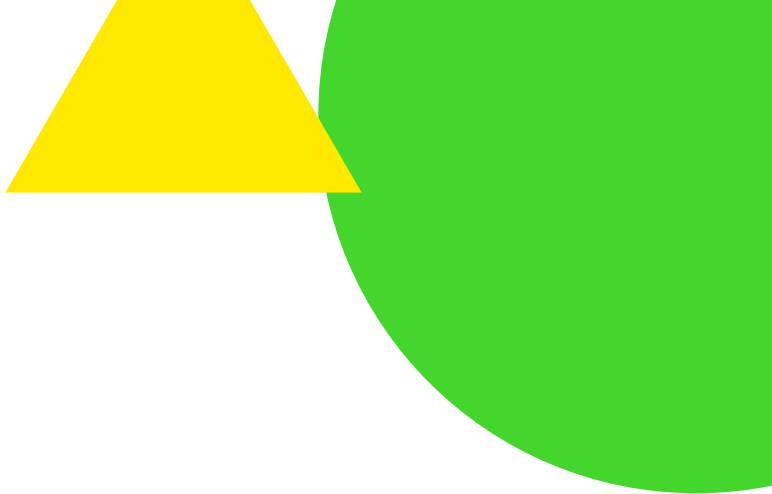




Homes North 2018 Tenant Satisfaction Survey

Report prepared by Community Housing Industry Association NSW

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Section 1: Introduction

This report provides the findings of the independent tenant satisfaction survey conducted by the Community Housing Industry Association NSW (CHIA NSW) on behalf of Homes North in 2018.

The aims of this survey are to:

- Establish levels of tenant satisfaction with services in line with the National Regulatory System for Community Housing (NRSCH).
- Benchmark performance levels against CHIA NSW's tenant satisfaction benchmarking group.
- Inform future service delivery improvements.

Using CHIA NSW brings significant benefits, including an impartial and independent data collection and analysis service, access to best practice questions and entry into CHIA NSW's tenant satisfaction benchmarking group.

CHIA NSW is the industry peak body for mainstream community housing providers in NSW. 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. CHIA NSW has developed its tenant satisfaction survey to include a range of good practices. CHIA NSW also manages the most comprehensive tenant satisfaction benchmarking service in Australia.

CHIA NSW thanks everyone who participated in this important survey.

Section 2: Methodology

The core questions used in this survey were developed following an extensive year-long consultation with the NSW community housing industry, including tenants. The core questions and survey methodology also drew upon UK best practice contained in House Mark's STAR tenant satisfaction survey. Additional questions were included to meet the bespoke needs of Homes North. The final questionnaire and survey methodology complied with the requirements of the new National Regulatory System for Community Housing (NRSCH).

The questionnaire contained the following eleven sections:

1. Demographic information
2. Housing services
3. Supported Housing
4. Complaints and appeals
5. Repairs and maintenance
6. Neighbourhood
7. Communication
8. Tenant engagement
9. Quality of life
10. Tenant priorities
11. Wellbeing

Further sections of this report examine differences in responses by region and by area office, analysis of key indicators by demographics, and tenant comments.

A census approach was used and all 994 households managed by Homes North were invited to participate in the survey.

Fieldwork (when residents are asked to complete the survey) commenced on 18 June 2018 and ended on 8 August 2018.

The survey was conducted using both a postal and online questionnaire. Postal questionnaires were posted to all households together with a covering letter and a prepaid response envelope.

To encourage residents to participate in the survey, Homes North:

- Provided a prize draw of ten \$100 gift vouchers
- Sent two SMS reminders on 6 July 2018 and 26 July 2018

By the closing date of on 8 August 2018 CHIA NSW received a total of 361 responses of which all 361 were valid¹ representing an overall valid response rate of 36%.

In the report where we have presented a 'combined satisfaction' rate this is calculated by adding the percentages of respondents in the 'satisfied' and 'very satisfied' categories. Reference to a 'combined

¹ CHIA NSW has adopted the NRSCH definition of a valid response based on guidance in NRSCH (2014) *Registration Return Guide* (1.4.3: Numbers of surveys returned)



dissatisfaction' rate is calculated by adding the percentages of respondents in the 'dissatisfied' and 'very dissatisfied' categories.

Please note that percentages may not add to 100% due to rounding.

Statistical reliability

The margin of error is the range of accuracy for a question. The confidence level tells you how sure we are of this result. For this survey, the margin of error for a response receiving a mark of 50% is +/- 4.12 with a 95% confidence level.

To explain what a margin of error of +/- 4.12 means, if 50% of respondents pick 'yes' to a yes/no question, then we can be 95% certain that if the question had been asked to all tenants then between 45.88 % (50 – 4.12) and 54.12% (50 + 4.12) would have picked that answer (assuming a representative sample completed the survey). By way of example, if 90% of respondents pick 'yes' to a yes/no question, then the margin would be smaller with a margin of error of +/- 2.47.

This means that when analysing the results using a base of all respondents, Homes North can have a very high degree of confidence that the views of respondents reflect the views of all its tenants.

It is noted that the margin of error differs for each question, as it is dependent on the number of responses received as well as the spread of responses for each question. Please note the lower number of respondents when looking at data by program and region. As a result they have a larger margin of error; therefore their results should be treated with caution. We have not quoted results where the margins of error are more than +/-20%.

Statistical significance

Statistically significant is the likelihood that a relationship between two or more variables is caused by something other than chance. Statistical hypothesis testing is used to determine whether the result of a data set is statistically significant. Any statistically significant differences or changes in satisfaction levels will be identified within the report.

Section 3: Executive summary

Section overview

This section provides the headline findings for Homes North's 2018 tenant satisfaction survey.

Overall summary

Overall this is a positive set of results, even if at first sight the headline data when looking at wave on wave change may appear disappointing. In comparison to the NRSCH thresholds, Homes North comfortably outperformed the thresholds for overall satisfaction (by 9%) and condition of home (by 9%); and was just above the threshold for repairs and maintenance (by 1%).

When compared to the CHIA NSW benchmark indicator set, results are mixed. Homes North is above the benchmark for five indicators; below the benchmark for five indicators and on par with a further three indicators. The best performing indicators compared to CHIA NSW's benchmark are complaints knowledge (11% above) and appeal knowledge (6% above). Quality of life improving since moving into a Homes North property performed the worst compared to the CHIA NSW benchmark (9% below).

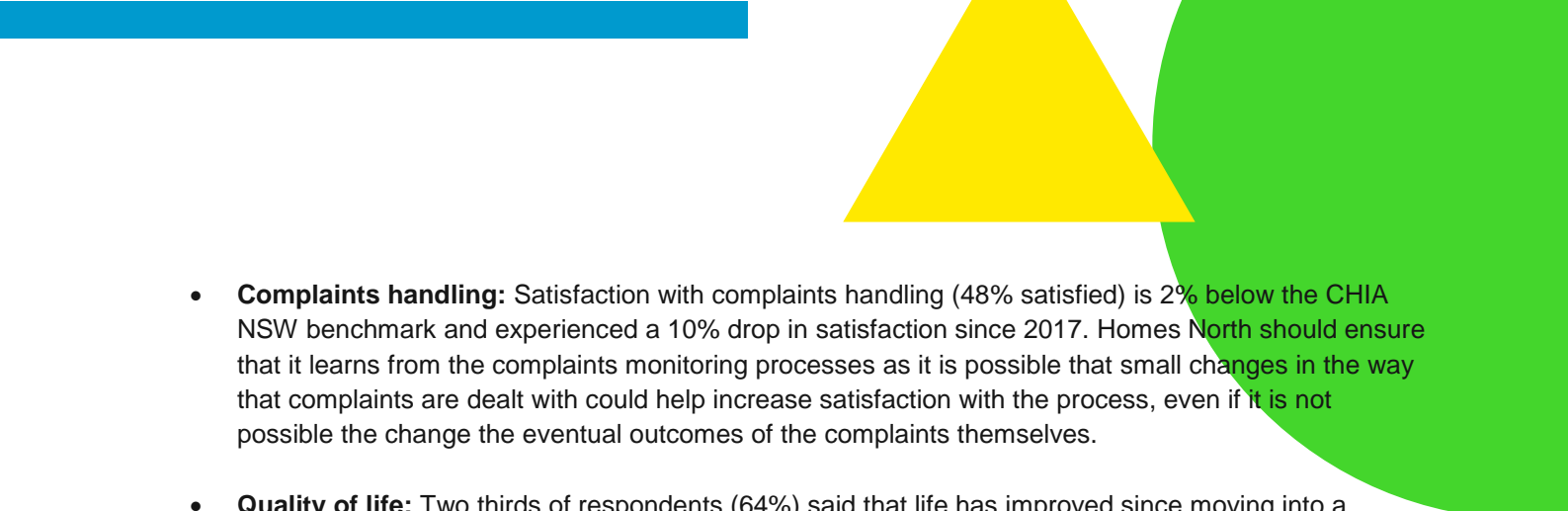
In terms of historical trends when comparing data wave-on-wave (2017 vs 2018), Homes North performed less well. The majority of indicators have seen a reduction in satisfaction since 2017; 17 of 23 comparable indicators have reduced in satisfaction (between 1% - 10%). However only two of these decreases are statistically significant; condition of home (6% drop to 84%) and value for money for rent (7% drop to 81%).

Overall satisfaction with the services provided by Homes North was neatly in line with the CHIA NSW benchmark (84%) and this is a convenient summary for the data set overall: A good performance.

Recommendations

There are some good results in this year's survey, including that all three NRSCH thresholds were achieved. One strategy that should be considered is to first focus on the areas that are most important in residents, and secondly to focus on those areas that appear to have fallen the most.

- **Repairs and maintenance:** This remains the stand-out key priority for respondents. The gap analysis showed that repairs and maintenance is by some way the area that is of greatest importance and has the highest level of dissatisfaction. It should therefore remain the primary focus of Homes North to supply an excellent repairs and maintenance service. In order to do this, it is first important to understand what tenants define to be an excellent service. The comments section and separate comments toolkit will shed some light on this.
- **Condition of home:** 84% of respondents said that they are satisfied with the condition of their home, which is a significant fall in satisfaction when compared to 2017 (90%). It is worth noting that tenants with an Aboriginal/Torres Strait Island background were significantly less satisfied with their condition of their home (75%) than other tenants. This presents an opportunity to work closely with Aboriginal and Torres Strait island residents to better understand what the drivers of dissatisfaction are in regards to property condition and to develop some tailored approaches to service provision.

- 
- **Complaints handling:** Satisfaction with complaints handling (48% satisfied) is 2% below the CHIA NSW benchmark and experienced a 10% drop in satisfaction since 2017. Homes North should ensure that it learns from the complaints monitoring processes as it is possible that small changes in the way that complaints are dealt with could help increase satisfaction with the process, even if it is not possible to change the eventual outcomes of the complaints themselves.
 - **Quality of life:** Two thirds of respondents (64%) said that life has improved since moving into a Homes North property, which is a 3% fall when compared to 2017 and leaves Homes North some way below the benchmark of 73%. When asked in what ways their life has improved, Homes North performed less well in areas such as improved educational attainment and improved employment status. Section 14 of this report provides a more detailed breakdown.
 - **Value for money:** 81% are satisfied with the value for money for the rent they pay which is below CHIA NSW's benchmark of 84% and a statistically significant decrease on the 88% figure recorded in 2017. Improvements to the repairs service should help drive satisfaction with this indicator.

Section 4: Performance Overview

NRSCH thresholds		
Overall Satisfaction	Property Condition	Repairs & Maintenance
84%	84%	76%
Above NRSCH Threshold of 75%	Above NRSCH Threshold of 75%	Above NRSCH Threshold of 75%

Key Indicator set; Direction of travel			
↑2	Repairs and maintenance	↓5	Tenant involvement
-	Overall satisfaction	↓6	Tenants' rights upheld
↓1	Communications	↓6	Complaints knowledge
↓2	Neighbourhood	↓6	Property condition
↓3	Quality of life	↓7	Value for money
↓3	Listening and acting on tenants' views	↓10	Complaints handling
↓5	Appeal knowledge		

Key Indicator set; Comparison to Benchmark			
+11	Complaints knowledge	-	Property condition
+6	Appeal knowledge	-1	Neighbourhood
+5	Listening and acting on tenants' views	-2	Complaints handling
+3	Communications	-2	Tenants' rights upheld
+3	Tenant involvement	-3	Value for money
-	Overall satisfaction	-9	Quality of life
-	Repairs and maintenance		

Section 5: Comparative analysis

Section overview

This section provides key comparative analysis for Homes North's 2018 resident satisfaction survey. This includes comparisons with CHIA NSW's benchmark group, the NRSCH thresholds and previous Homes North surveys.

Comparison to NRSCH thresholds

The National Regulatory System for Community Housing (NRSCH) sets a 75% satisfaction threshold for the following items. The actual level of satisfaction achieved by Homes North is also supplied.

- Satisfaction with housing services (Homes North: 84%)
- Satisfaction with repairs service (Homes North: 76%)
- Satisfaction with condition of home (Homes North: 84%)

The table below provides a summary of overall combined satisfaction with key service areas and a comparison with NRSCH thresholds and CHIA NSW's benchmarking group.

