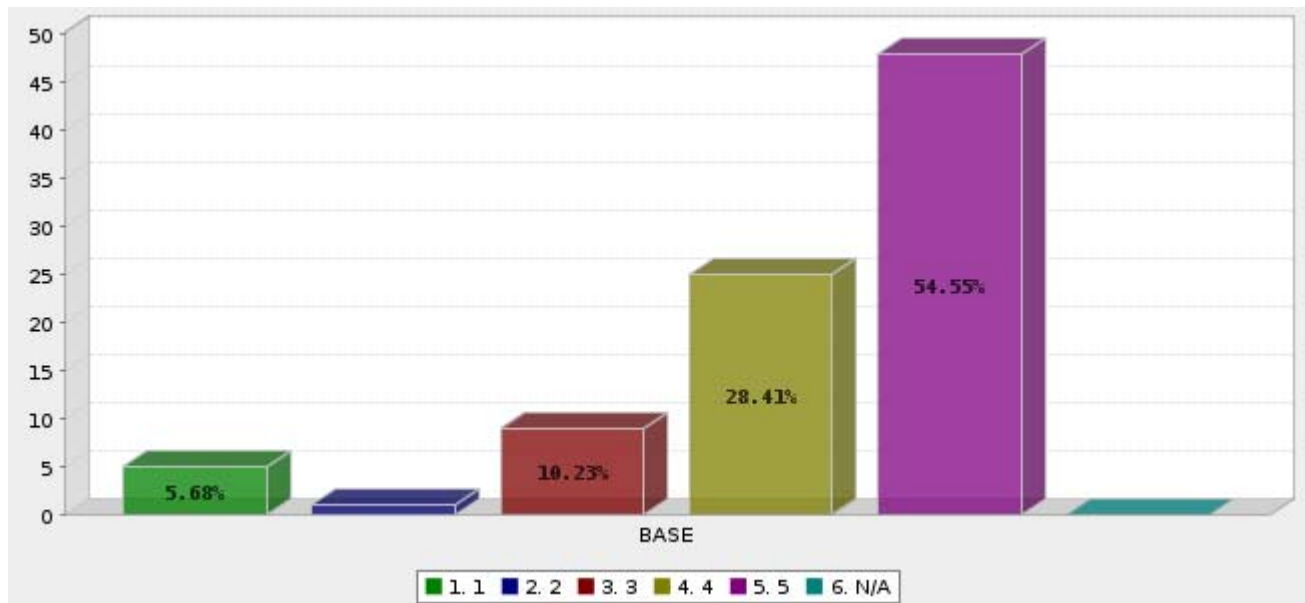
92% (82 responses) advised that they are kept informed about things which affect them as a tenant of NSHC.

NSHC conducts regular Tenant Information Meetings and provides each tenant with a regular Newsletter.

NSHC believes that all tenants are kept well informed about tenant and tenancy issues.

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**Q10: How satisfied or dissatisfied are you that NSHC treats you fairly?**



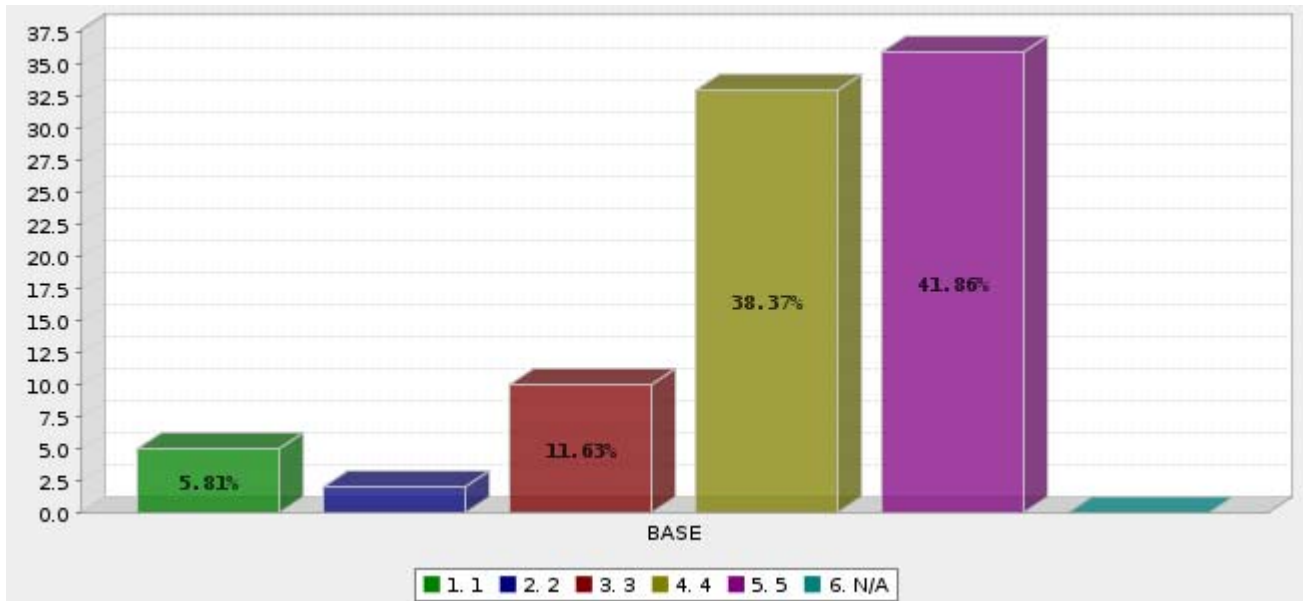
**Raw Responses**

1	5	5.68%
2	1	1.14%
3	9	10.23%
4	25	28.41%
5	48	54.55%
N/A	0	0.00%
<b>Total</b>	<b>88</b>	

**Observation**

93% (82 responses) advise that NSHC treats them fairly.

**Q11: How satisfied or dissatisfied are you with the way NSHC deals with complaints?**



**Raw Responses**

1	5	5.81%
2	2	2.33%
3	10	11.63%
4	33	38.37%
5	36	41.86%
N/A	0	0.00%
<b>Total</b>	<b>86</b>	

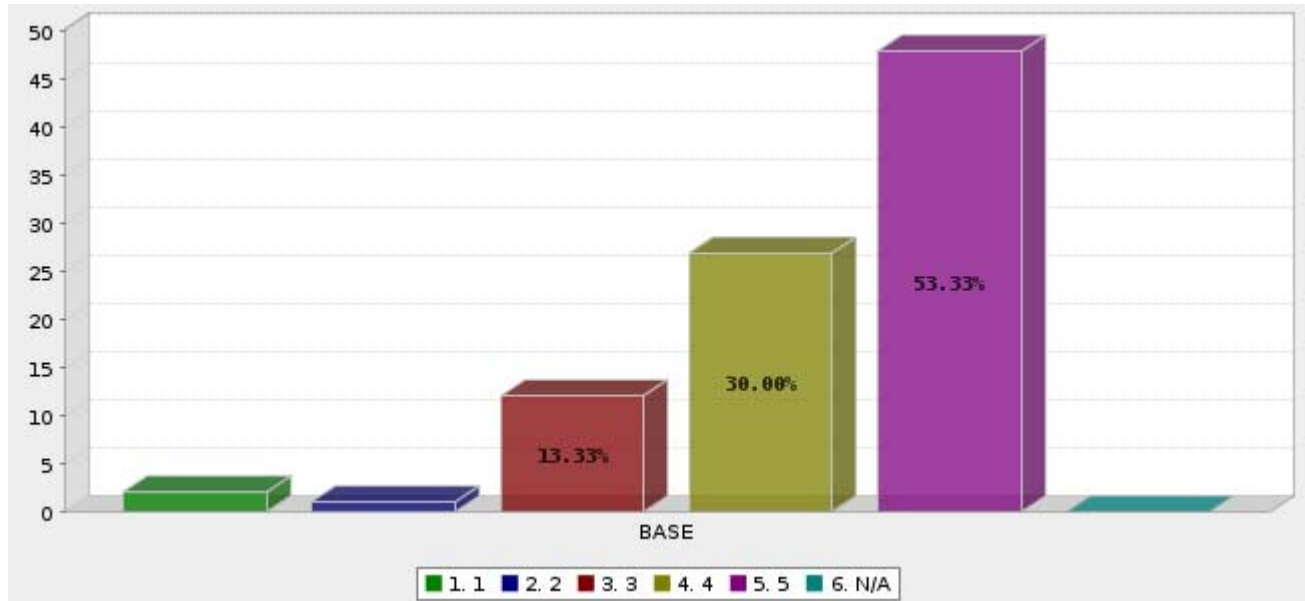
**Observation**

92% (79 responses) advise that they are satisfied with the way NSHC deals with complaints.

NSHC received 9 formal complaints in the past 12 months. All were resolved without being escalated to an appeal.

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**Q12: How satisfied or dissatisfied are you with the way NSHC deals with your enquiries generally?**



**Raw Responses**

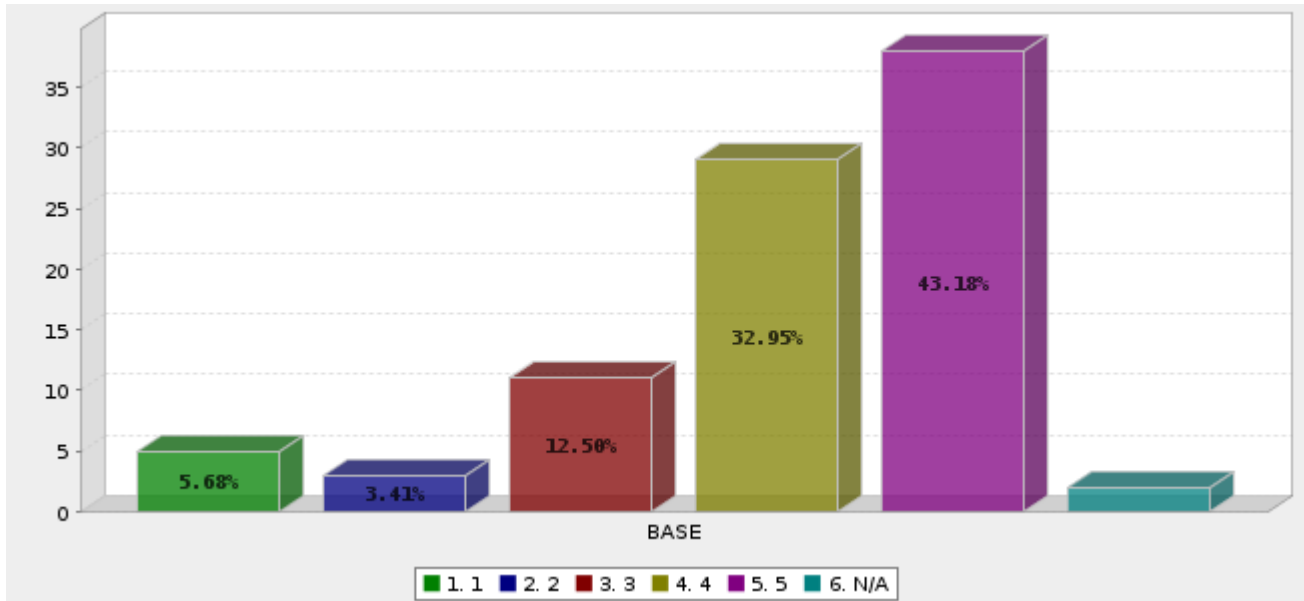
1	2	2.22%
2	1	1.11%
3	12	13.33%
4	27	30.00%
5	47	53.33%
N/A	0	0.00%
<b>Total</b>	<b>89</b>	

**Observation**

97% (86 responses) advise that they are generally satisfied with how NSHC deals with their enquiry.



**Q13: Thinking about where you live, how satisfied or dissatisfied are you with external building repairs and maintenance?**



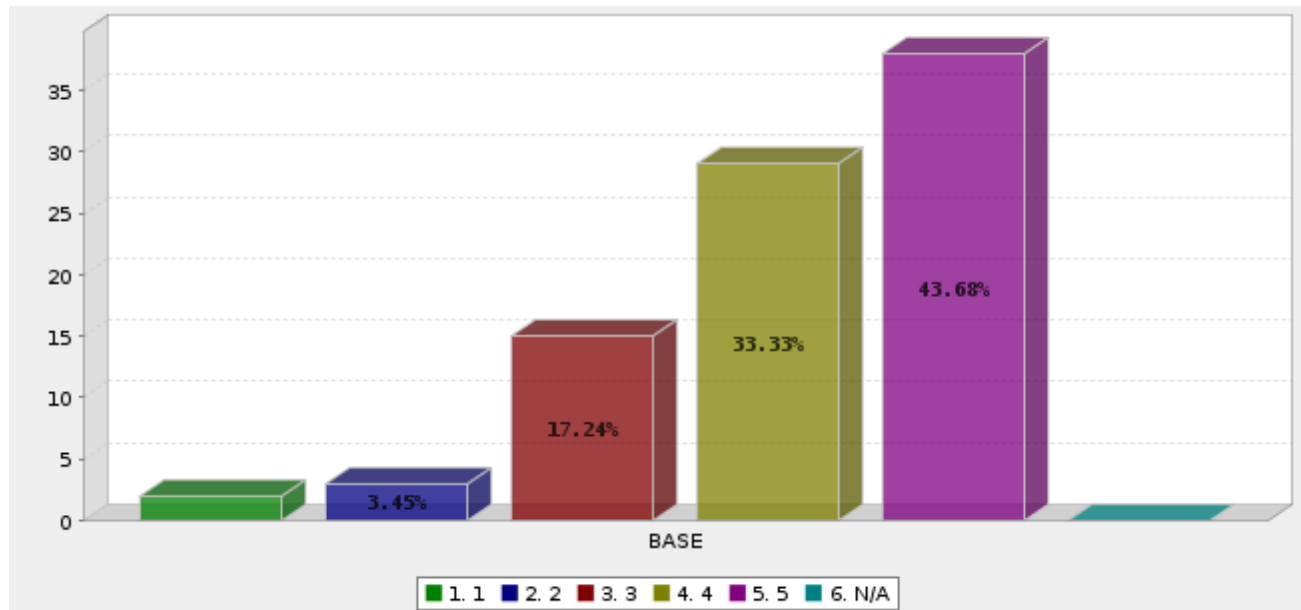
**Raw Responses**

1	5	5.68%
2	3	3.41%
3	11	12.50%
4	29	32.95%
5	38	43.18%
N/A	2	2.27%
<b>Total</b>	<b>88</b>	

**Observation**

88% (78 responses) advise that they were satisfied with the external building and repair around their home.

