

Tenant Survey 2021 Results



Every two years Foundation Housing works with the Community Housing Industry NSW to survey our customers to find out if we are meeting their needs and where we need to make improvements. Here is a snapshot of the results.

741 surveys were returned which is a response rate of

39%

87%

of tenants said that being a Foundation Housing customer improved their quality of life

90%

of tenants were satisfied with the location of their home

We saw an improvement in 11 out of 23 indicators.

We exceeded both NRSCH thresholds that were measured:

satisfaction with repairs and maintenance

84%

satisfaction with property condition

87%

Repairs and maintenance

92%

of tenants reported that the contractor was respectful and courteous

86%

of tenants were satisfied with the quality of the repair

84%

of tenants were satisfied with the repairs and maintenance services provided

Respondants were particularly satisfied with their home and neighbourhood

92%

satisfied with transport options

90%

satisfied with the sustainability of their home

91%

satisfied with the services available



Customer Contact

83%

had been in contact with Foundation Housing in the last 12 months

78%

reported that their enquiry was responded to within 2 working days

86%

satisfied with the ability of staff working quickly and efficiently

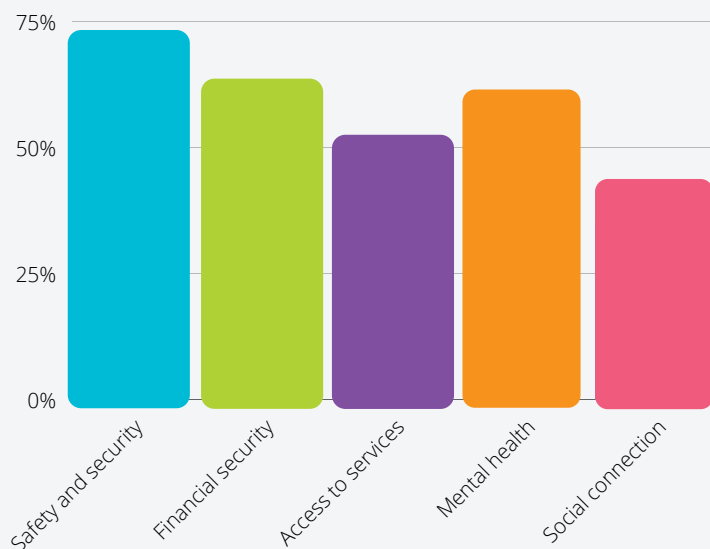
55%

of tenants want to reside in their current property indefinitely

50%

came from a private rental property before becoming a Foundation Housing customer

How has your quality of life improved since becoming a Foundation Housing customer?



These are the areas we need to improve on, as only

73%

of tenants were satisfied with tenant involvement

57%

of tenants thought they were able to influence decision making



We appreciate all the feedback and information that was shared. This report will be the basis for developing improvement plans and will also feed into the Customer Service work being done across Foundation Housing. More information about specific initiatives will be shared in future newsletters.