Indicator	Homes North	NRSCH thresholds	Difference
Overall satisfaction	84%	75%	+9
Repairs and maintenance satisfaction	76%	75%	+1
Condition of home	84%	75%	+9

Comparison to the CHIA NSW's Benchmarking Group

CHIA NSW's tenant satisfaction benchmarking group is an expanding reference group with 33 community housing providers currently participating. There are currently 22 sets of data from NSW based CHPs and 11 sets of data from national or interstate CHPs – 1 each from ACT and Queensland; 2 from Western Australia, Victoria, and 2 national CHPs; and 3 from South Australia. The CHPs in the benchmarking group are generally larger organisations with 21 tier one CHP's, 10 tier two CHPs, and 2 tier three CHP included. CHIA NSW's benchmarking tool allows comparisons by tier.

The data shown in the benchmarking comparison is based on the most recent six monthly update of data, dating from July 2014 to April 2018.

Indicator	Benchmark	Homes North	Difference
Complaints knowledge	70%	81%	+11
Appeal knowledge	45%	51%	+6
Listening and acting on tenants' views	71%	76%	+5
Communications	82%	85%	+3
Tenant involvement	75%	78%	+3
Overall satisfaction	84%	84%	-
Repairs and maintenance	76%	76%	-
Property condition	84%	84%	-
Neighbourhood	85%	84%	-1
Complaints handling	50%	48%	-2
Tenants' rights upheld	83%	81%	-2
Value for money	84%	81%	-3
Quality of life	73%	64%	-9

Comparison to previous surveys

The table below shows Homes North's 2018 results compared to the previous 2 surveys. The final column shows the wave-on-wave change.

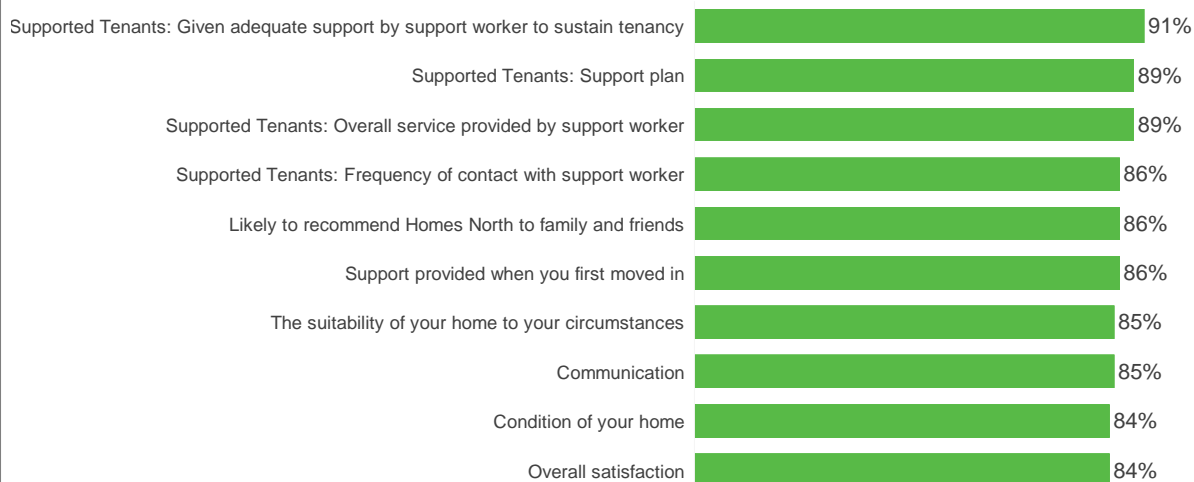
Question	2016	2017	2018	Change
Contact: Enquiry answered in a reasonable time	85%	73%	77%	↑4
Repairs and maintenance	81%	74%	76%	↑2
Contact: Easy to get hold of right person	82%	75%	77%	↑2
Neighbourhood has improved	33%	32%	34%	↑2
Contact: Final outcome	80%	75%	76%	↑1
Overall satisfaction	83%	84%	84%	-
Communication	86%	86%	85%	↓1
Support for new tenants	83%	88%	86%	↓2
Neighbourhood as a place to live	83%	86%	84%	↓2
Contact: Quick and efficient	86%	83%	81%	↓2
Aware of rights and responsibilities	81%	84%	81%	↓3
Likely to recommend Home North	81%	89%	86%	↓3
Listening to views and acting on them	78%	79%	76%	↓3
Life has improved since living in a Homes North property	60%	67%	64%	↓3
Suitability of home to circumstances	84%	89%	85%	↓4
Safety of home	82%	85%	81%	↓4
Tenant involvement	79%	83%	78%	↓5
Appeal knowledge	51%	56%	51%	↓5
Satisfied that rights are upheld	83%	87%	81%	↓6
Complaint knowledge	80%	87%	81%	↓6
Condition of home	82%	90%	84%	↓6*
Value for money for rent	80%	88%	81%	↓7*
Complaint handling	57%	58%	48%	↓10

*Statistically significant difference

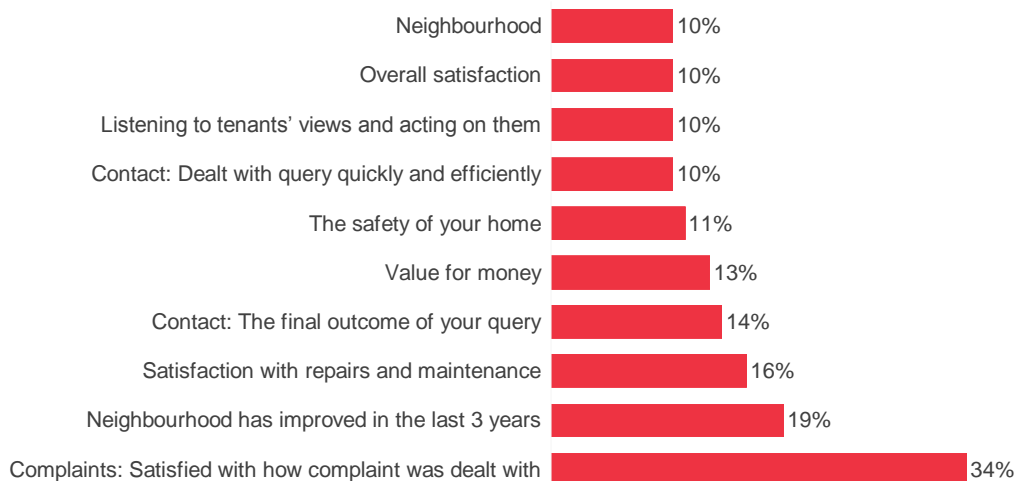
Best and Worst Performing Areas

The two charts below show service areas with the highest and lowest levels of satisfaction. This helps to identify service areas that may require improvement. The scores around services for supported tenants were amongst the highest, while those around customer contact and complaints were among the lowest.

Top scoring items (% Postive)

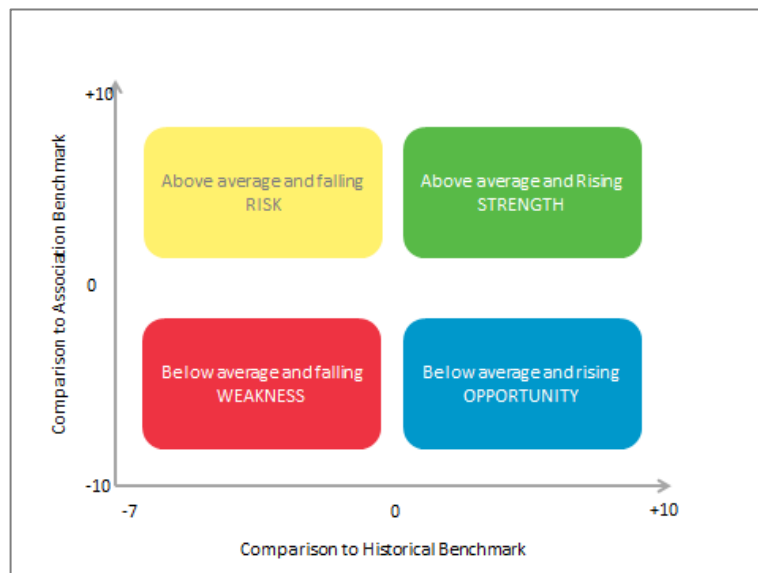


Lowest scoring items (% Negative)

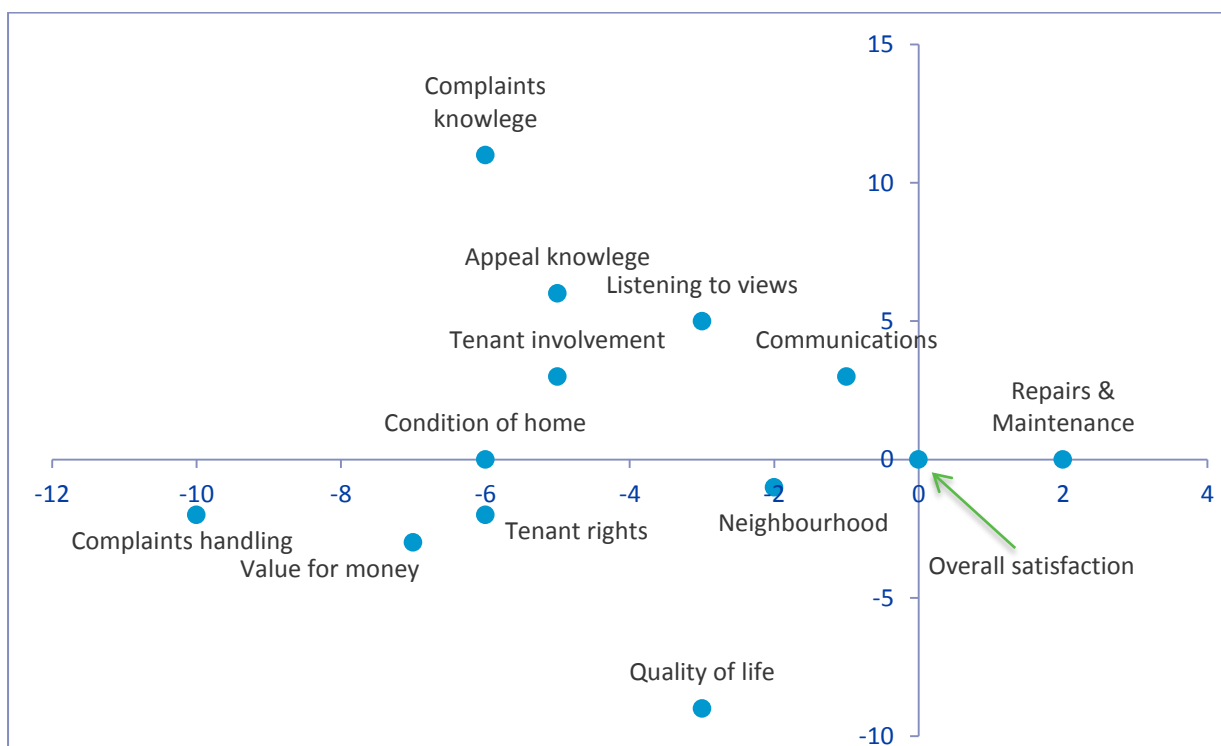


SWOR Matrix

The chart below plots the absolute difference between the most recent Homes North results against the relative differences against CHIA NSW's benchmark data for key areas. This analysis helps to identify which areas are most in need of attention. So, for example any areas that are both falling and below the benchmark would be weaknesses, while anything that is above the benchmark and rising could be considered a strength.



None of the 13 key areas mapped fall squarely within the 'Strength' quadrant according to this analysis; indeed only one of these core indicators has improved. However, despite many falls in satisfaction, 5 indicators remain above the benchmark but can be considered 'at risk' if the downward trend were to continue.