**Q14: Thinking about your rent and other charges, how satisfied or dissatisfied are you with the information you receive when NSHC reviews your rent?**



**Raw Responses**

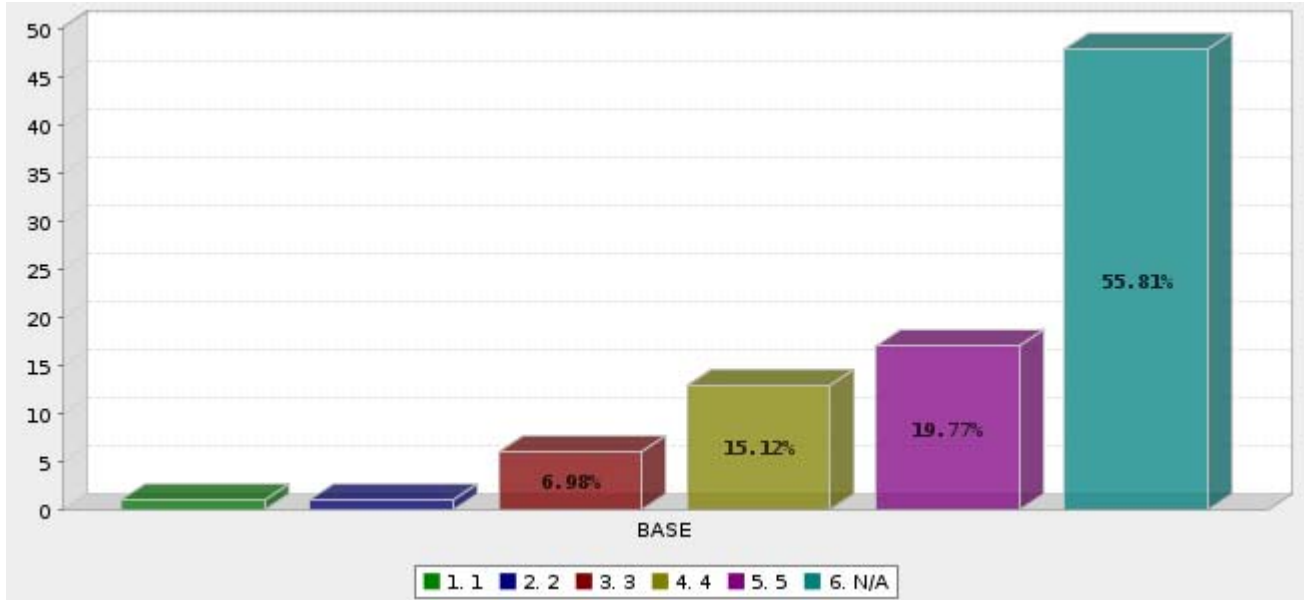
1	2	2.30%
2	3	3.45%
3	15	17.24%
4	29	33.33%
5	38	43.68%
N/A	0	0.00%
<b>Total</b>	<b>87</b>	

**Observation**

94% (82 responses) advise that they are satisfied with the information they receive following a rent review.

This is an excellent result given that it has not been easy to explain rent policy given the complex nature of the rent calculation.

**Q15: Thinking about the information and advice you receive from NSHC about being a tenant, how satisfied or dissatisfied are you with NSHC’s website as a source of useful information?**



**Raw Responses**

1	1	1.16%
2	1	1.16%
3	6	6.98%
4	13	15.12%
5	17	19.77%
N/A	48	55.81%
<b>Total</b>	<b>86</b>	

**Observation**

56% (48 responses) advise that they were unable to form an opinion on the usefulness of NSHC’s website. This suggests that 44% (38 responses) of tenants have internet access.

95% (36 responses) of those that were able to form an opinion on the usefulness of NSHC’s website considered the website to be satisfactory.

Further observations on Technology use within the NSHC community can be found in Section 6.

### 3 – Neighbourhood

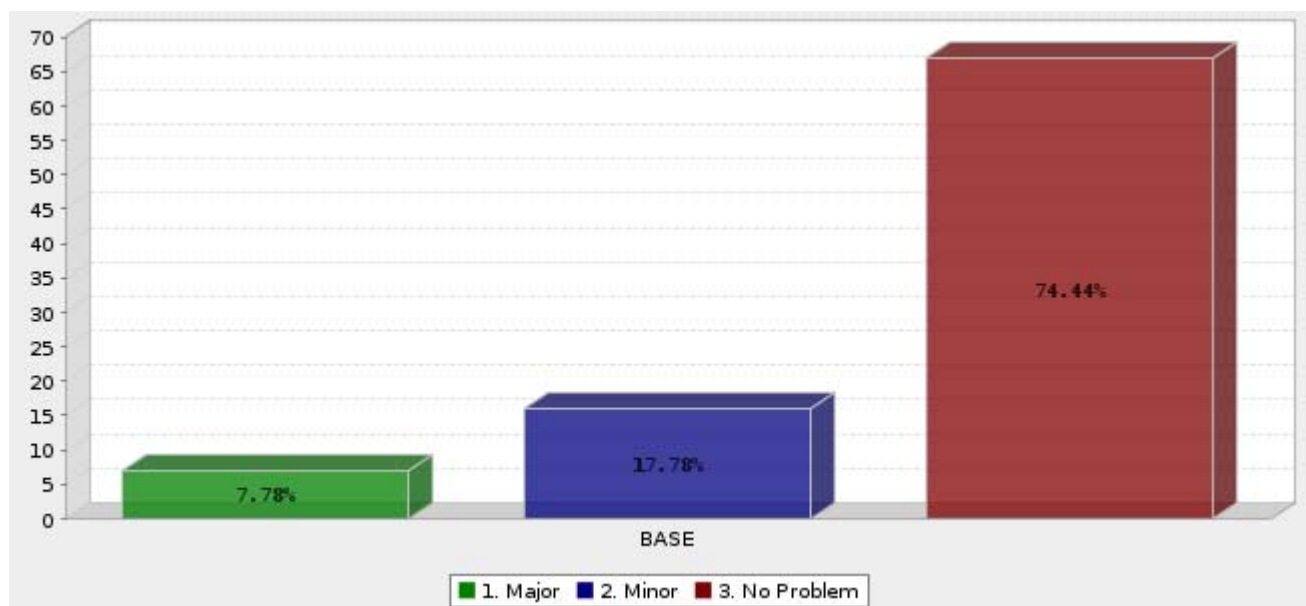
For each survey question, the question was asked, responses entered and both graphical and raw responses are provided. Following the raw data is an observation made based on the data.

The second series of questions related to the tenant’s neighbourhood.

#### To what extent are any of the following a problem in your neighbourhood?

##### Q1: Car Parking

Tenants were asked to advise if there was a problem, was the problem major or minor.



##### Raw Responses

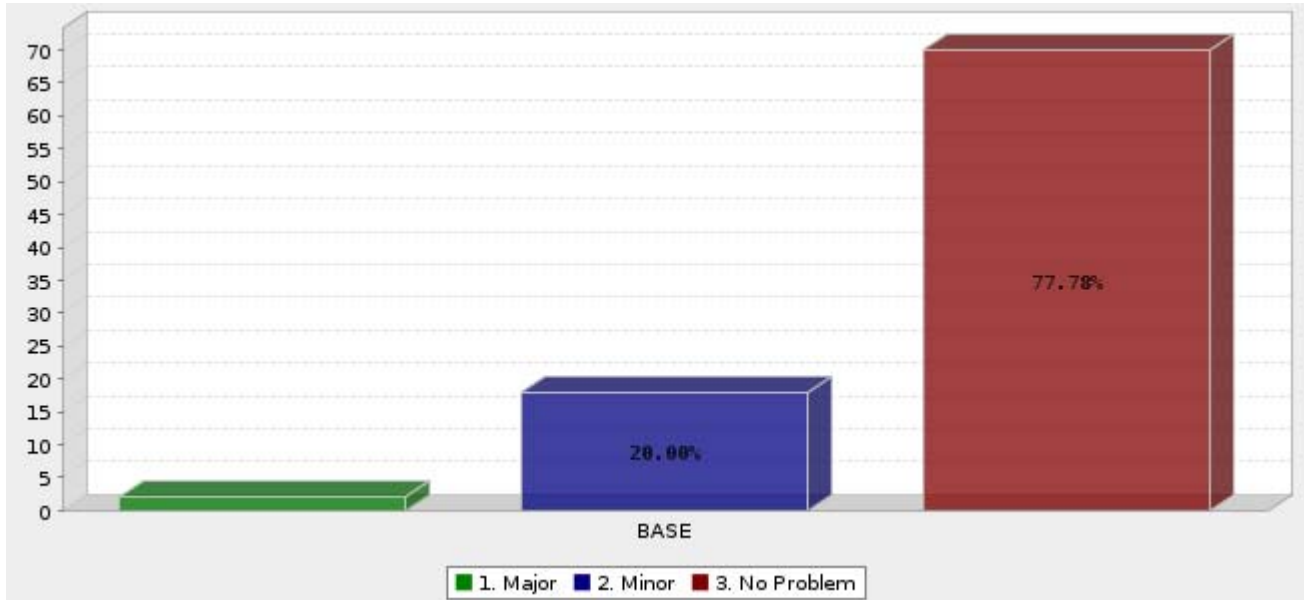
Major	7	7.78%
Minor	16	17.78%
No Problem	67	74.44%
<b>Total</b>	<b>90</b>	

##### Observation

Not all NSHC properties have a designated car parking space for each unit on a property.

**Q2: Rubbish or Litter**

Tenants were asked to advise if there was a problem, was the problem major or minor.



**Raw Responses**

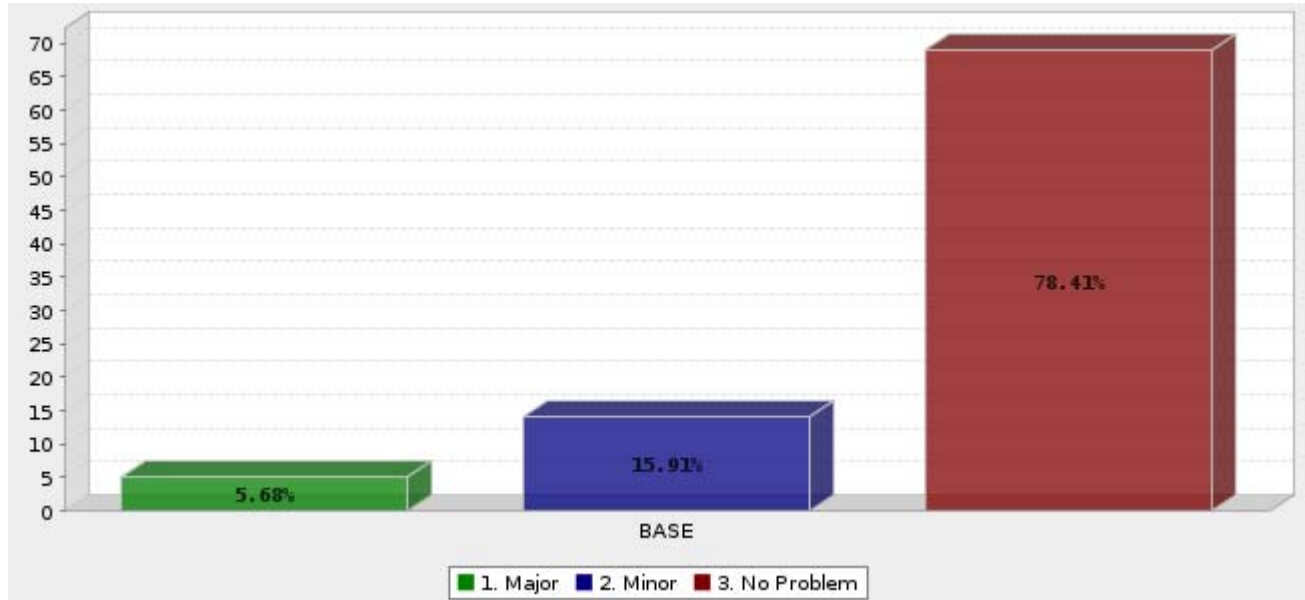
Major	2	2.22%
Minor	18	20.00%
No Problem	70	77.78%
<b>Total</b>	<b>90</b>	

**Observation**

98% (88 responses) advise that there is a minor or no littering problem at their property.

**Q3: Noisy neighbours**

Tenants were asked to advise if there was a problem, was the problem major or minor.