Section 6: Housing Services

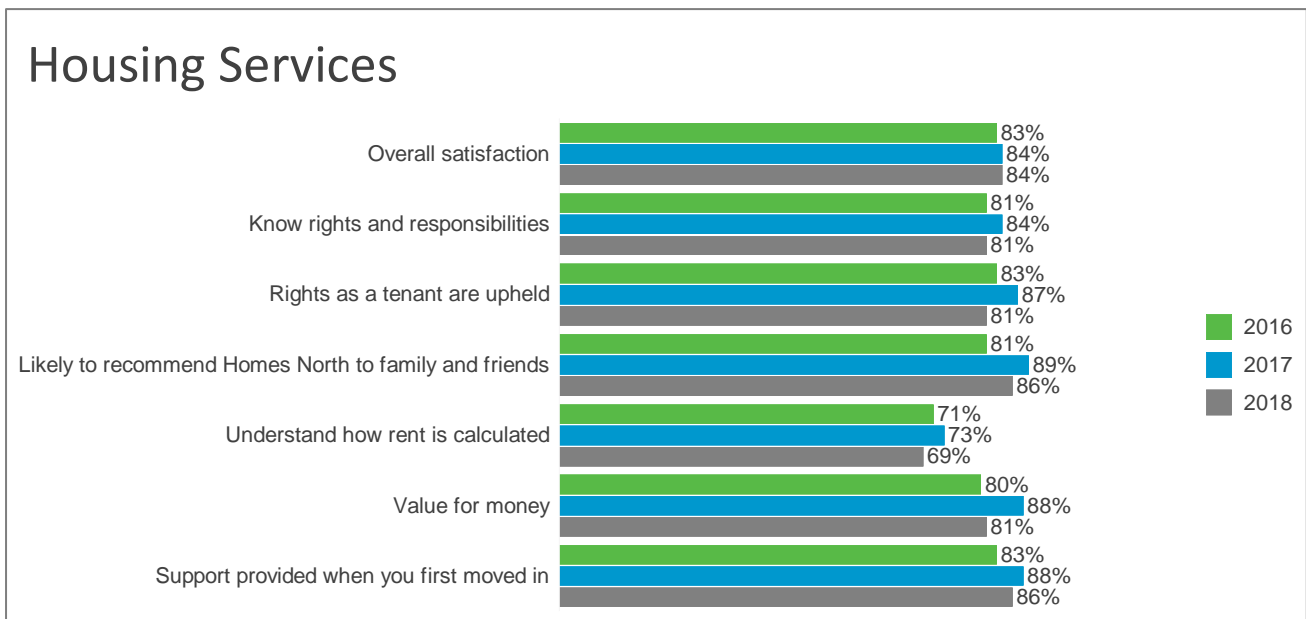
Housing services are the core business of every community housing provider. This section contains the key indicator of overall satisfaction with housing services. It also examines various aspects of the housing management service, including tenants' rights, whether tenants believe Homes North treats them fairly, rent and value for money.

84% of respondents are satisfied with the services provided by Homes North (neatly in line with the benchmark of 84%), and 86% said that they would recommend Homes North to friends or family (a fall of 3% when compared to 2017, but still above the 2016 figure of 81%).

81% of residents said that they are aware of their rights and responsibilities as a tenant and the same proportion (81%) said that they are satisfied that their rights as a tenant are upheld. This is below CHIA NSW's benchmark of 83% and a drop of 6% points when compared to 2017).

69% said that they understand how their rent is calculated, while 81% are satisfied with the value for money for the rent they pay; in-line with 2016 figure of 80% but below CHIA NSW's benchmark of 84% and a statistically significant decrease on the 88% figure recorded in 2017.

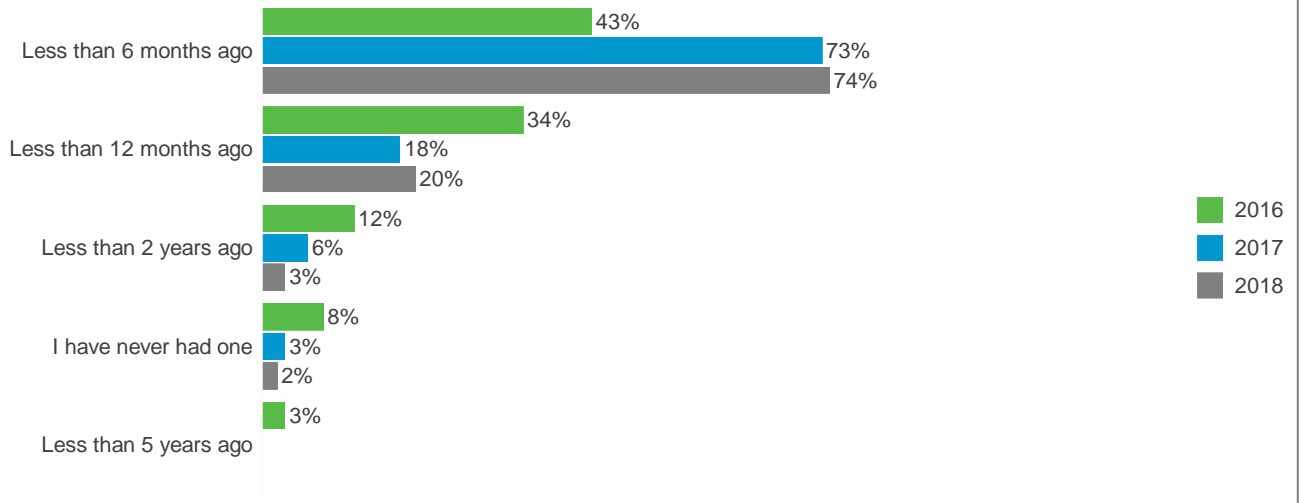
86% said that they were satisfied with the support provided to them when they first moved in.



Most recent property inspection

Respondents were asked when their most recent property inspection was. Nearly three quarters (74%) had received a property inspection in the last 6 months.

When was the last time you had a property inspection?



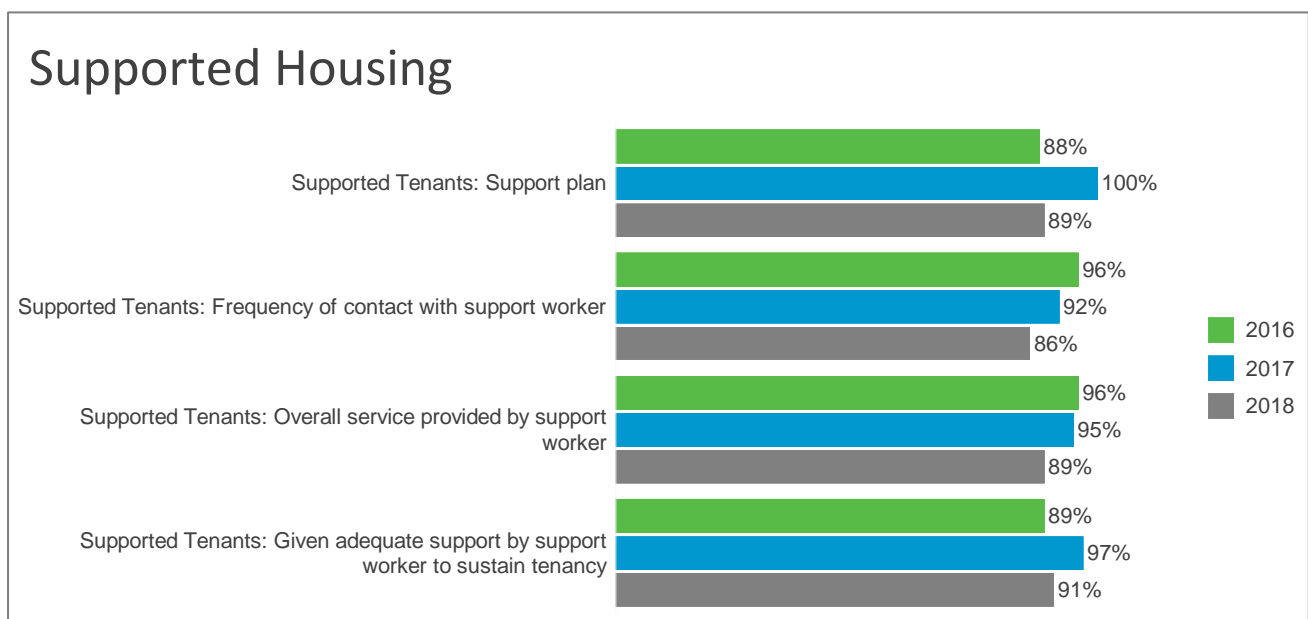
Section 7: Supported housing

In total, 59 respondents (18%) have a support agreement. These respondents were asked about the services they receive as part of that agreement.

Of the respondents who have a support agreement;

- 89% were satisfied with their support plan
- 86% were satisfied with the frequency of contact with their support worker
- 89% were satisfied with the overall service provided by their support worker
- 91% were satisfied that they are given adequate support by their support worker to sustain their tenancy.

Although the figures have fallen slightly, none of the changes are statistically significant and the base sizes are low, so the data should be treated with some caution.



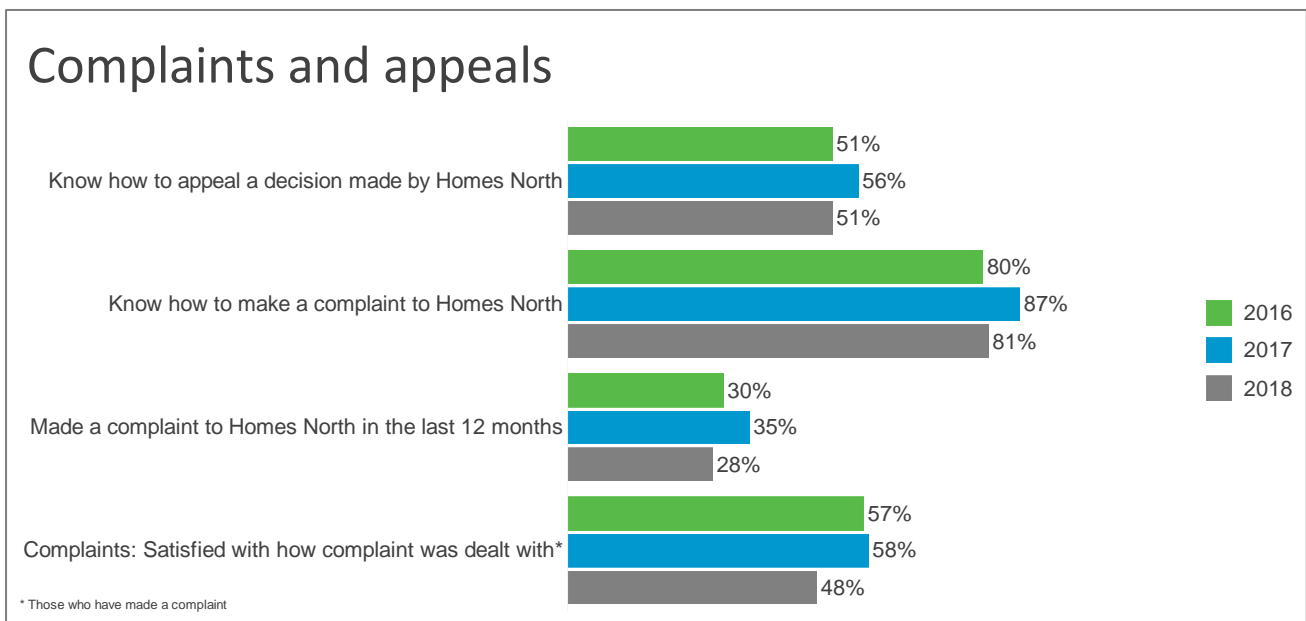
Section 8: Complaints and appeals

Community housing tenants have the right to appeal certain decisions made by community housing landlords. In order to ensure that tenants' rights are upheld, and that procedural fairness and natural justice is maintained, it is essential that the appeal process is clear, fair, effective and well publicised.

It is also important that a tenant can complain effectively if they feel that an aspect of the service is not operating properly. Complaints play an important role in highlighting problems in service delivery – if a community housing organisation does not know about problems in the service delivery it can never address the issue to ensure that the service is working well. The National Community Housing Standards recommend best practice standards relating to both complaints and appeals².

Just over half the respondents (51%) said that they know how to appeal a decision made by homes North (above CHIA NSW's benchmark of 45% but still leaving 49% who do not know how to make an appeal). A higher proportion (81%) said that they know how to make a complaint (well above CHIA NSW's benchmark of 70%). These were the best two performing indicators when compared to CHIA NSW's benchmark.

28% said that they had made a complaint in the last 12 months. Of these, 48% were satisfied with how the complaint was handled (this is marginally below CHIA NSW's benchmark of 50%)



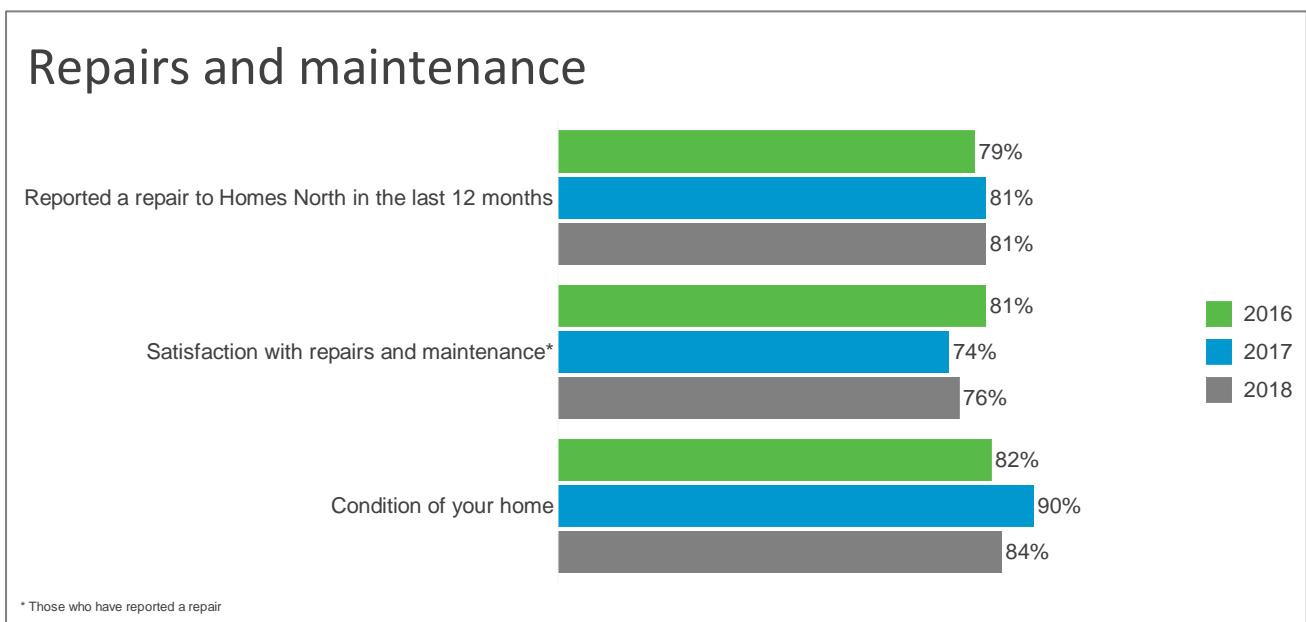
² Section 3.6, National Community Housing Standards Manual third edition

Section 9: Repairs and maintenance

Community housing tenants have a right to live in well-maintained properties. International research suggests that repairs and maintenance is the single most important driver of overall tenant satisfaction³.

Over 4 in 5 residents (81%) said that they have reported a repair in the last 12 months. Of these 76% were satisfied with the service they received, a small but important increase when compared to 2017 and a result that bring Homes North in-line with the benchmark figure which is also 76%.

84% said that they are satisfied with the condition of their home, this is the second significant fall in satisfaction when compared to 2017 (90%), but the figure is still on par with CHIA NSW's benchmark of 84%.



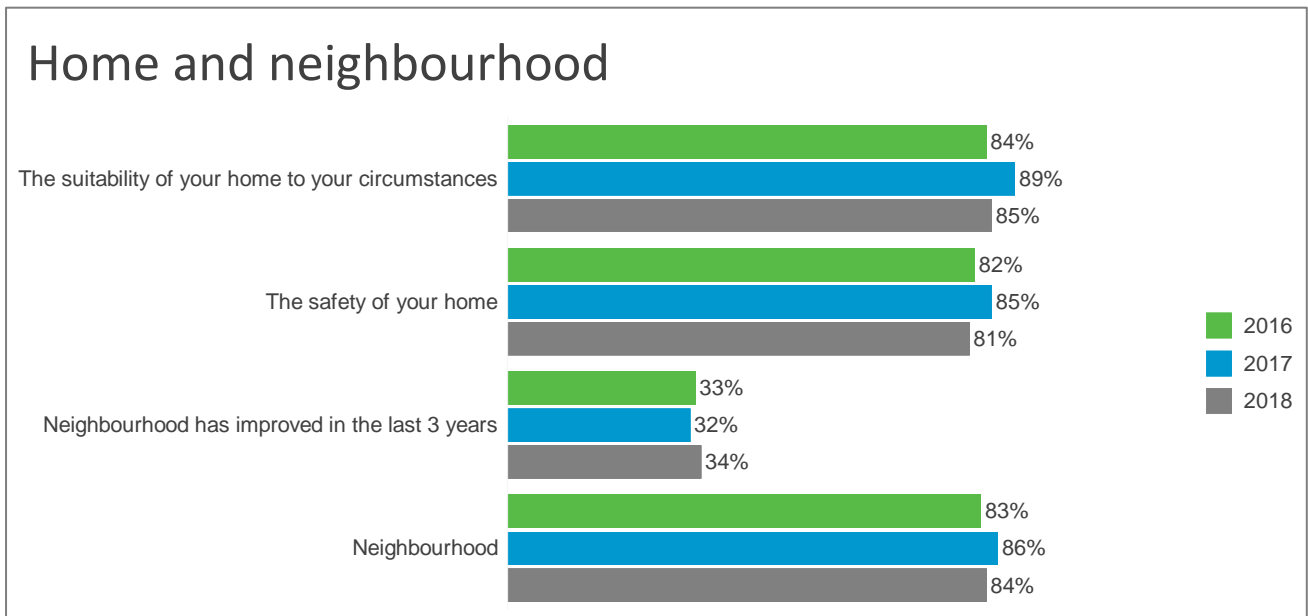
³ Hood and Smedley (2009) *How to develop and monitor local performance measures* House Mark

Section 10: Home and neighbourhood

This section provides information on tenants' views about their local neighbourhood. This information can be used to identify if there are any emerging neighbourhood issues in any of the communities Homes North works within and to determine if additional partnerships are needed in particular localities.

85% said that they are satisfied with the suitability of their home to their circumstances, below the figure recorded in 2017, but still in line with the figure recorded in 2016.

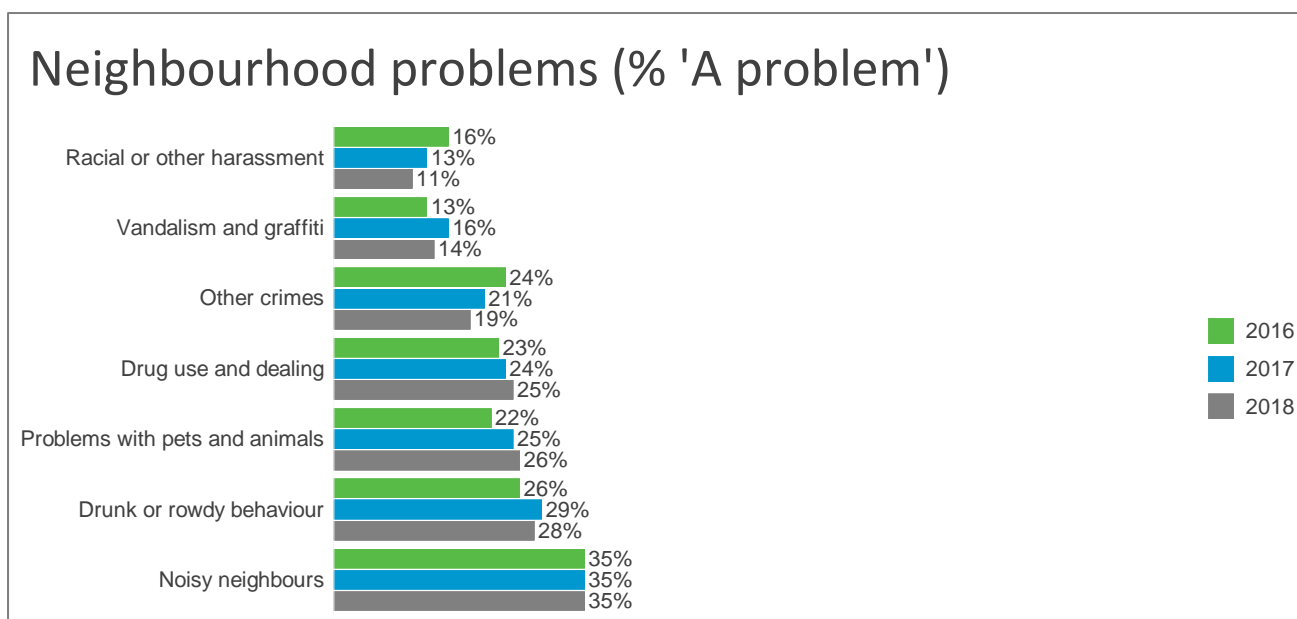
When asked about the neighbourhood that they live in, 34% said it had improved while 19% said it had declined in the last 3 years. 84% were satisfied with their neighbourhood as a place to live (just CHIA NSW's benchmark of 85% and the 86% recorded in 2017).



Section 11: Neighbourhood problems

Respondents were asked which of the list of possible problems existed in their neighbourhood. The biggest problems were:

- Noisy neighbours (35% a problem)
- Drunk or rowdy behaviour (28% a problem)
- Problems with pets and animals (26% a problem)

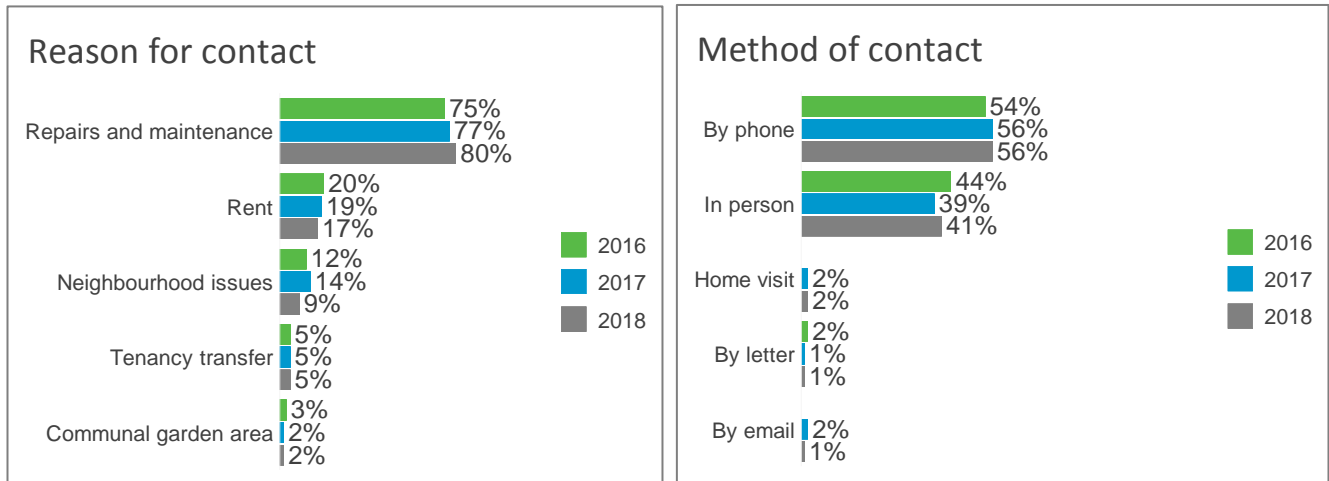


There were no significant differences when comparing this data to that collected in 2017. There were however some variations in different regions with residents in Inverell in particular suffering less from pets and animal and drug use and drug dealing.

% A problem	Total	A. Armidale	B. Glen Innes	C. Gunnedah	D. Inverell	E. Moree	F. Tamworth
Noisy neighbours	35% (336)	28% (53)	29% (42)	33% (80)	47% (17)	18% (11)	40% (127)
Pets and animals	26% (331)	24% (54) D	31% (39) D	28% (80) D	0% (17) ABCEF	30% (10)	28% (126) D
Racial/ other harassment	11% (325)	15% (53)	11% (37)	10% (78)	12% (17)	10% (10)	10% (125)
Drunk/ rowdy behaviour	28% (329)	26% (53)	28% (40)	31% (78)	24% (17)	30% (10)	28% (125)
Vandalism/ Graffiti	14% (325)	17% (53)	13% (39)	10% (78)	0% (17) E	22% (9) D	18% (124)
Drug use/ dealing	25% (335)	23% (53) D	28% (39) D	23% (82) D	0% (17) ABCEF	42% (12) D	29% (126) D
Other crimes	19% (315)	21% (52)	24% (38)	15% (75)	12% (17)	30% (10)	20% (11)

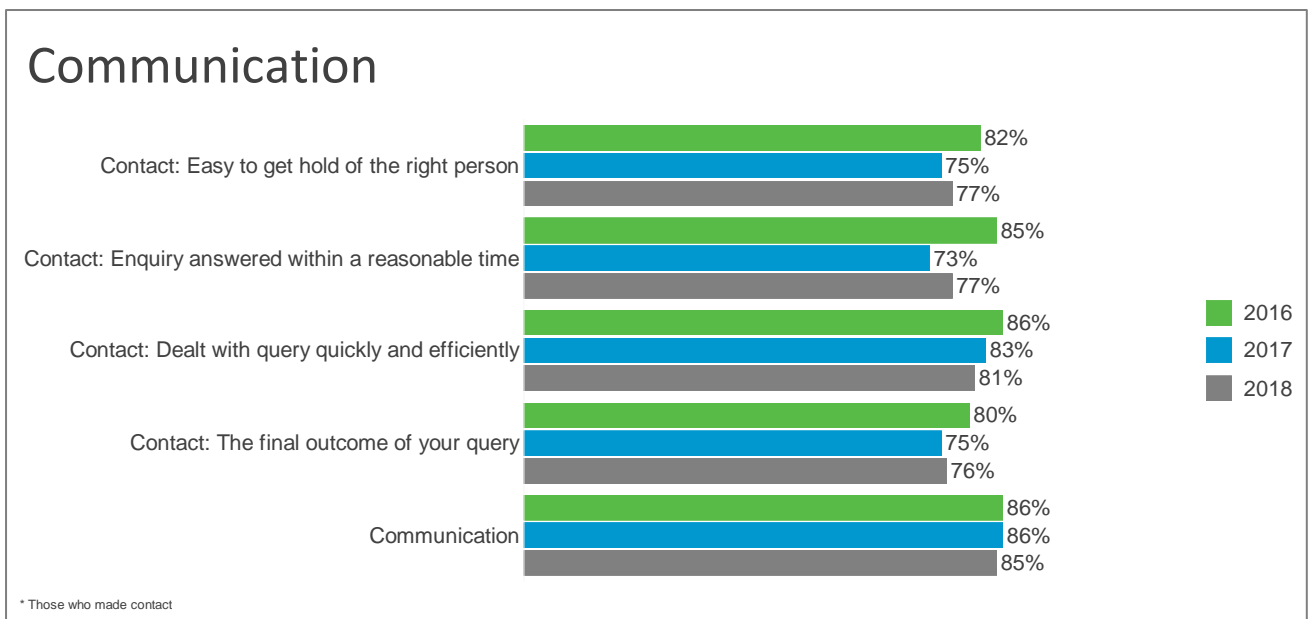
Section 12: Communication

The majority of respondents (88%) had been in contact with Homes North in the last 12 months. The main reasons for making contact related to repairs (80%) or rent (17%). The majority make contact over the phone (56%) or in person (41%).