**Raw Responses**

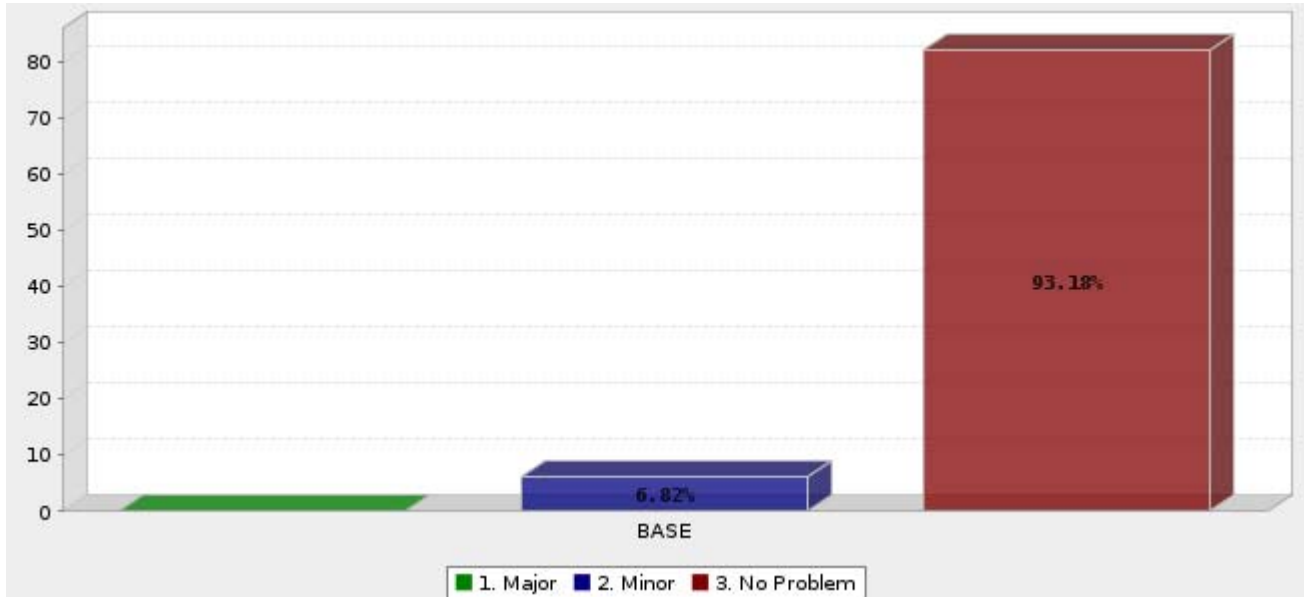
Major	5	5.68%
Minor	14	15.91%
No Problem	69	78.41%
<b>Total</b>	<b>88</b>	

**Observation**

94% (83 responses) advise that there is a minor or no noise problem at their property.

**Q4: Pet problems**

Tenants were asked to advise if there was a problem, was the problem major or minor.



**Raw Responses**

Major	0	0.00%
Minor	6	6.82%
No Problem	82	93.18%
<b>Total</b>	<b>88</b>	

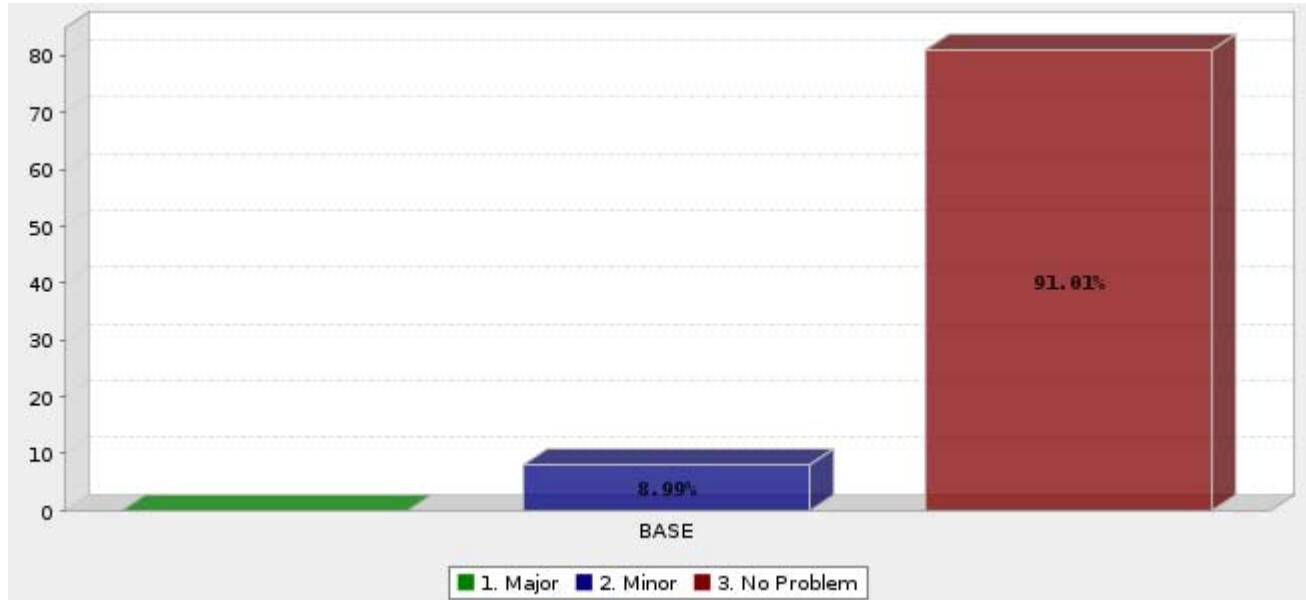
**Observation**

100% (88responses) advise that there is a minor or no pet problems at their property.

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**Q5: Harassment**

Tenants were asked to advise if there was a problem, was the problem major or minor.



**Raw Responses**

Major	0	0.00%
Minor	8	8.99%
No Problem	81	91.01%
<b>Total</b>	<b>89</b>	

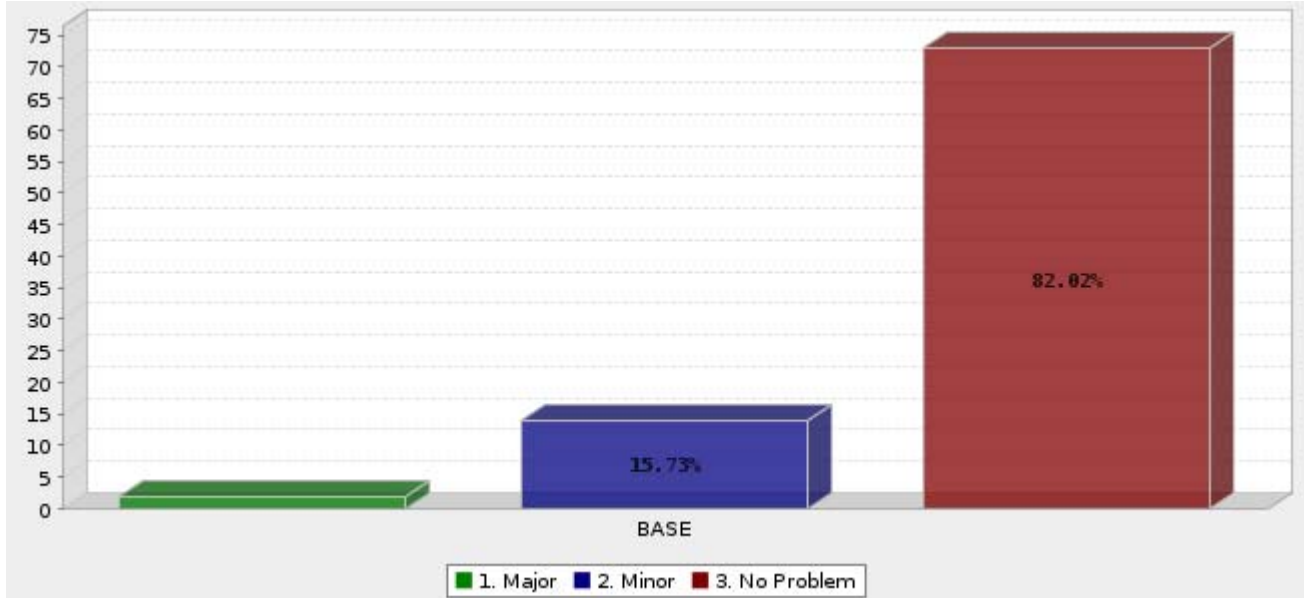
**Observation**

100% (89 responses) advise that there is a minor or no harassment problem at their property.



**Q6: Property damage**

Tenants were asked to advise if there was a problem, was the problem major or minor.



**Raw Responses**

Major	2	2.25%
Minor	14	15.73%
No Problem	73	82.02%
<b>Total</b>	<b>89</b>	

**Observation**

98% (87 responses) advise that there is a minor or no property damage problem at their property.

## 4 – Maintenance

The fourth series of questions related to maintenance at tenants properties.

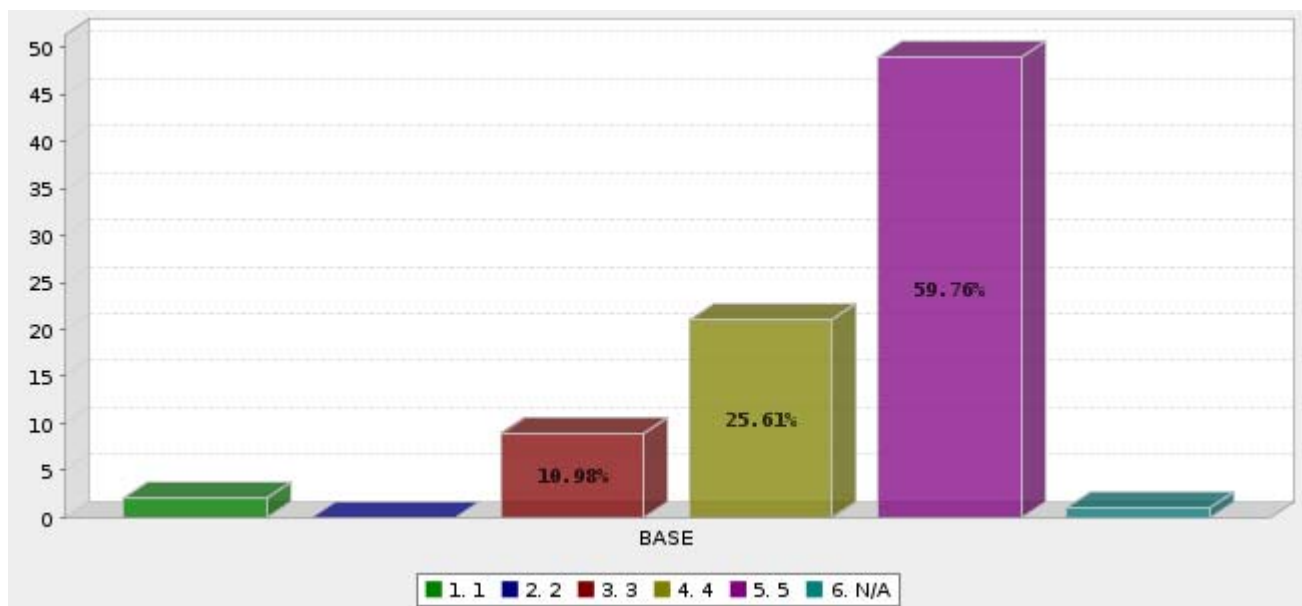
Tenants were asked to enter a score of between 1 (very dissatisfied) and 5 (very satisfied).

NSHC believes that where a survey response of “N/A” is noted that this is due to that person not having had the need for any maintenance work to be undertaken at their property over the past twelve months.

The “N/A” response could be further skewed if the response is from a couple as each tenant completes and returns a survey.

**Thinking about your last request for maintenance, how satisfied or dissatisfied were you with the following?**

**Q1: The contractor contacting you to make a time to attend.**



### Raw Responses

1	2	2.44%
2	0	0.00%
3	9	10.98%
4	21	25.61%
5	49	59.76%
N/A	1	1.22%
<b>Total</b>	<b>82</b>	

### Observation

96% (79 responses) advise that they were satisfied with the contractor contacting them to confirm a time to attend.

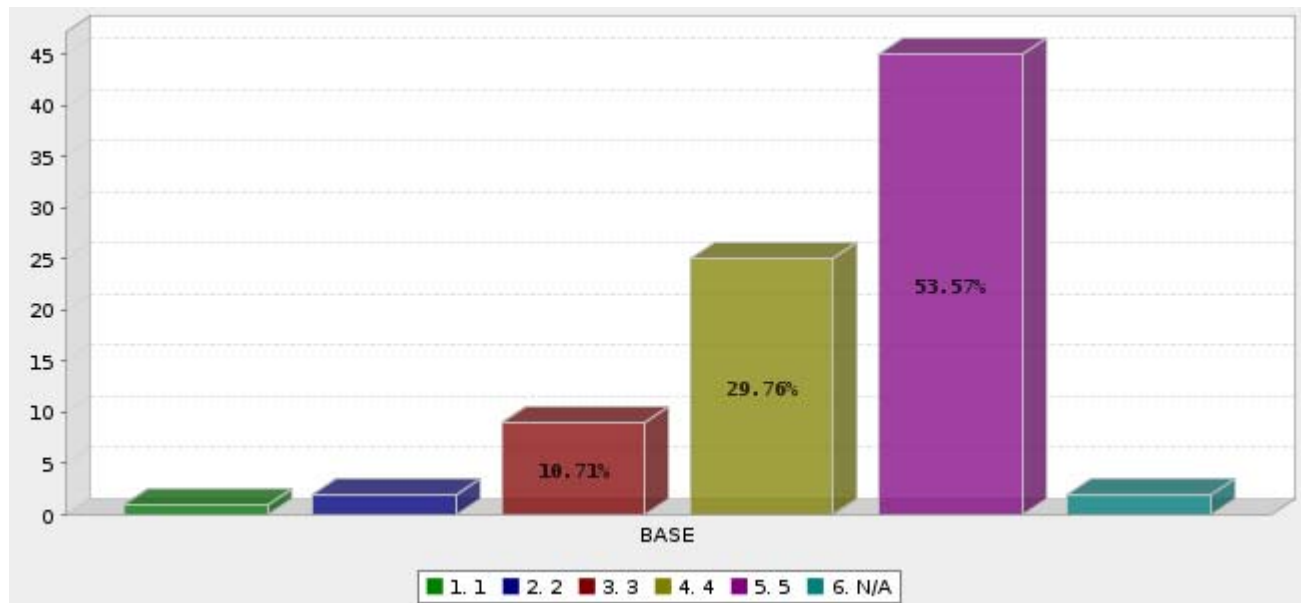


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NSHC requests that all contractors contact the tenant to advise if they will attend in the morning or in the afternoon. Contractors are requested not to make a specific time so as to allow them some flexibility due to previous jobs taking longer, or other more urgent work being undertaken.

**Q2: The time taken between when the work was requested and when work commenced.**



**Raw Responses**

1	1	1.19%
2	2	2.38%
3	9	10.71%
4	25	29.76%
5	45	53.57%
N/A	2	2.38%
<b>Total</b>	<b>84</b>	

**Observation**

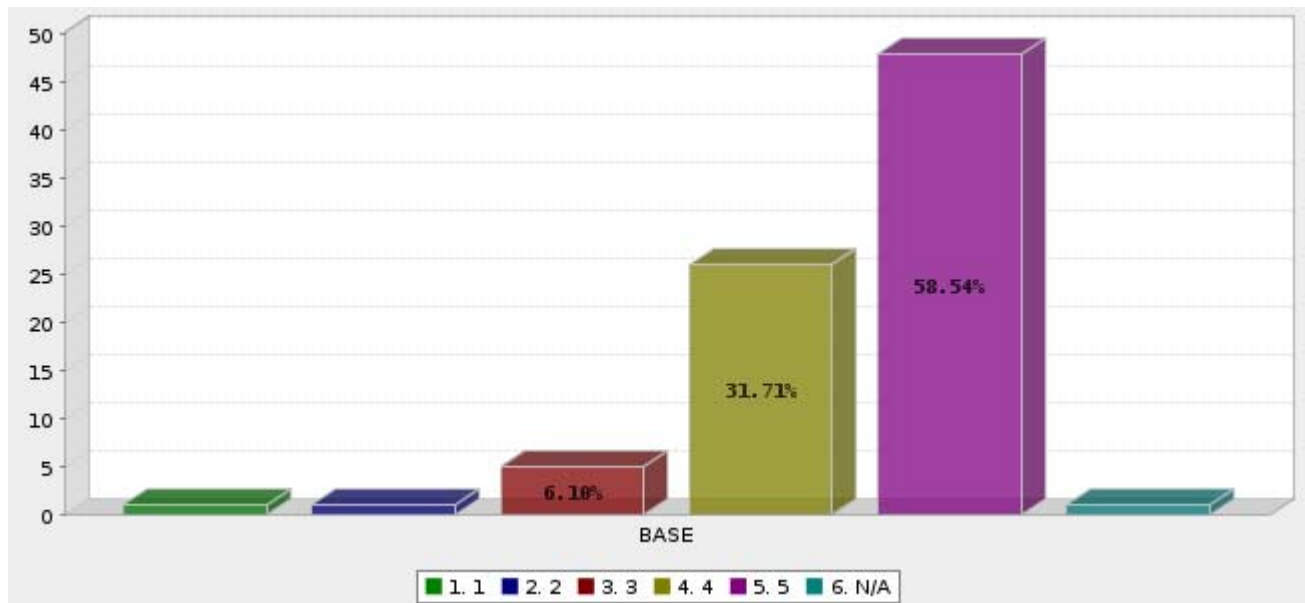
94% (79 responses) advise that the time between requesting maintenance and maintenance commencing was satisfactory or better than satisfactory.

NSHC provides contractors with an expected response time.

This varies from ASAP to 28 days.

The majority of responsive maintenance requests are completed within 7 to 14 days.

**Q3: The time taken between when work commenced and when it was completed.**



**Raw Responses**

1	1	1.22%
2	1	1.22%
3	5	6.10%
4	26	31.71%
5	48	58.54%
N/A	1	1.22%
<b>Total</b>	<b>82</b>	

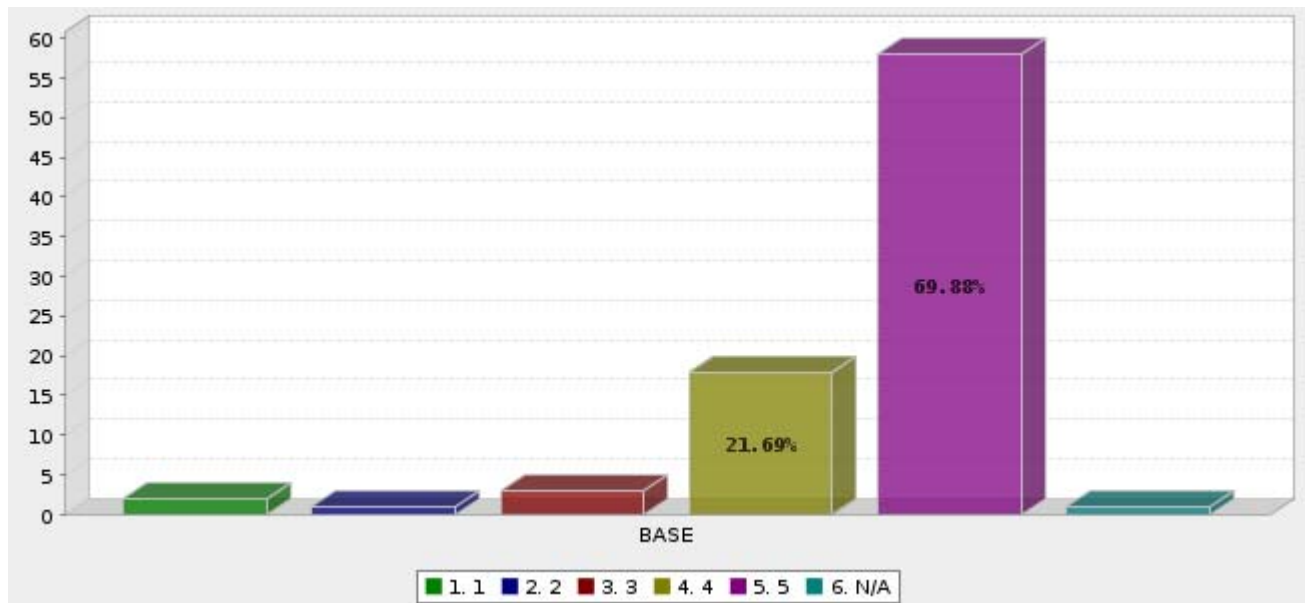
**Observation**

96% (79 responses) advise that the time from when maintenance work commenced to when it was completed was satisfactory or better than satisfactory.

The majority of responsive maintenance jobs are completed in one visit.

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**Q4: The attitude of the contractor in attendance.**



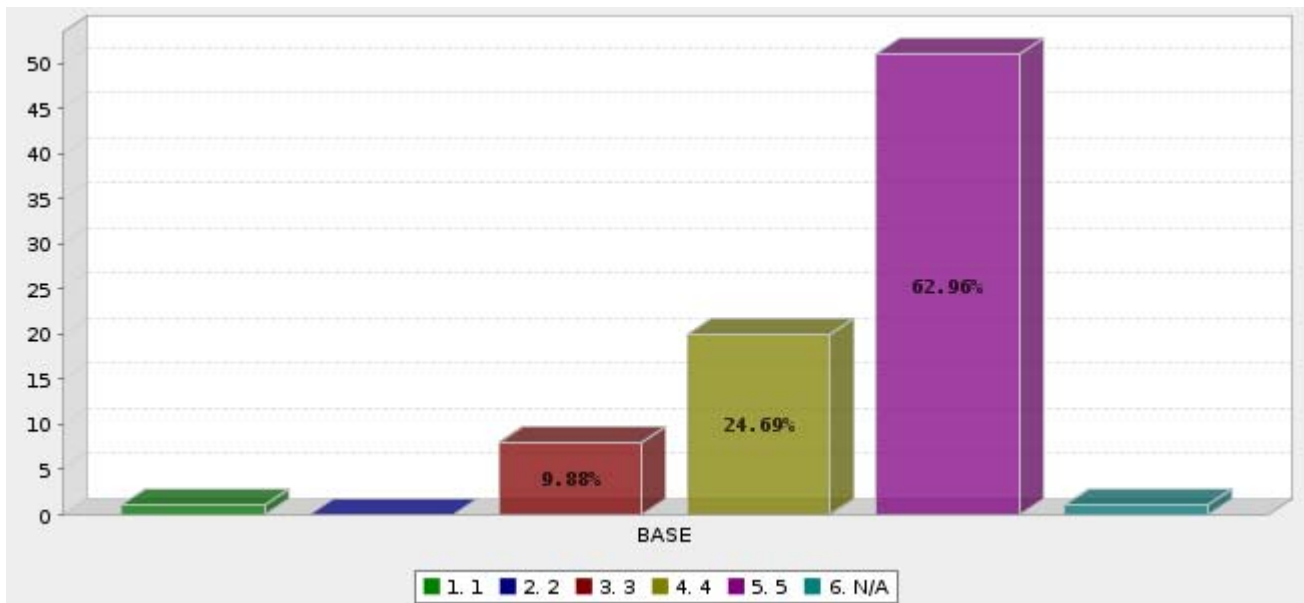
**Raw Responses**

1	2	2.41%
2	1	1.20%
3	3	3.61%
4	18	21.69%
5	58	69.88%
N/A	1	1.20%
<b>Total</b>	<b>83</b>	

**Observation**

94% (79 responses) advise that the contractor’s attitude was satisfactory or better than satisfactory.

**Q5: The overall quality of the finished work.**



**Raw Responses**

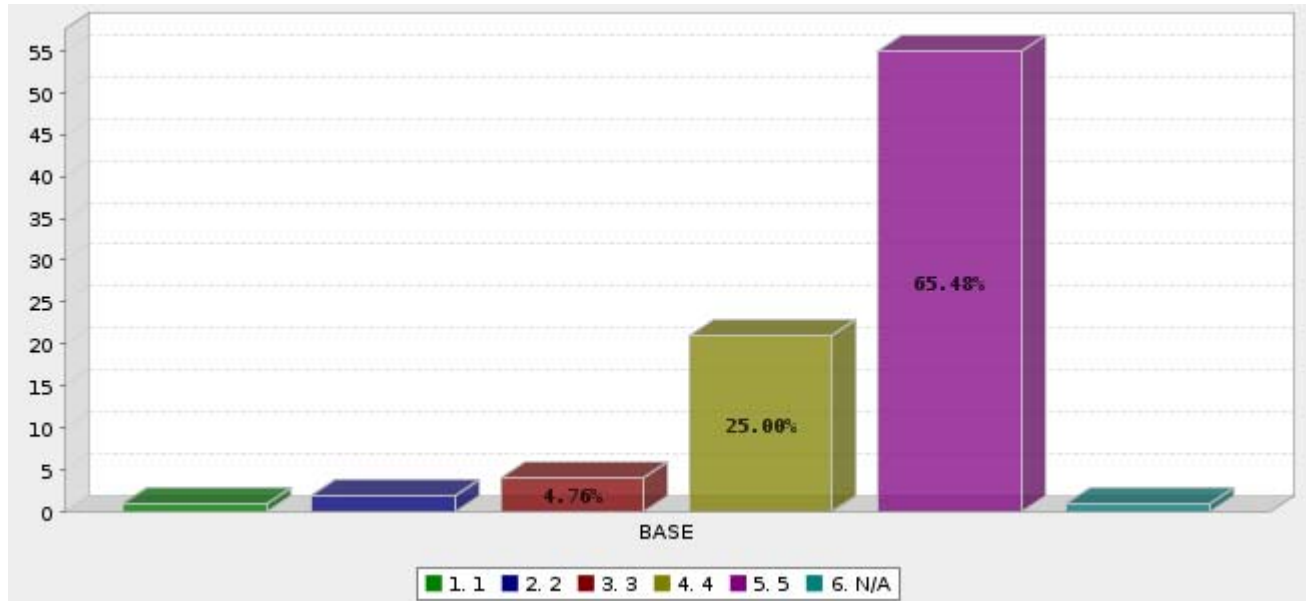
1	1	1.23%
2	0	0.00%
3	8	9.88%
4	20	24.69%
5	51	62.96%
N/A	1	1.23%
<b>Total</b>	<b>81</b>	

**Observation**

98% (79 responses) advise that they were satisfied or better than satisfied with the overall quality of the finished work.