When asked about the service received when making contact, 77% said it was easy to get hold of the right person and just over three quarters (75%) said that their enquiry was dealt with in a reasonable time. 81% said that the query was dealt with quickly and efficiently and 76% said they were satisfied with the outcome of their enquiry. No scores were significantly different from those recorded in 2017.

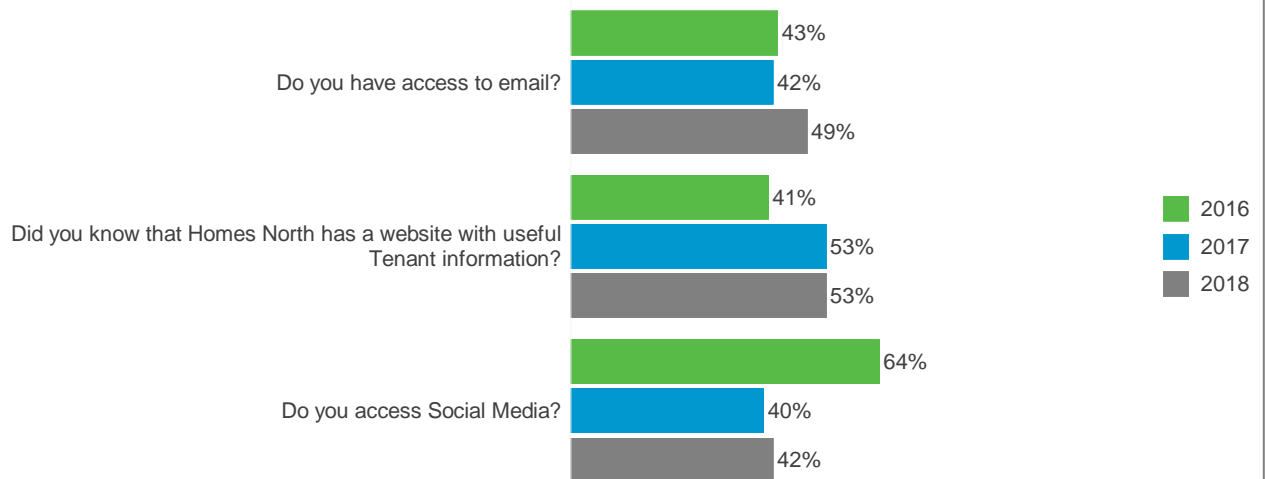
Overall 85% said that they are satisfied with the communications with Homes North (just above CHIA NSW's benchmark of 82% and in line with the two previous scores of 86%).



Internet and social media

When asked about access to the internet, email and social media; 49% said that they have email access, 53% were aware of the Homes North website and 42% access social media.

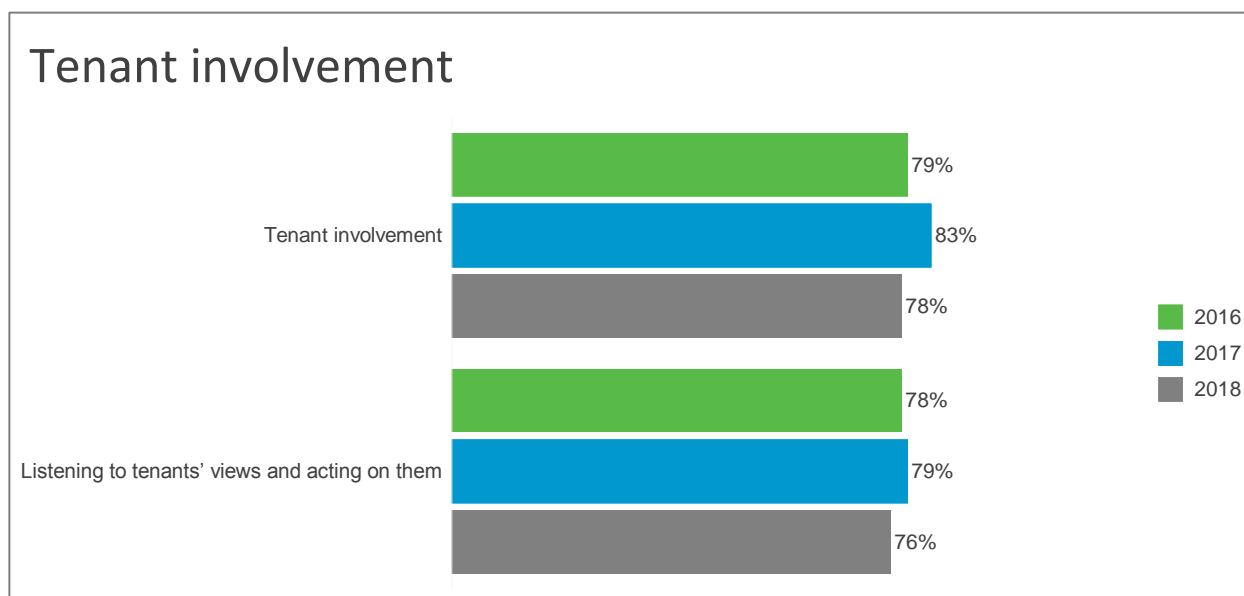
Internet and Social Media (% 'Yes')



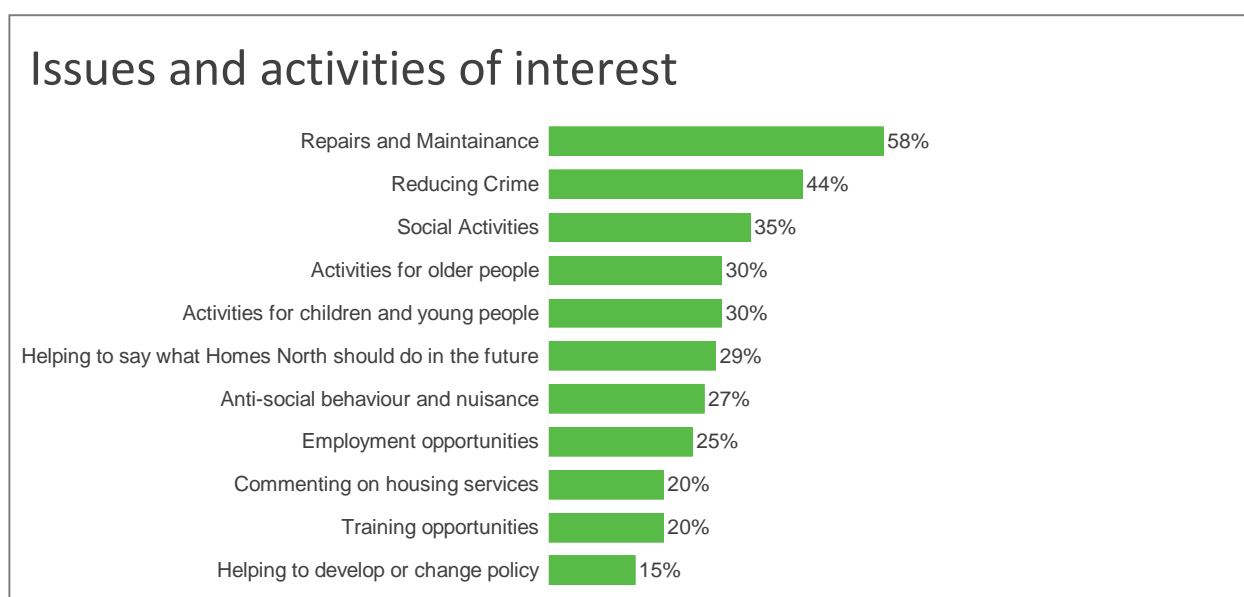
Section 13: Tenant engagement

The questions relating to tenant engagement have fallen slightly since the last survey; however, they remain above CHIA NSW's benchmarks:

- 78% of respondents were satisfied with the way that Homes North involves them in decision making (above benchmark of 75%)
- 76% were satisfied that Homes North listens to views and acts on them (benchmark of 71%).

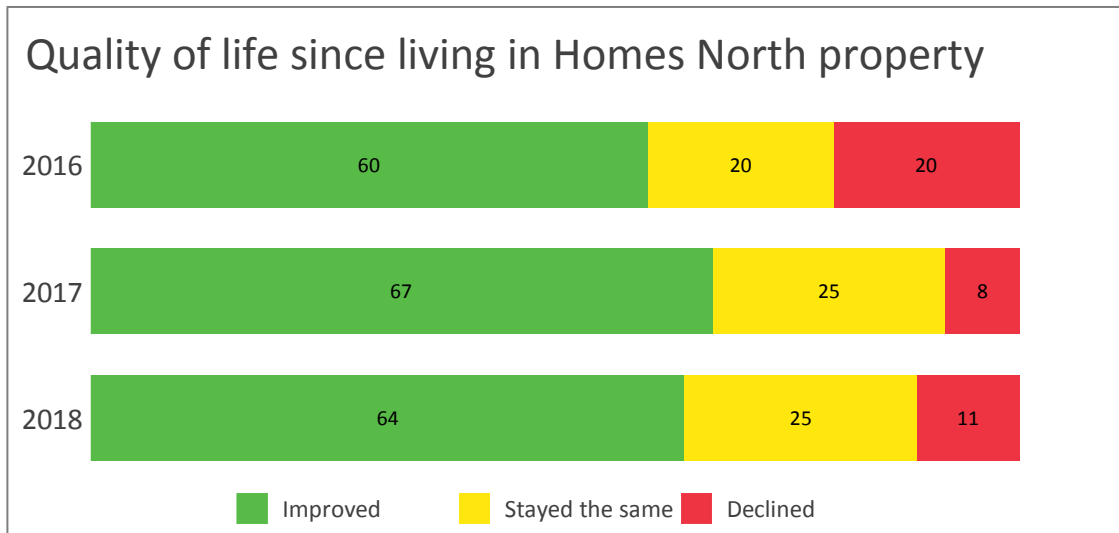


Respondents were asked which issues or activities they are interested in. Over half of respondents (58%) said they are interested in repairs and maintenance. This was followed by reducing crime (44%).

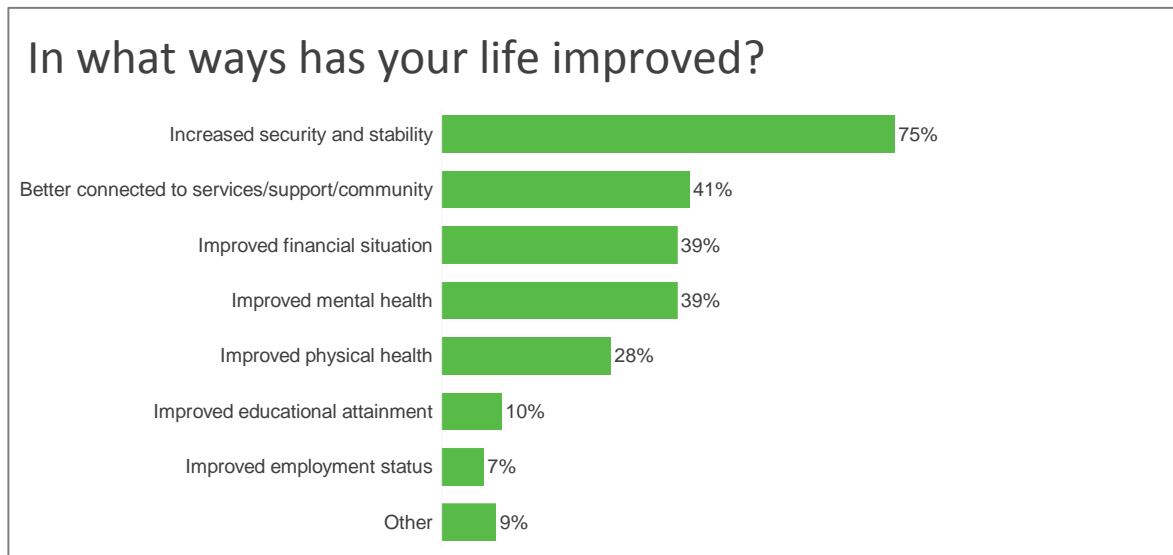


Section 14: Quality of life

Two thirds of respondents (64%) said that life has improved since moving into a Homes North property with only 11% saying that it has got worse. This is a 3% fall when compared to 2017 and leaves Homes North some way below the benchmark of 73%.