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**Q6: The contractor keeping dirt and mess to a minimum and tidying up after the work was completed.**



**Raw Responses**

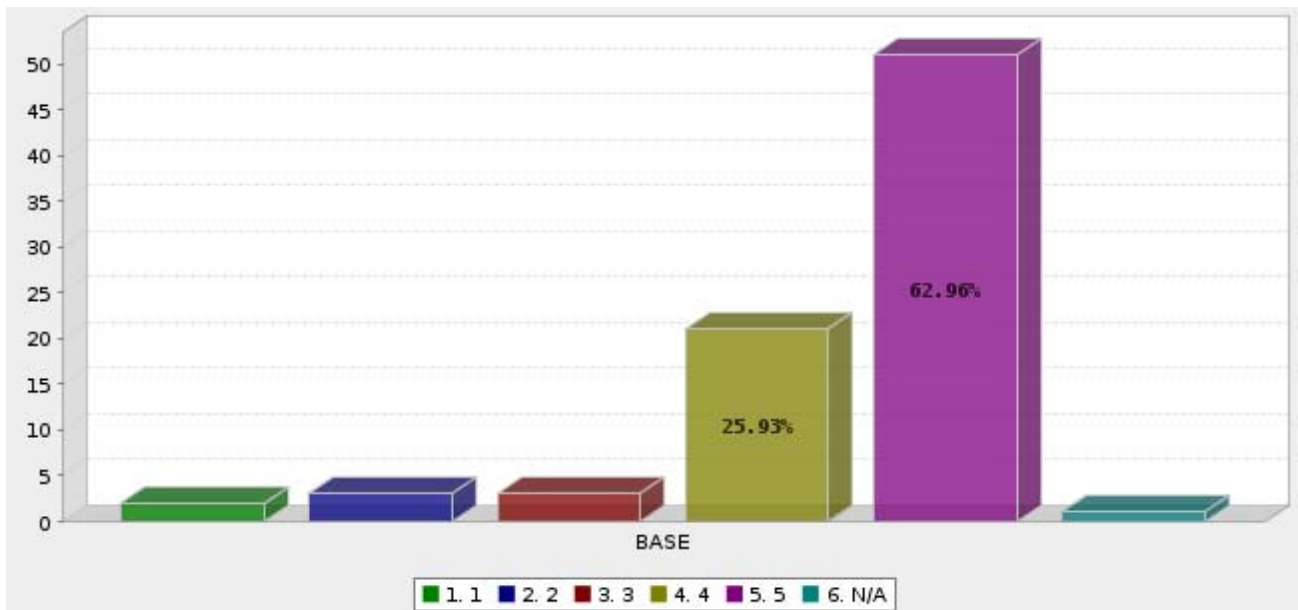
1	1	1.19%
2	2	2.38%
3	4	4.76%
4	21	25.00%
5	55	65.48%
N/A	1	1.19%
<b>Total</b>	<b>84</b>	

**Observation**

95% (80 responses) advise that the contractor satisfactorily tidied up after they completed their work.



**Q7: The work being done “right first time”.**



**Raw Responses**

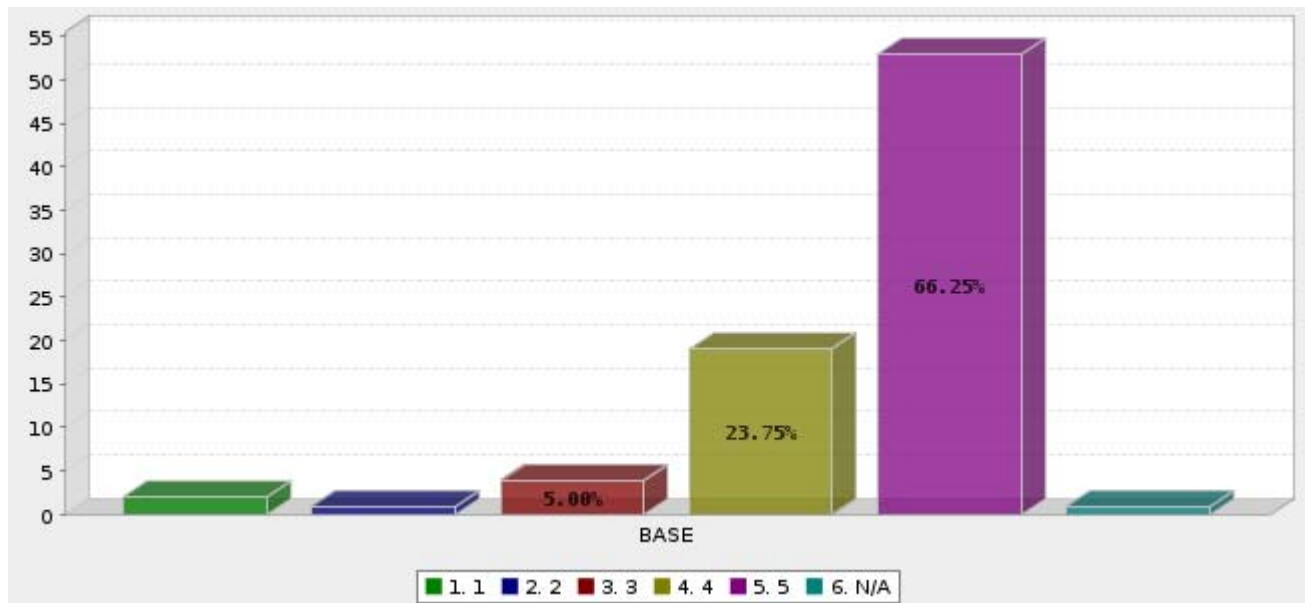
1	2	2.47%
2	3	3.70%
3	3	3.70%
4	21	25.93%
5	51	62.96%
N/A	1	1.23%
<b>Total</b>	<b>81</b>	

**Observation**

93% (75 responses) advise that the contractor was not required to return as they hadn't completed the job properly the first time.

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**Q8: The contractors doing the job you expected.**



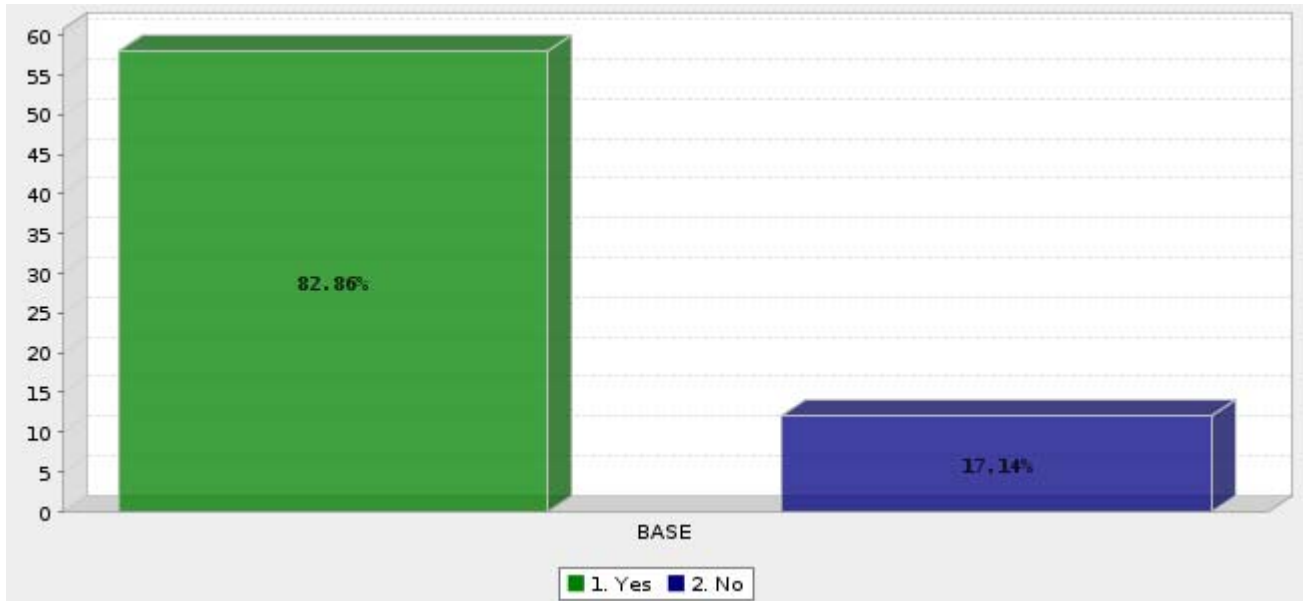
**Raw Responses**

1	2	2.50%
2	1	1.25%
3	4	5.00%
4	19	23.75%
5	53	66.25%
N/A	1	1.25%
<b>Total</b>	<b>80</b>	

**Observation**

95% (76 responses) advise that the maintenance job was completed to their satisfaction.

**Q9: If the contractor was unknown to you, did the contractor show proof of identity when they attended?**



**Raw Responses**

Yes	58	82.86%
No	12	17.14%
<b>Total</b>	<b>70</b>	

**Observation**

83% (58 responses) advise that the contractor provided proof of identity when they attended to undertake maintenance.

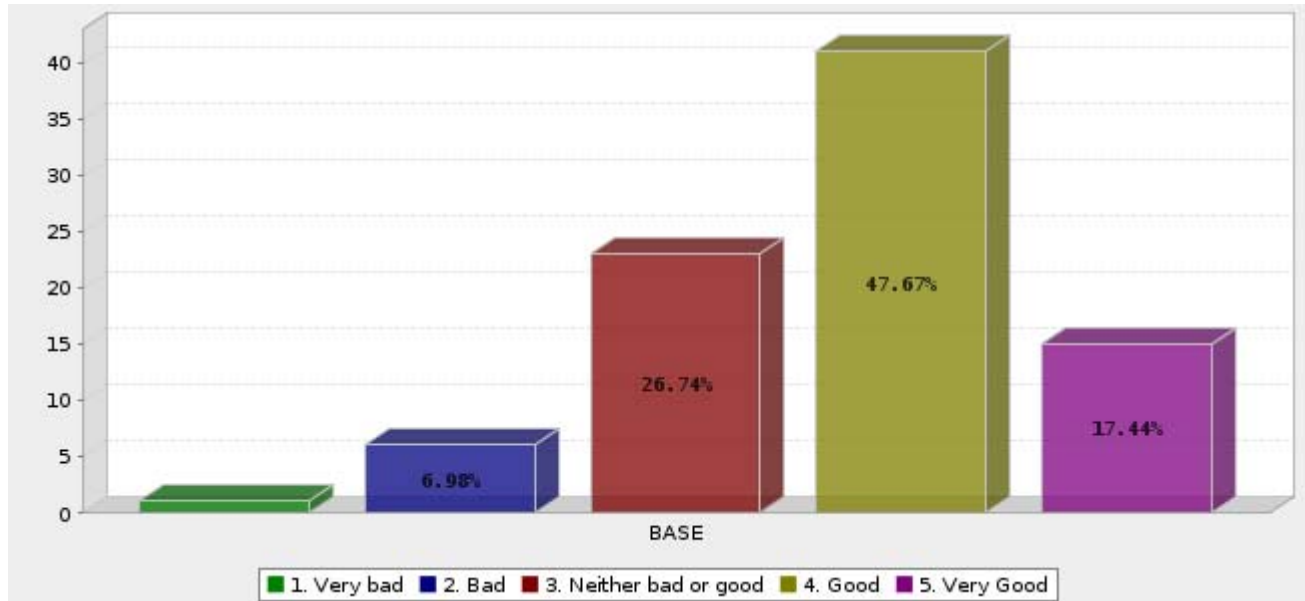
NSHC advises contractors that they are expected to identify themselves when they go on to a NSHC property.

## 5 – Tenants

For each survey question, the question was asked, responses entered and both graphical and raw responses are provided. Following the raw data is an observation made based on the data.

The fourth series of questions related to tenants.

### Q1: What is the current status of your health?



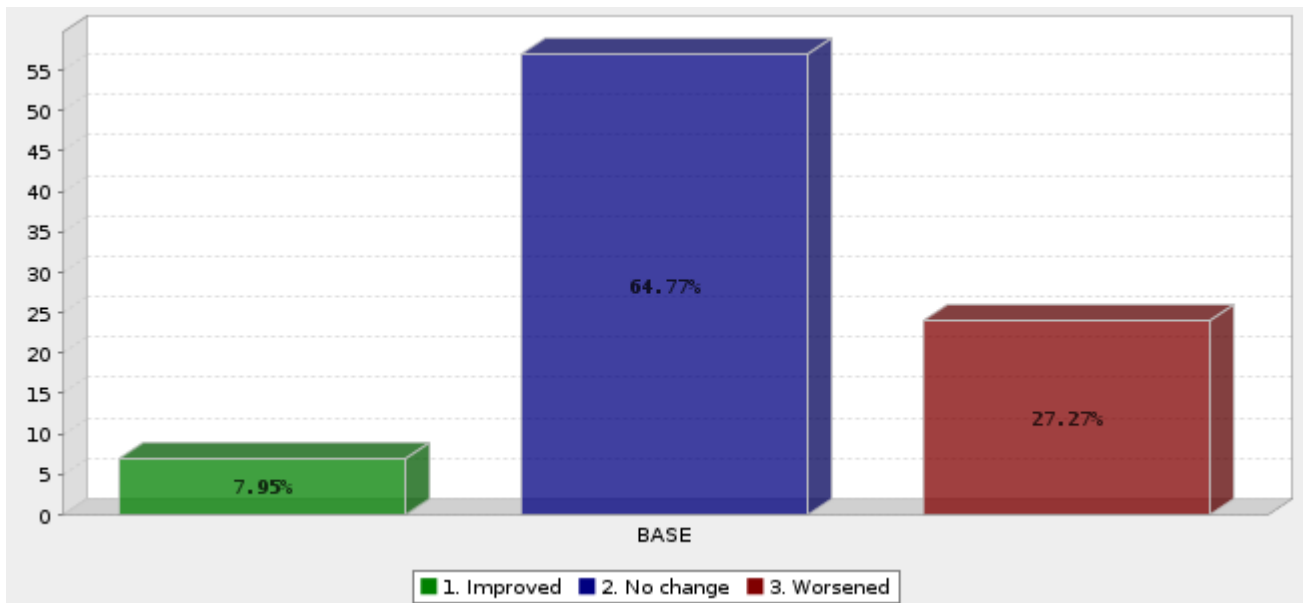
### Raw Responses

Very bad	1	1.16%
Bad	6	6.98%
Neither bad or good	23	26.74%
Good	41	47.67%
Very Good	15	17.44%
<b>Total</b>	<b>86</b>	

### Observation

92% (79 responses) advise that their health is neither bad nor very bad.