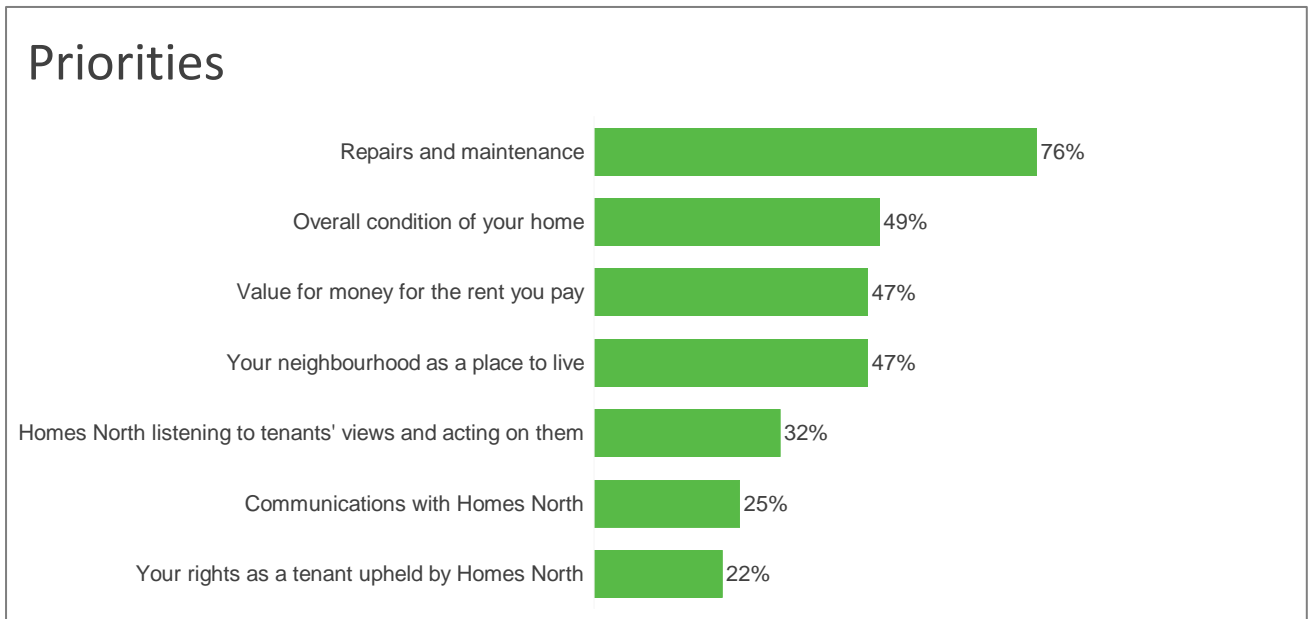


Respondents were also asked in what ways their life has improved since living in Homes North property. 75% said that increased security and stability has improved their life with 41% also saying that they now feel better connected to the community and services.

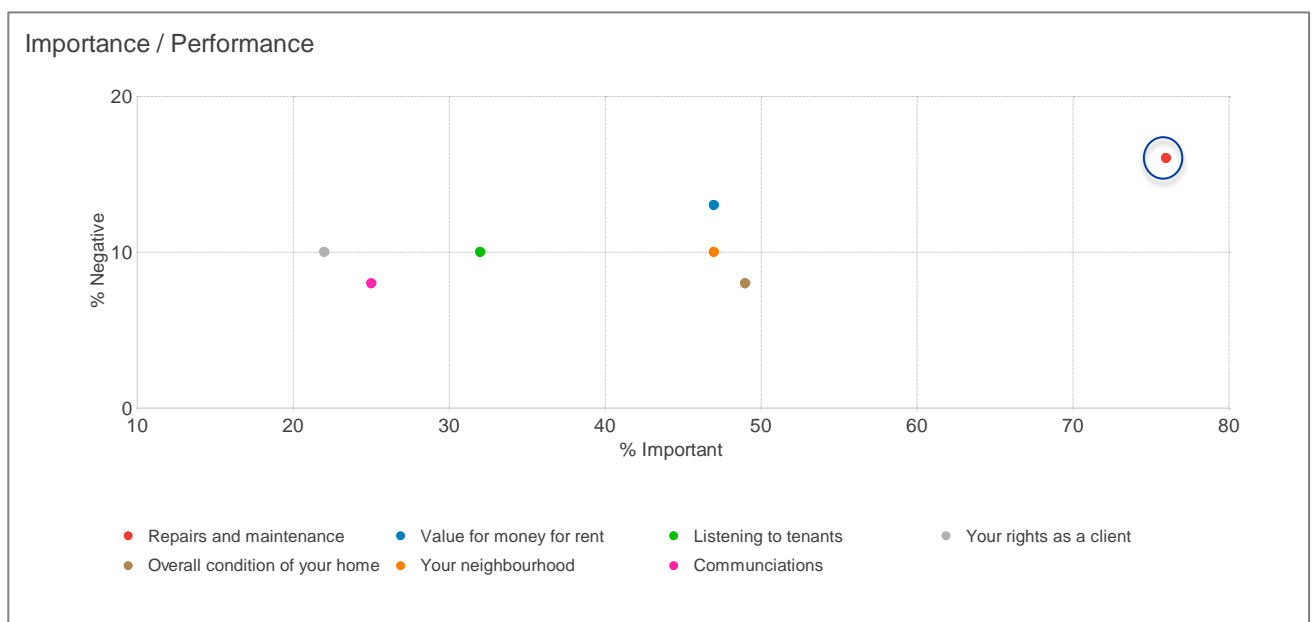


Section 15: Tenant priorities and gap analysis

Tenants indicated the three most important priorities from a list of six options. Repairs and maintenance was the main priority, (76%), followed by overall condition of the home (49%) and then both value for money and the neighbourhood as a place to live (both 47%).



These priorities when mapped against levels of dissatisfaction allow us to identify areas that are both important and where performance is less satisfactory and to identify service gaps. The analysis shows that repairs and maintenance is by some way the area that is of greatest importance and has the highest level of dissatisfaction so should be the priority.

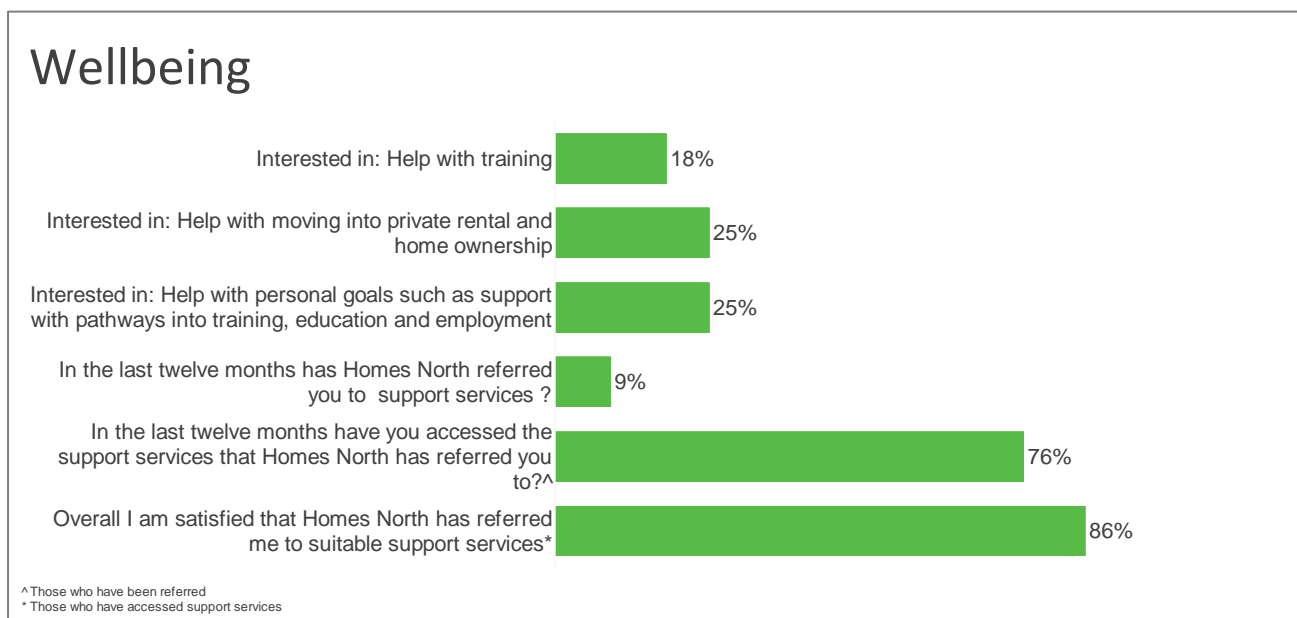


Section 16: Wellbeing

Several new questions about support services were introduced for the 2018 survey. Firstly, residents were asked whether they would be interested in some additional support:

- 18% said that they would be interested in help with training
- 25% said that they would be interested in help with moving in to a privately rented accommodation, or their own home
- 25% said that they would be interested in help with achieving personal goals such as support with pathways to training, education and employment.

In total, 9% said that they had been referred to support services by Homes North. Of these; 76% said that they had accessed the support services that they had been referred to. Of those who have accessed these support services, 86% were satisfied.



Section 17: Analysis by Program

Data has been significance-tested using the z-test at the 95% confidence interval. Significant differences are identified using the uppercase characters in the table cells. For example, looking at the 'Overall satisfaction' question, those in Owned accommodation (Column A) have a significantly higher level of satisfaction (90% satisfied) than those in Capital accommodation (Column B, 81% satisfied).

Whilst results are mixed, there is some indication that those in Owned accommodation do tend to be more satisfied overall.

Question	Total	A. Owned	B. Capital	C. FFS	D. Leasehold
Overall satisfaction	84% (361)	90% (116) B	81% (180) A	100% (1)	83% (58)
Aware of rights and responsibilities	81% (357)	85% (115)	79% (177)	100% (1)	79% (58)
Satisfied that rights are upheld	81% (356)	83% (114)	81% (177)	100% (1)	79% (58)
Likely to recommend Home North	86% (360)	89% (115)	84% (180)	100% (1)	84% (58)
Value for money for rent	81% (359)	83% (114)	79% (180)	100% (1)	83% (56)
Support for new tenants	86% (346)	91% (111) B	82% (172) A	100%(1)	86% (56)
Appeal knowledge	51% (352)	55% (111)	47% (176)	100% (1)	53% (58)
Complaint knowledge	81% (354)	83% (111)	80% (178)	100% (1)	79% (58)
Complaint handling	48% (97)	58% (33) B	35% (46) AD	-	67% (18) B
Repairs and maintenance	76% (286)	77% (95)	75% (142)	100% (1)	73% (44)
Condition of home	84% (354)	93% (113) BD	81% (71) A	100% (1)	79% (57) A
Suitability of home to circumstances	85% (350)	89% (113)	82% (173)	100% (1)	84% (57)
Safety of home	81% (349)	84% (113)	77% (173)	100% (1)	84% (56)
Neighbourhood has improved	34% (339)	33% (109)	36% (173)	0% (1)	29% (51)
Neighbourhood as a place to live	84% (350)	83% (111)	84% (174)	100% (1)	84% (58)
Contact: Easy to get hold of right person	77% (309)	75% (9100)	75% (154)	100% (1)	86% (50)
Contact: Enquiry answered in a reasonable time	77% (308)	74% (99)	76% (154)	100% (1)	88% (50)
Contact: Quick and efficient	81% (309)	81% (100)	80% (153)	100% (1)	82% (51)
Contact: Final outcome	76% (190)	79% (63)	71% (94)	100% (1)	83% (29)
Communication	85% (330)	89% (105)	83% (166)	100% (1)	81% (54)
Tenant involvement	78% (358)	80% (115)	75% (179)	100% (1)	86% (57)
Listening to views and acting on them	76% (350)	76% (113)	76% (174)	100% (1)	79% (56)
Life has improved since living in an HN property	64% (351)	61% (112) D	58% (175) D	100% (1)	88% (57) AB

Section 18: Analysis by Area Office

Data has been significance-tested using the z-test at the 95% confidence interval. Significant differences are identified using the uppercase characters in the table cells.

When looking at results by area office, results were mixed as can be seen in the table below. For example, looking at the 'Overall satisfaction' question, those in Tamworth ("TAM" - Column F) have a significantly higher level of satisfaction (88% satisfied) than those in Gunnedah (GUN - Column C; 78%). Whilst there is some indication that residents in Tamworth have higher levels of satisfaction; overall it is a mixed picture.

% Satisfied	Total	A. ARM	B. GLE	C. GUN	D. INV	E. MOR	F. TAM
Overall satisfaction	84% (361)	84% (56)	86% (444)	78% (87) F	78% (18)	87% (15)	88% (135) C
Aware of rights and responsibilities	81% (357)	89% (56)	86% (44)	77% (86)	67% (18)	87% (15)	80% (132)
Satisfied that rights are upheld	81% (356)	77% (56) B	93% (43) ACE	79% (87) B	78% (18)	67% (15) B	83% (131)
Likely to recommend Home North	86% (360)	88% (56)	89% (44)	85% (87)	72% (18)	80% (15)	87% (134)
Value for money for rent	81% (359)	88% (56)	82% (44)	79% (87)	72% (18)	80% (15)	80% (133)
Support for new tenants	86% (346)	85% (54)	79% (42) F	78% (81) F	88% (17)	87% (15)	92% (131) BC
Appeal knowledge	51% (352)	53% (53)	51% (43)	42% (85)	44% (18)	60% (15)	55% (132)
Complaint knowledge	81% (354)	80% (54)	84% (44)	77% (86)	72% (18)	93% (15)	82% (131)
Repairs and maintenance	76% (286)	80% (45) E	74% (34)	77% (65) E	78% (9)	50% (40) ACF	77% (115) E
Condition of home	84% (354)	87% (55)	86% (44)	76% (84) F	71% (17) F	73% (15) F	91% (133) CDE
Suitability of home to circumstances	85% (350)	95% (55) CE	91% (43)	77% (83) A	83% (18)	73% (15) A	85% (130)
Safety of home	81% (349)	89% (55) E	81% (43)	78% (82)	78% (18)	57% (14) AF	81% (131) E
Neighbourhood has improved	34% (339)	40% (52)	29% (42)	42% (84)	24% (17)	20% (15)	31% (124)
Neighbourhood as a place to live	84% (350)	87% (54)	79% (43)	90% (86) E	94% (18)	69% (13) C	80% (130)
Contact: Easy to get hold of right person	77% (309)	73% (52)	85% (39)	74% (76)	90% (10)	67% (15)	78% (113)

Contact: Enquiry answered in a reasonable time	77% (308)	71% (52)	82% (38)	74% (77)	89% (9)	67% (15)	81% (113)
Contact: Quick and efficient	81% (309)	77% (52)	87% (38)	78% (76)	90% (10)	71% (14)	83% (115)
Contact: Final outcome	76% (190)	76% (34)	77% (26)	67% (45)	83% (6)	60% (5)	82% (71)
Communication	85% (330)	85% (53)	88% (40)	80% (82)	83% (12)	87% (15)	86% (124)
Tenant involvement	78% (358)	77% (56)	77% (44)	74% (86)	71% (17)	87% (15)	83% (134)
Listening to views and acting on them	76% (350)	73% (56)	74% (43)	76% (84)	71% (17)	79% (14)	79% (130)
Life has improved since living in an HN property	64% (351)	61% (56)	52% (42) DF	56% (85) DF	83% (18) BC	73% (15)	70% (129) BC

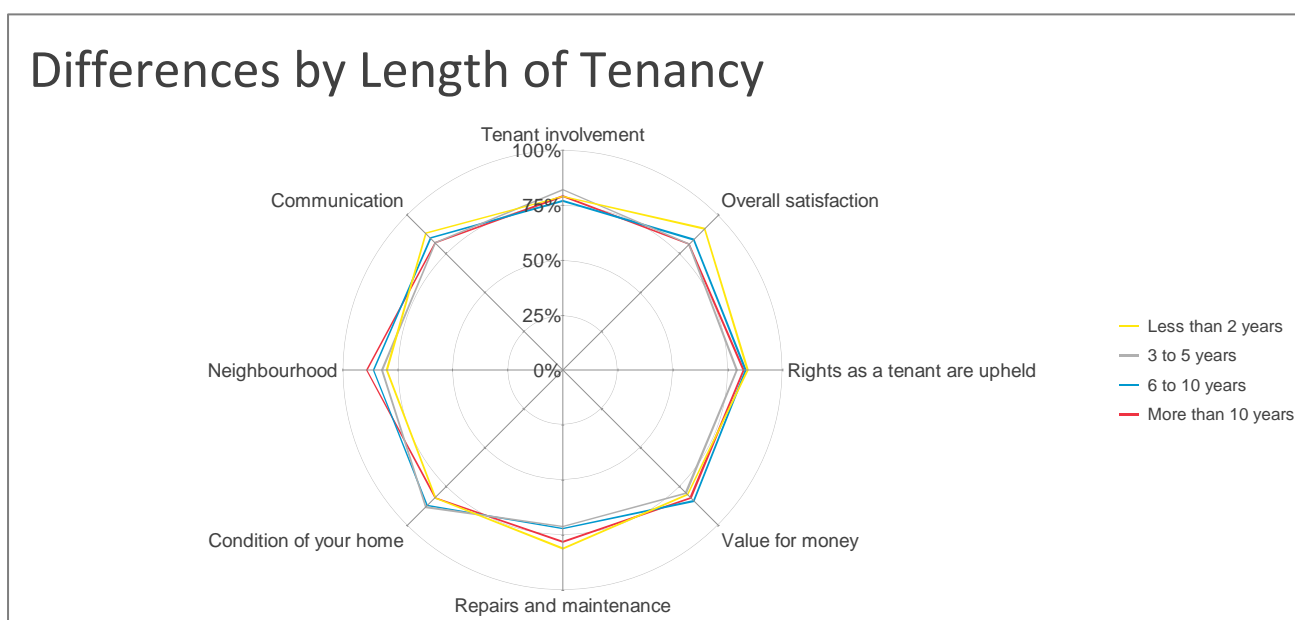
Section 19: Key indicators by demographics

In the following pages we compare results from different subgroups using 'radar charts' and also in data tables. When looking at results in the tables the data has been significance-tested using the z-test at the 95% confidence interval. Significant differences are identified using the uppercase characters in the table cells.

The demographic section serves two purposes. Firstly, it provides information about the backgrounds of the people who responded to the survey. Secondly, it enables cross tabulation of other survey results by the variable in this section. There is also the possibility to conduct further analysis should the need arise in future.

Length of Tenancy

There were no significant differences when comparing responses to these questions by length of tenancy.

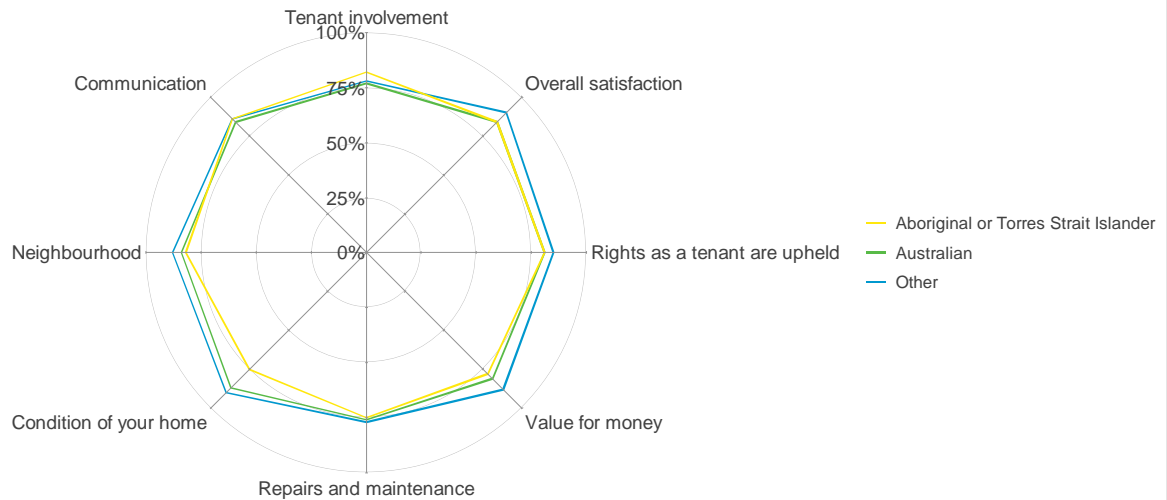


% Satisfied	Total	A. < 2 years	B. 3-5 years	C. 6-10 years	D. > 10 years
Overall satisfaction	84% (361)	91% (107)	81% (85)	84% (100)	81% (67)
Rights as a tenant upheld	81% (356)	84% (104)	79% (84)	83% (99)	82% (67)
Value for money	81% (359)	80% (107)	79% (84)	84% (99)	82% (67)
Repairs and maintenance	76% (286)	81% (88)	71% (73)	72% (69)	78% (55)
Condition of your home	84% (354)	82% (106)	88% (83)	87% (97)	82% (66)
Neighbourhood	84% (350)	80% (105)	82% (83)	86% (96)	89% (64)
Communication	85% (330)	88% (101)	82% (77)	85% (88)	82% (62)
Tenant involvement	78% (358)	79% (107)	82% (84)	77% (98)	79% (67)

Cultural Group

Tenants with an Aboriginal/Torres Strait Island background were significantly less satisfied with their condition of their home (75%) than other tenants.

Differences by Cultural group

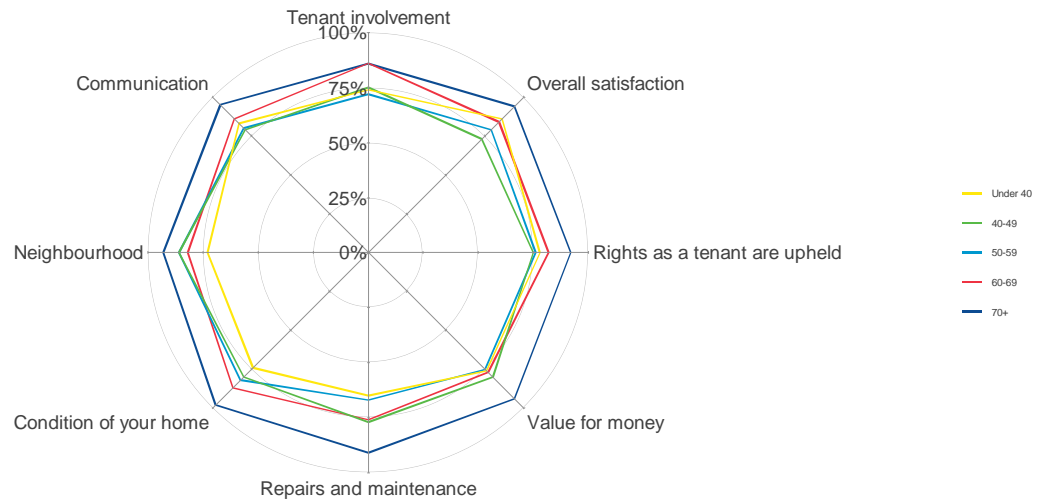


% Satisfied	Total	A. Aboriginal / Torres Strait	B. Australian (Not ATSI)	C. Other
Overall satisfaction	84% (361)	84% (79)	84% (237)	90% (41)
Rights as a tenant upheld	81% (356)	81% (78)	81% (234)	85% (40)
Value for money	81% (359)	78% (79)	81% (236)	88% (40)
Repairs and maintenance	76% (286)	75% (72)	76% (181)	77% (31)
Condition of your home	84% (354)	75% (79) BC	87% (231) A	90% (40) A
Neighbourhood	84% (350)	82% (78)	84% (228)	88% (40)
Communication	85% (330)	86% (76)	84% (213)	86% (37)
Tenant involvement	78% (358)	82% (79)	77% (235)	78% (40)

Age Group

There were many differences when comparing age groups, with a very strong theme that tenants aged 70 and over were the most satisfied for all indicators.

Differences by Age group

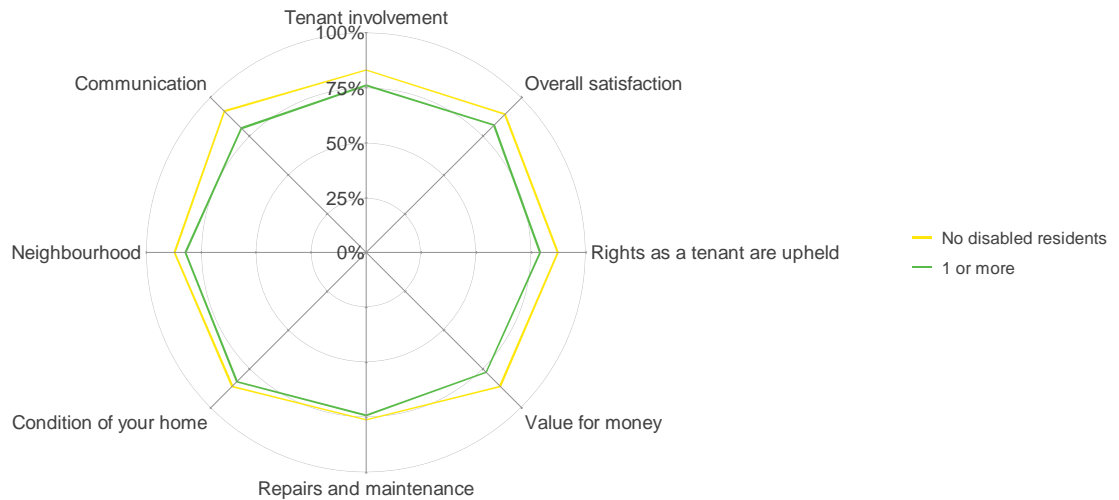


% Satisfied	Total	A. <40	B. 40-49	C. 50-59	D. 60-69	E. 70+
Overall satisfaction	84% (361)	86% (78)	73% (51) E	79% (73) E	84% (69) E	94% (86) BCD
Rights as a tenant upheld	81% (356)	78% (78) E	75% (51) E	76% (70) E	82% (68)	92% (85) ABC
Value for money	81% (359)	76% (78) E	80% (51) E	75% (72) E	77% (69) E	94% (85) ABCD
Repairs and maintenance	76% (286)	65% (66) E	77% (44) E	67% (54) E	76% (51) E	91% (68) ABCD
Condition of your home	84% (354)	74% (77) E	80% (50) E	82% (71) E	87% (68) E	98% (84) ABCD
Neighbourhood	84% (350)	73% (77) E	86% (51)	86% (70)	82% (67)	93% (81) A
Communication	85% (330)	83% (70) E	79% (48) E	80% (70) E	86% (63)	95% (75) ABC
Tenant involvement	78% (358)	74% (77)	75% (51)	72% (72) E	86% (69)	86% (85) C

Disability

Households without a disabled resident were more likely to be satisfied with communication from Homes North (91%) than those with one or more disabled residents (80%).