**Q2: How would you say your general health has changed over the past 12 months?**



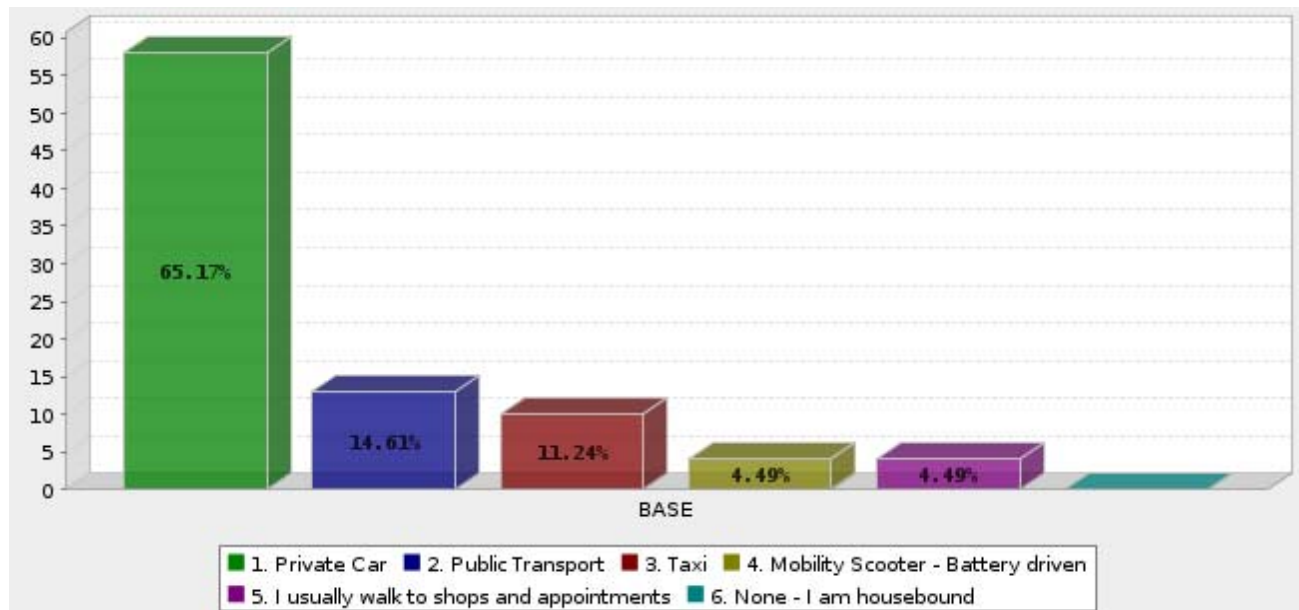
**Raw Responses**

Improved	7	7.95%
No change	57	64.77%
Worsened	24	27.27%
<b>Total</b>	<b>88</b>	

**Observation**

73% (64 responses) advise that their health has not worsened over the past 12 months.

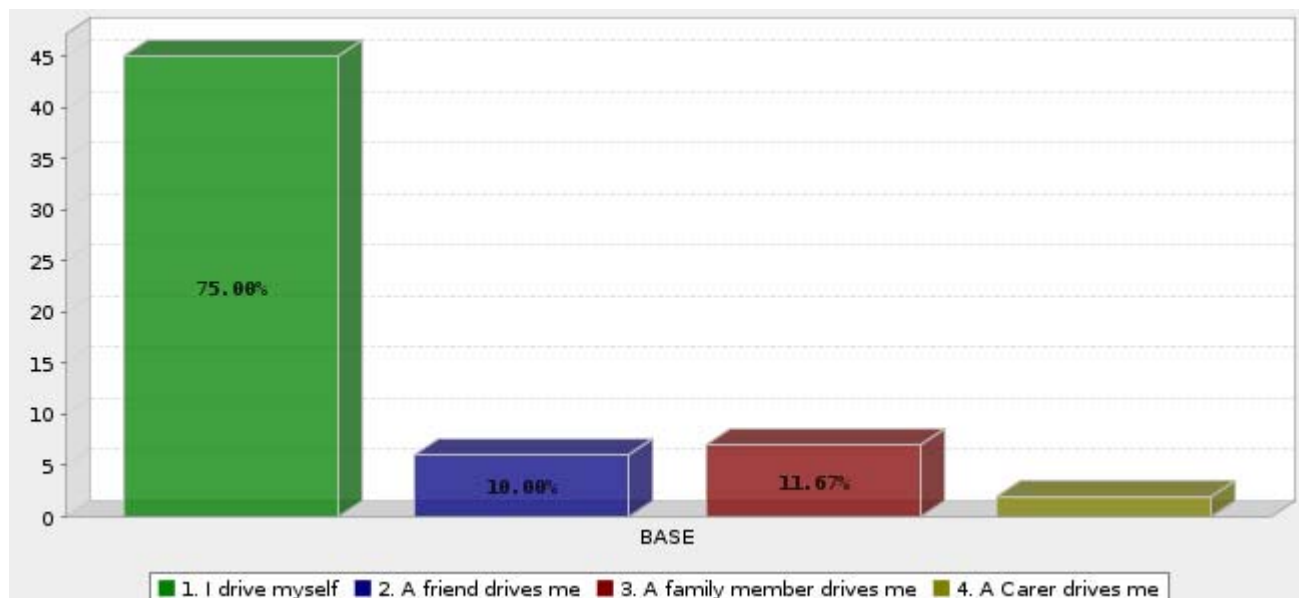
**Q3: What means of transport do you use most often?**



**Raw Responses**

Private Car	58	65.17%
Public Transport	13	14.61%
Taxi	10	11.24%
Mobility Scooter - Battery driven	4	4.49%
I usually walk to shops and appointments	4	4.49%
None - I am housebound	0	0.00%
<b>Total</b>	<b>89</b>	

**If you answered Private Car to Q3, which type of Private Car do you use most often?**



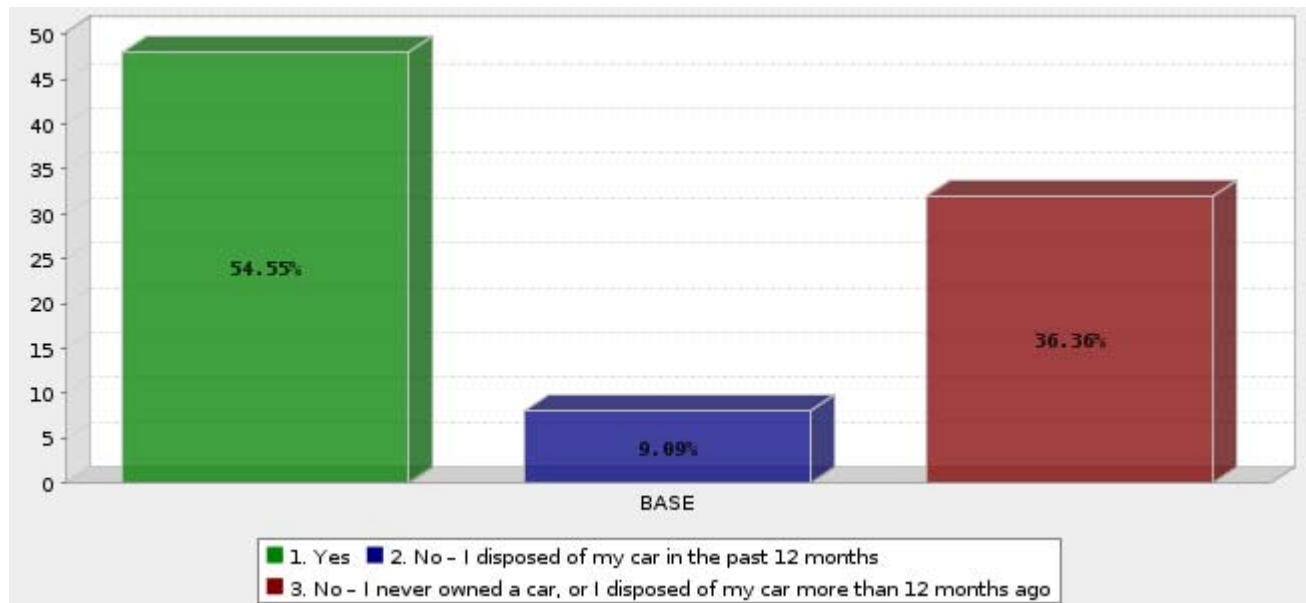
I drive myself	45	75.00%
A friend drives me	6	10.00%
A family member drives me	7	11.67%
A Carer drives me	2	3.33%
<b>Total</b>	<b>60</b>	

### Observation

65% (58 responses) advise that they use a private car as their most often used means of transport.

Less than 15% (13 responses) use public transport as their most often used means of transport.

**Q4: Do you currently own a Car?**



**Raw Responses**

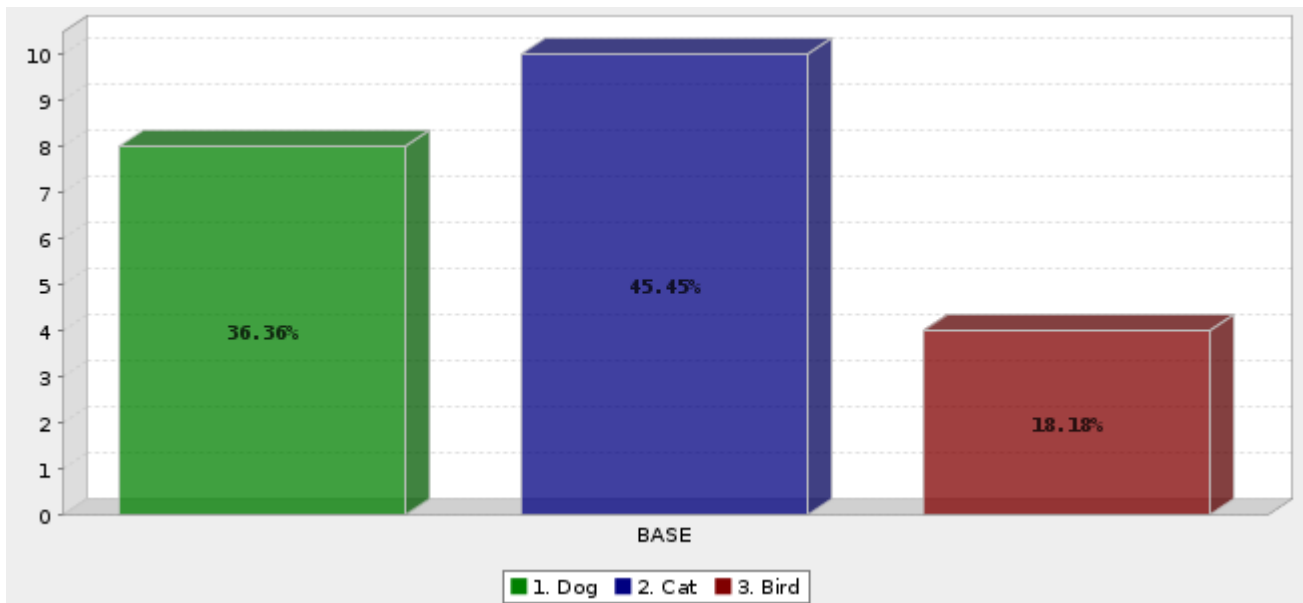
Yes	48	54.55%
No – I disposed of my car in the past 12 months	8	9.09%
No – I never owned a car, or I disposed of my car more than 12 months ago	32	36.36%
<b>Total</b>	<b>88</b>	

**Observation**

54% (48 responses) advise that they currently own a car.



**Q5: Do you currently have any of the following pets?**



**Raw Responses**

Dog	8	36.36%
Cat	10	45.45%
Bird	4	18.18%
<b>Total</b>	<b>22</b>	

**Observation**

NSHC designates which properties are “pet friendly”.

Based on 89 responses received, a quarter (22 responses) indicate that they have a pet of some kind.