Differences by Disability

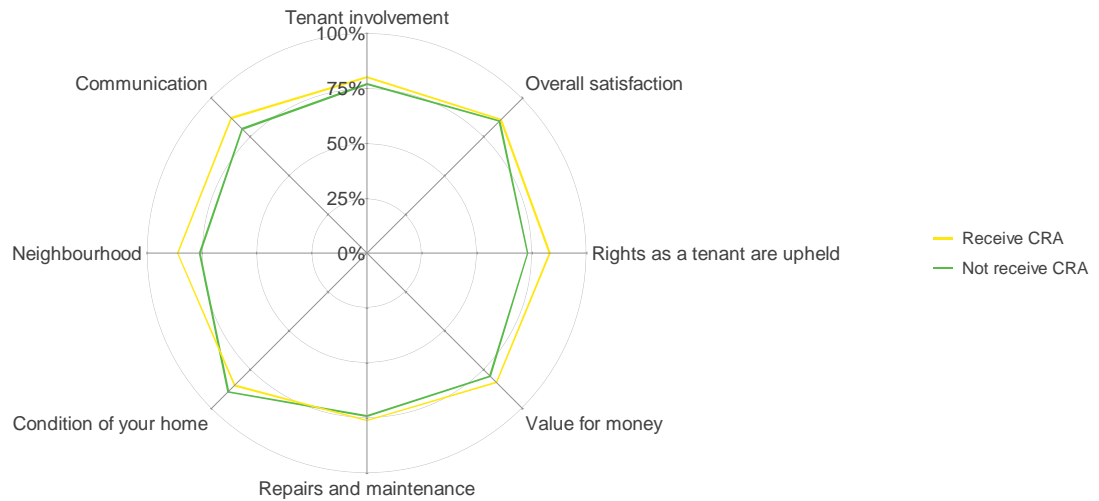


% Satisfied	Total	A. No Disabled residents	B. one or more disabled residents
Overall satisfaction	84% (361)	89% (125)	82% (223)
Rights as a tenant upheld	81% (356)	87% (123)	79% (220)
Value for money	81% (359)	86% (125)	77% (221)
Repairs and maintenance	76% (286)	76% (100)	74% (174)
Condition of your home	84% (354)	86% (125)	83% (216)
Neighbourhood	84% (350)	87% (122)	82% (216)
Communication	85% (330)	91% (113) B	80% (205) A
Tenant involvement	78% (358)	83% (124)	76% (221)

Benefits

There were no statistically significant differences when comparing the results of those who receive common wealth rent assistance and those who do not.

Differences by Benefits



% Satisfied	Total	A. Recipient	B. Non recipient
Overall satisfaction	84% (361)	86% (292)	85% (48)
Rights as a tenant upheld	81% (356)	83% (289)	73% (48)
Value for money	81% (359)	83% (291)	79% (48)
Repairs and maintenance	76% (286)	76% (226)	74% (42)
Condition of your home	84% (354)	85% (287)	89% (47)
Neighbourhood	84% (350)	86% (285)	76% (46)
Communication	85% (330)	87% (264)	80% (46)
Tenant involvement	78% (358)	80% (290)	77% (47)

Section 20: Comments

Section overview

This section looks at the comments made by respondents.

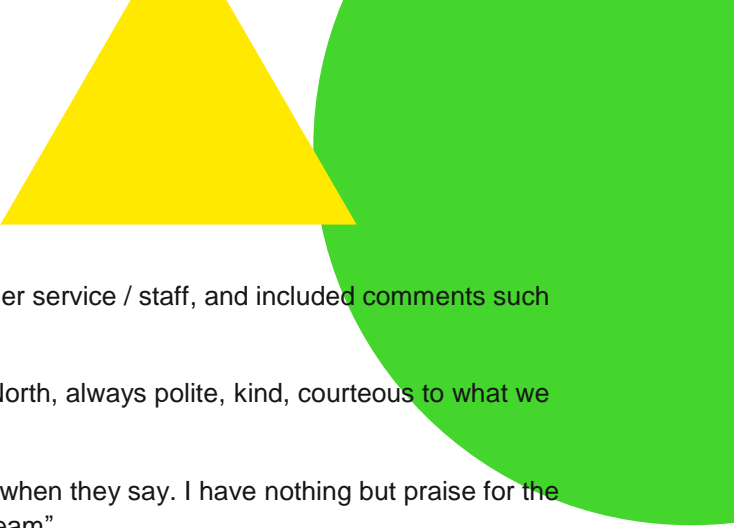
Comments

All comments are supplied separately in the Excel Comments Toolkit. This toolkit allows Homes North to filter and analyse in more depth all the comments received. All comments were coded to one primary service area and by type of comment (be it negative, neutral or positive).

In total, 82 comments were made by respondents. There were more positive comments made (42 or 51%) than negative (36 or 44%). The remainder have been classified as neutral comments (4 or 5%).

The table below lists data on comments by service area and whether comments were negative, neutral or positive.

	Negative (count & %)		Neutral (count & %)		Positive (count & %)		Grand Total
Homes North generally	2	13%	1	7%	12	80%	15
Homes North services	0	0%	1	8%	11	92%	12
Homes North communications / newsletters	1	100%	0	0%	0	0%	1
Housing services - customer service / staff	4	22%	0	0%	14	78%	18
Housing services – rent / water charges	4	100%	0	0%	0	0%	4
Housing services - transfers	1	100%	0	0%	0	0%	1
Neighbour issues / disputes	2	67%	0	0%	1	33%	3
Neighbourhood - area / amenities	1	50%	0	0%	1	50%	2
Common areas - parking / bins / lifts	3	75%	1	25%	0	0%	4
Repairs - condition of property	2	100%	0	0%	0	0%	2
Repairs - contact/communication	5	100%	0	0%	0	0%	5
Repairs - contractors	2	50%	1	25%	1	25%	4
Repairs - cost/tenant responsibilities	1	100%	0	0%	0	0%	1
Repairs - exterior of property / garden / fence	1	100%	0	0%	0	0%	1
Repairs - heating/cooling	1	100%	0	0%	0	0%	1
Repairs - quality of repairs	2	100%	0	0%	0	0%	2
Repairs – time	3	75%	0	0%	1	25%	4
Tenant / community engagement	0	0%	0	0%	1	100%	1
Other	1	100%	0	0%	0	0%	1
Grand Total	36	44%	4	5%	42	51%	82



Most positive comments were for Housing services - customer service / staff, and included comments such as:

“I am happy with the treatment we receive from Homes North, always polite, kind, courteous to what we need”.

“Homes North are always prompt with action and on time when they say. I have nothing but praise for the Homes North team”.

Negative comments were concentrated around the repairs service, particularly contact/communication. This included comments such as:

“I sometimes feel forgotten about. I don't receive updates with regards to maintenance progress. For example, I called the office a month ago because my clothesline rusted through and broke. It hasn't been fixed and I haven't heard any more about it.”

“With repairs and maintenance to be informed when a tradesman will be coming to the house to fix the problem. For example, a phone call just to make sure you will be home.”

Word Cloud

The word cloud below illustrates the frequency of certain words that appeared in all the comments received. The more prominent a word the more frequently it was mentioned. A stop word list has been used to filter out words and numbers that are irrelevant to the analysis⁴.

Reflecting the positive results achieved in the survey are words like “good”, “great”, and “happy”.

Words such as “maintenance”, “staff” and “support” also appear as large, reflecting their importance to tenants.

⁴ **Stop words for word cloud:** 1 10 11 12 14 15 2 2009 25 26 3 4 5 6 7 8 9 a about abridged after again all also although am an and any are arm as at be been but by can ch comment could dissatisfied do does doing don't e.g eg etc even fairly for four from get getting go going had has have he her here his homes housing i i'd i'm i've i.e if in including into is isn't it it's its list lot make me much my n/a name no north north's not of on one only or our re satisfied say she so some stop take tenant tenants than thanks that the their them then there these they things this to unit up us use very walls was way we were what when where which who why will with withheld word would you your

Appendix 1: Respondent Profile

The table below shows the proportion of tenants that belonged to each of the key subgroups.

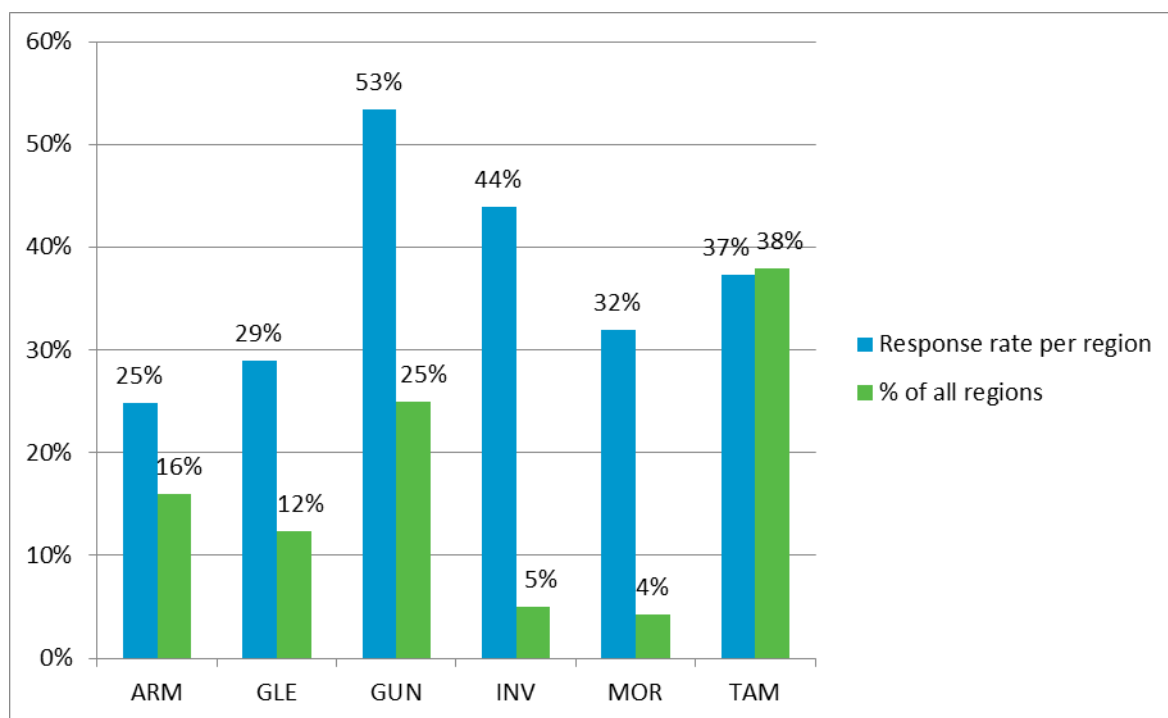
Description	Sub group	Proportion
Program	Owned	33%
	Capital	51%
	FFS	0% (1 respondent)
	Leasehold	16%
Region	Armidale (ARM)	16%
	Glenn Innes (GLE)	12%
	Gunnedah (GUN)	25%
	Inverell (INV)	5%
	Moree (MOR)	4%
	Tamworth (TAM)	38%
Length of tenancy	Less than 2 years	30%
	3-5 years	24%
	6-10 years	28%
	More than 10 years	19%
Cultural group	Australian	66%
	Aboriginal/Torres Strait Islander	22%
	Other	11%
Age group	Under 40	22%
	40-49	14%
	50-59	20%
	60-69	19%
	70+	24%
Disability	No disabled household members	36%
	One or more disabled household member(s)	64%
Commonwealth Rent Assistance	Received	86%
	Not received	14%

Appendix 2: Response Rate

The NRSCH sets standards which define whether a returned tenant survey should be counted as valid. The NRSCH states that if a returned survey does not include a response to the overall satisfaction question it should not be counted as a valid response. Using this definition CHIA NSW received a total of 361 responses of which 361 were valid⁵ representing an overall valid response rate of 36%. This is above the NRSCH threshold (25%) and on par with CHIA NSW's industry average of 36%.

The chart below shows the proportion of responses by different regions. The percentage of the total survey response rate coming from each region is in green. The individual response rate for each region is in blue. This illustrates that the Gunnedah (GUN) region had the highest response rate (53%) followed by the Inverell (INV) region (44%).

Response rate by region



Response rate by survey type

Tenants were given the option of completing a paper survey or completing the survey online. The vast majority of surveys (94%) were completed using the paper survey.

Survey Type	Valid	Response %
Paper	338	94%
Web	23	6%
Grand Total	361	100%

⁵ CHIA NSW has adopted the NRSCH definition of a valid response based on guidance in NRSCH (2014) *Registration Return Guide* (1.4.3: Numbers of surveys returned)