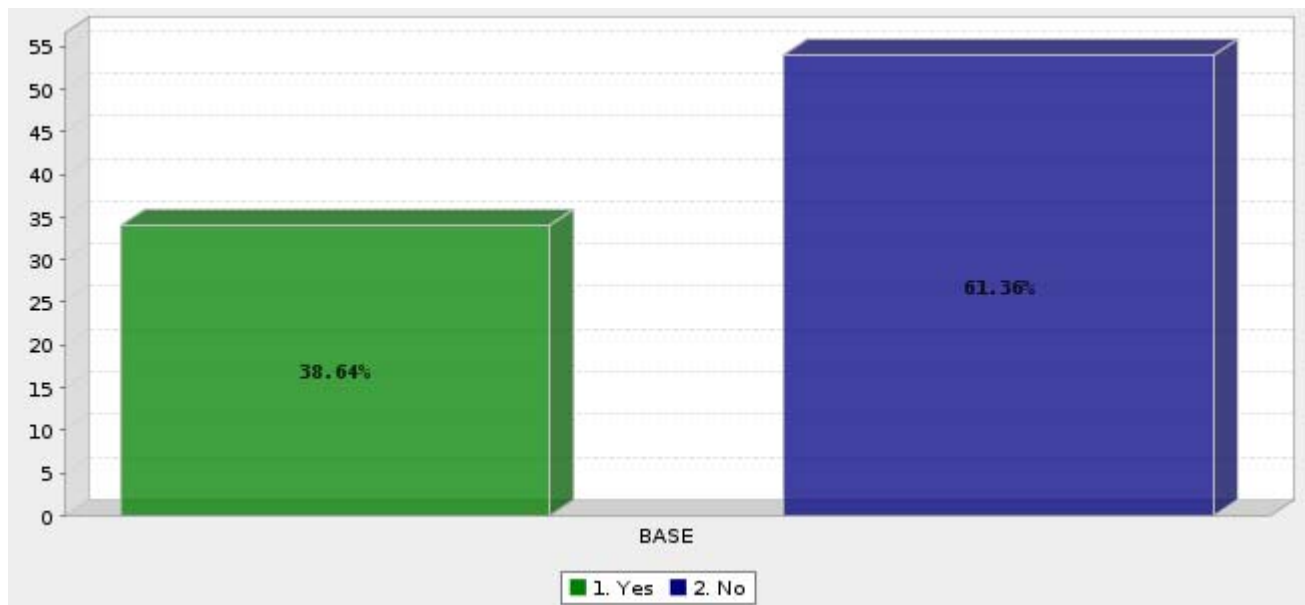
## 6 – Technology

For each survey question, the question was asked, responses entered and both graphical and raw data responses are provided. Following the raw data is an observation made based on the data.

The fifth series of questions related to tenants use and acceptance of technology.

### Do you currently have access to any of the following?

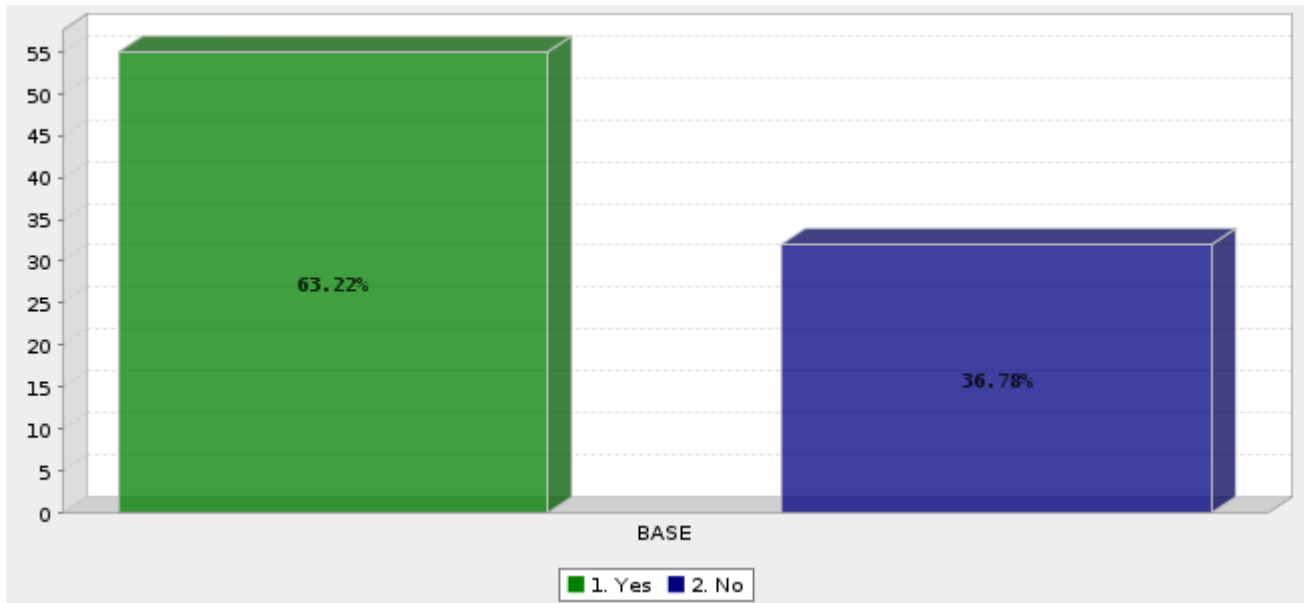
#### Q1: Internet



#### Raw Responses

Yes	34	38.64%
No	54	61.36%
<b>Total</b>	<b>88</b>	

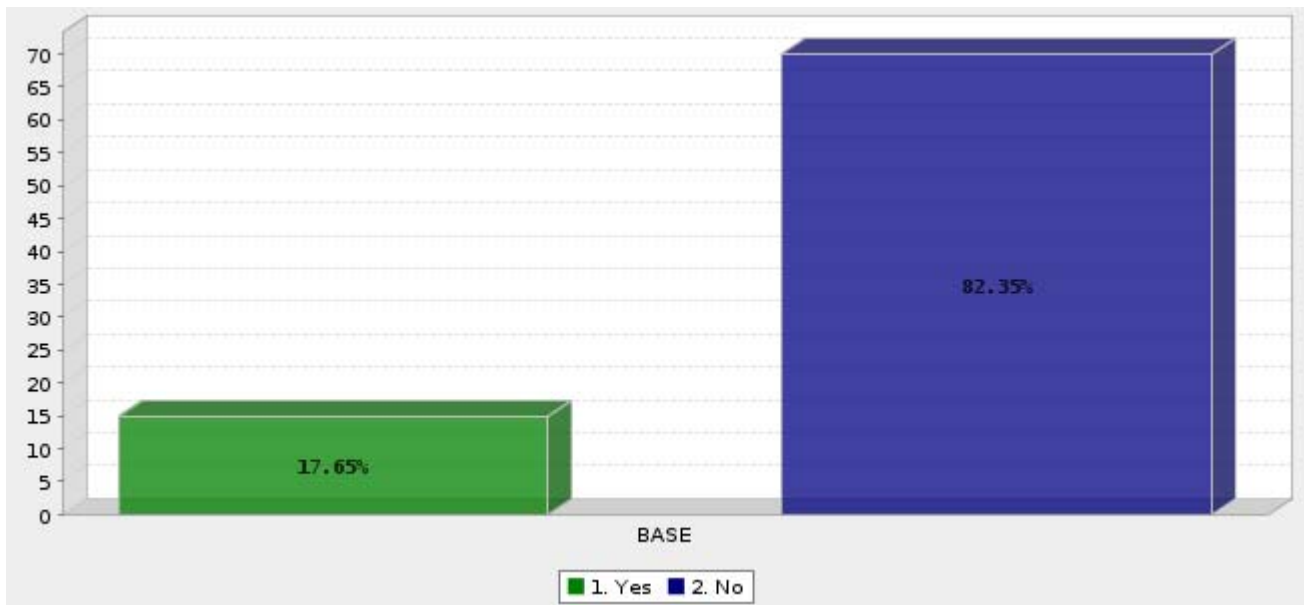
**Q2: Standard Mobile Phone**



**Raw Responses**

Yes	55	63.22%
No	32	36.78%
<b>Total</b>	<b>87</b>	

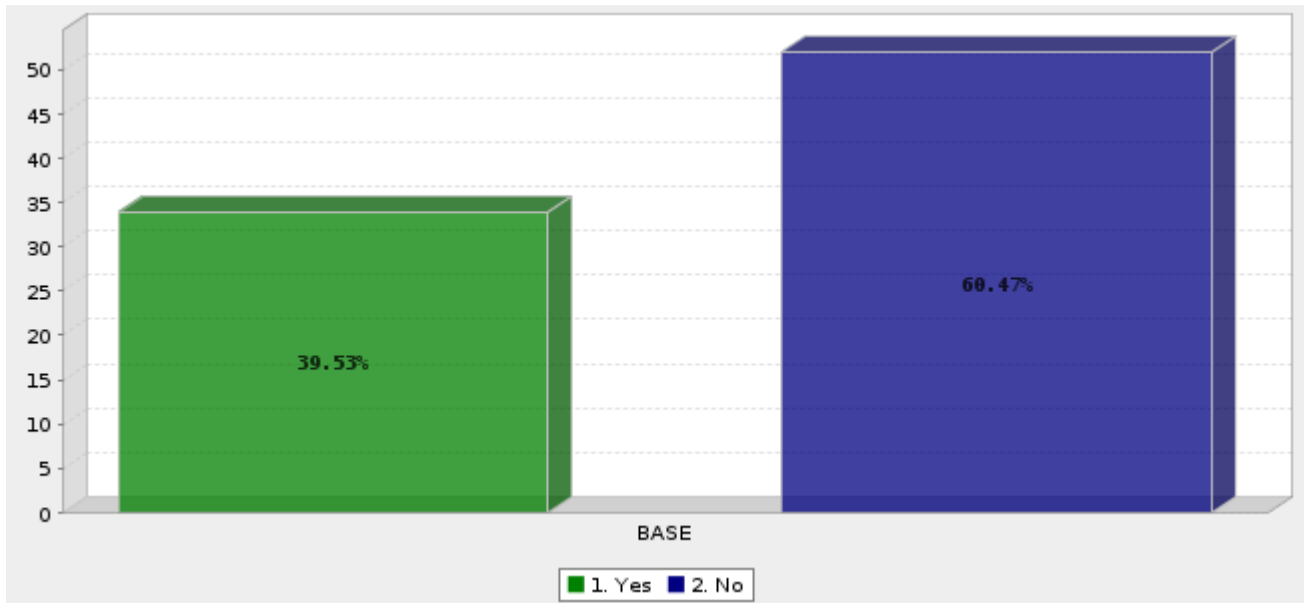
**Q3: Smart Mobile Phone**



**Raw Responses**

Yes	15	17.65%
No	70	82.35%
<b>Total</b>	<b>85</b>	

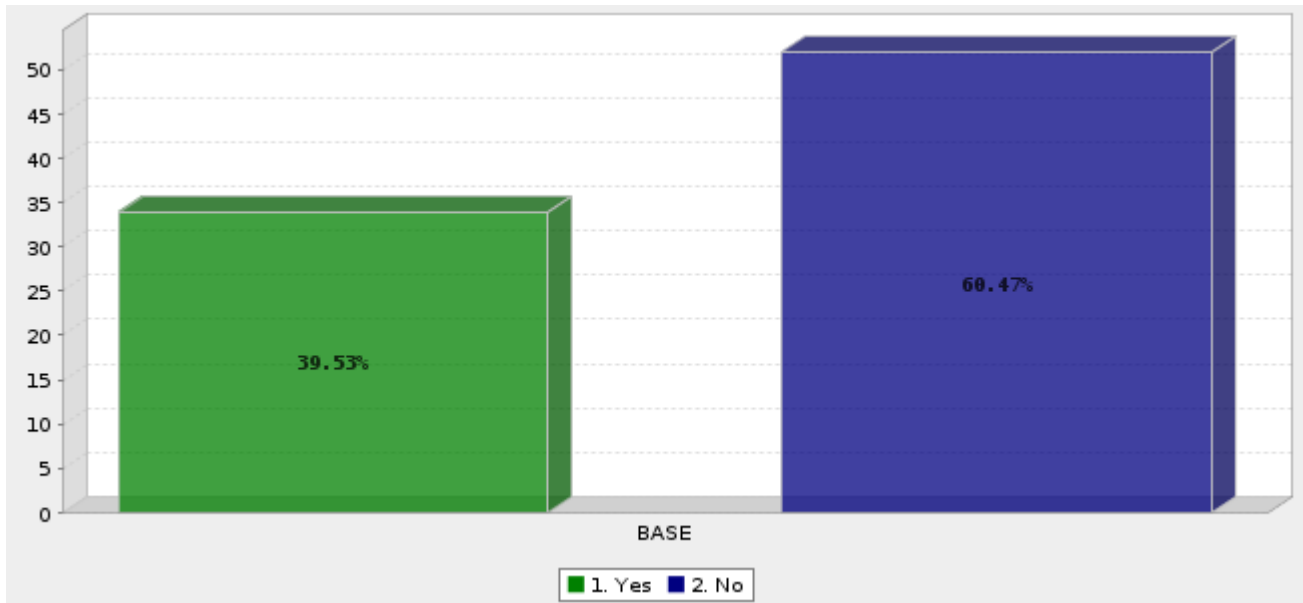
**Q4: Email**



**Raw Responses**

Yes	34	39.53%
No	52	60.47%
<b>Total</b>	<b>86</b>	

**Q5: Digital Camera**



**Raw Responses**

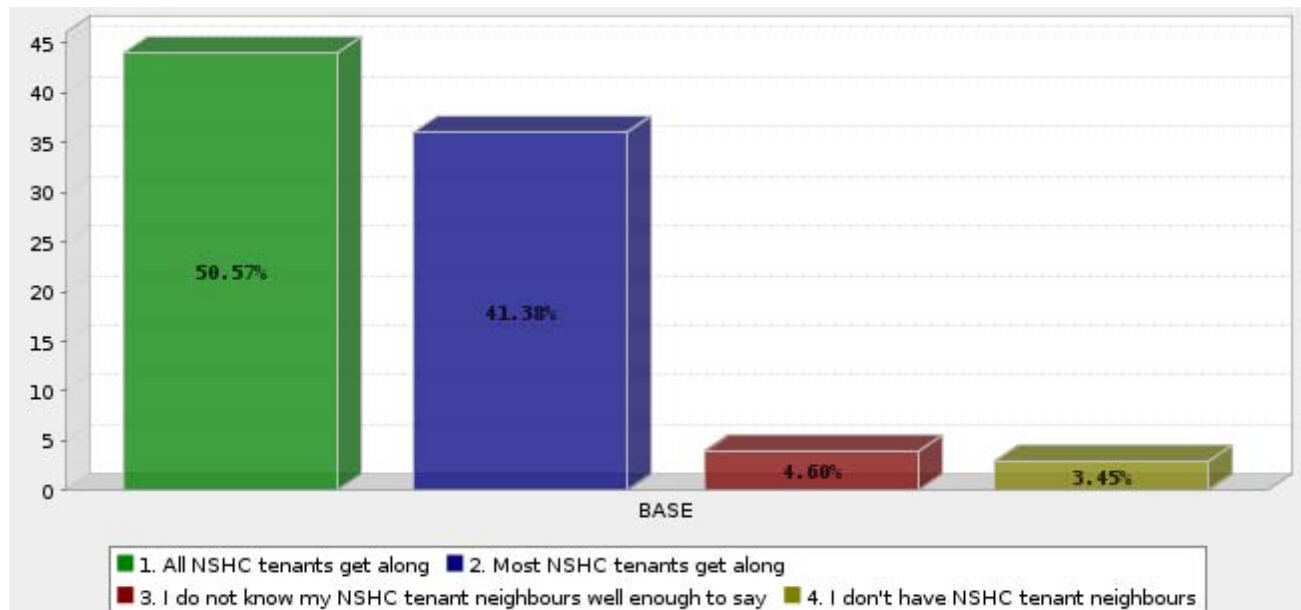
Yes	34	39.53%
No	52	60.47%
<b>Total</b>	<b>86</b>	

## 7 – Community

For each survey question, the question was asked, responses entered and both graphical and raw responses are provided. Following the raw data is an observation made based on the data.

The sixth series of questions related to how tenants identify with the NSHC community.

### Q1: How well do tenants at your property get along, in your opinion?



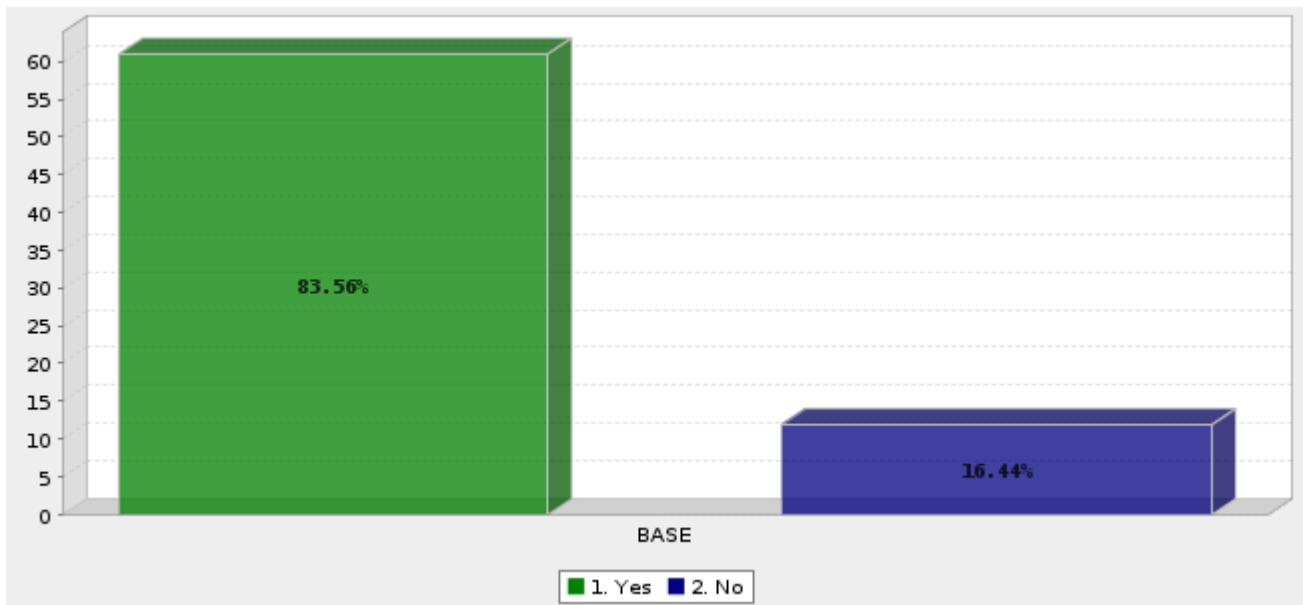
### Raw Responses

All NSHC tenants get along	44	50.57%
Most NSHC tenants get along	36	41.38%
I do not know my NSHC tenant neighbours well enough to say	4	4.60%
I don't have NSHC tenant neighbours	3	3.45%
<b>Total</b>	<b>87</b>	

### Observation

92% (80responses) advise that tenants get along at their property.

**Q2: Do you believe NSHC tenants get along at meetings and at tenant activities?**

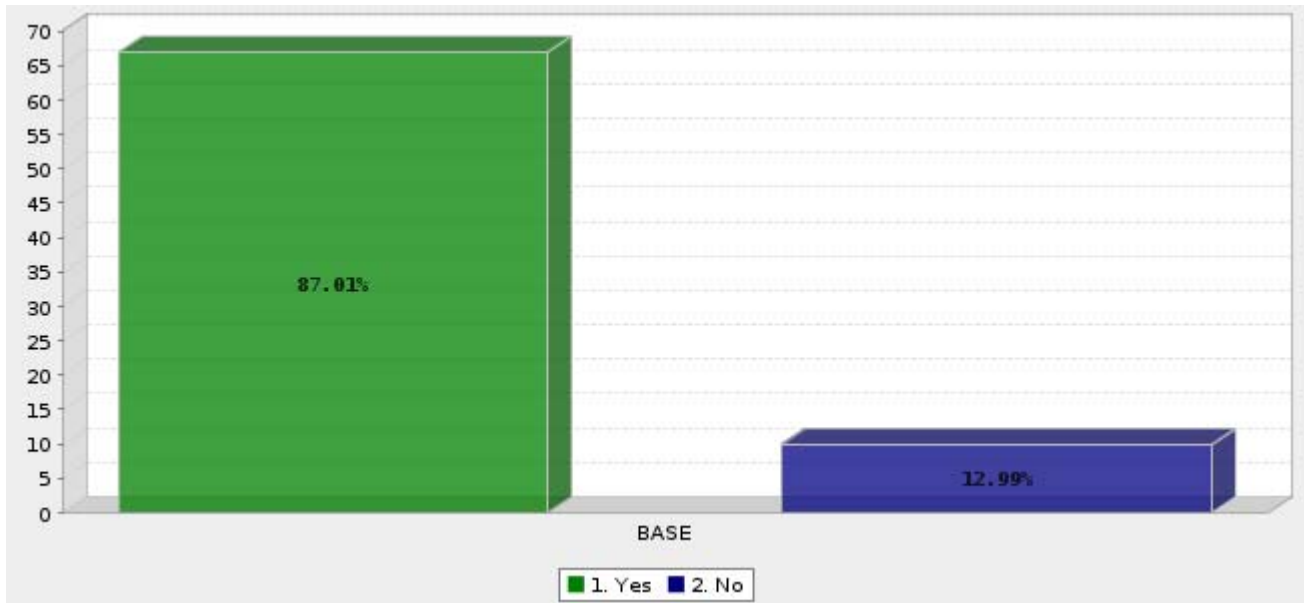


**Raw Responses**

Yes	61	83.56%
No	12	16.44%
<b>Total</b>	<b>73</b>	



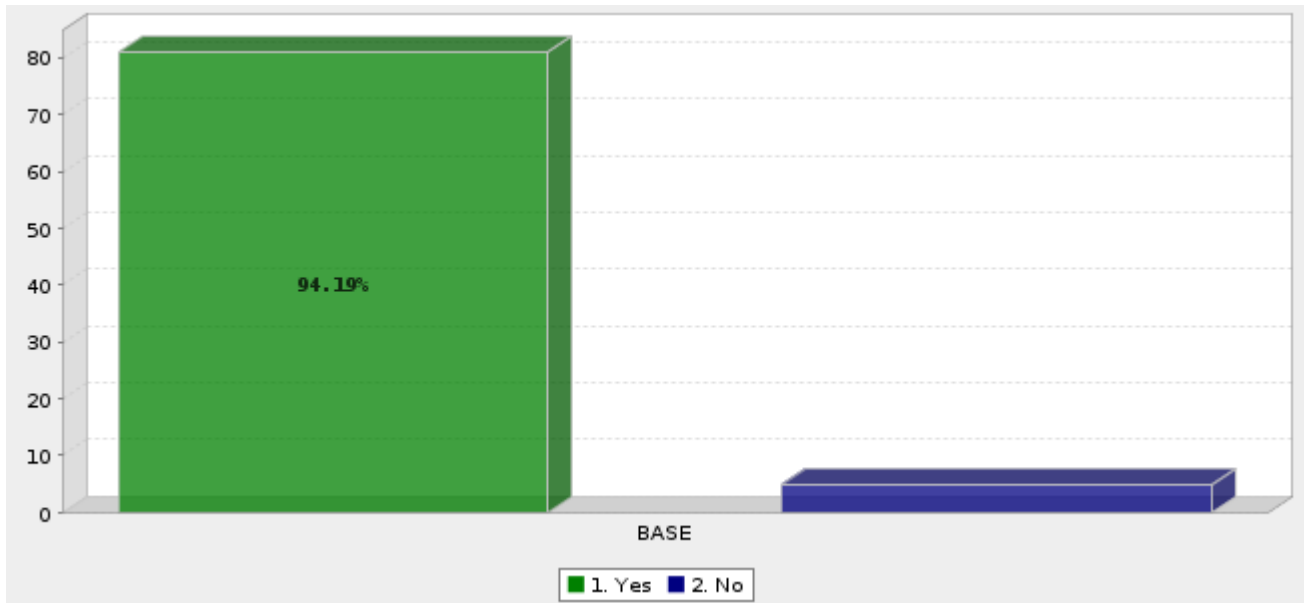
**Q3: Do you believe NSHC tenants are encouraged to put forward their opinions?**



**Raw Responses**

Yes	67	87.01%
No	10	12.99%
<b>Total</b>	<b>77</b>	

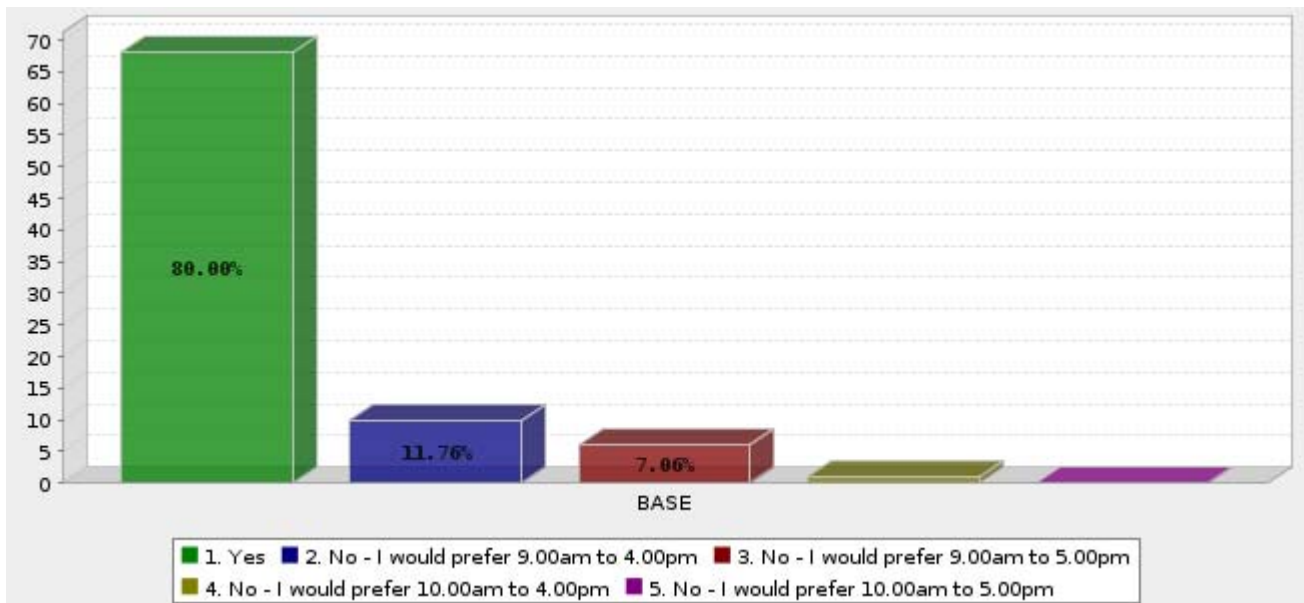
**Q4: Are you satisfied with how staff engage with NSHC tenants?**



**Raw Responses**

Yes	81	94.19%
No	5	5.81%
<b>Total</b>	<b>86</b>	

**Q5: Are the current office hours 10.00am to 3.00pm reasonable?**



**Raw Responses**

Yes	68	80.00%
No - I would prefer 9.00am to 4.00pm	10	11.76%
No - I would prefer 9.00am to 5.00pm	6	7.06%
No - I would prefer 10.00am to 4.00pm	1	1.18%
No - I would prefer 10.00am to 5.00pm	0	0.00%
<b>Total</b>	<b>85</b>	