



CEH Tenant Satisfaction Survey 2018

Monday, November 19, 2018

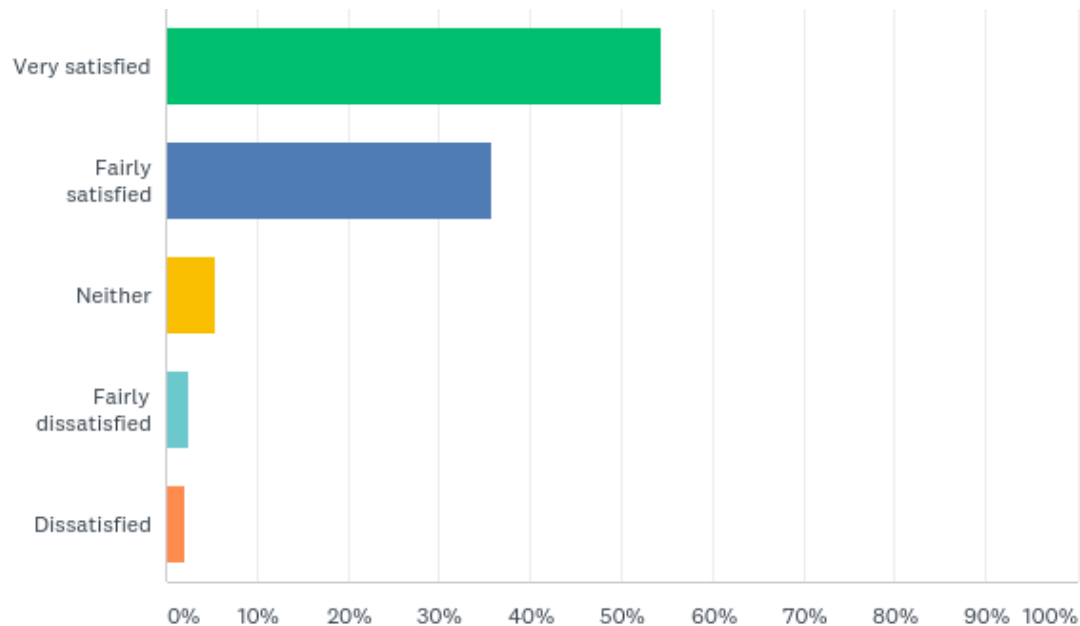
Surveys distributed: 926
392 returned surveys: 42%

2017 return rate: 45%

Date Created: Monday, November 19, 2018

Q1: Overall, how satisfied or dissatisfied are you with the services provided by CentaCare Evolve Housing?

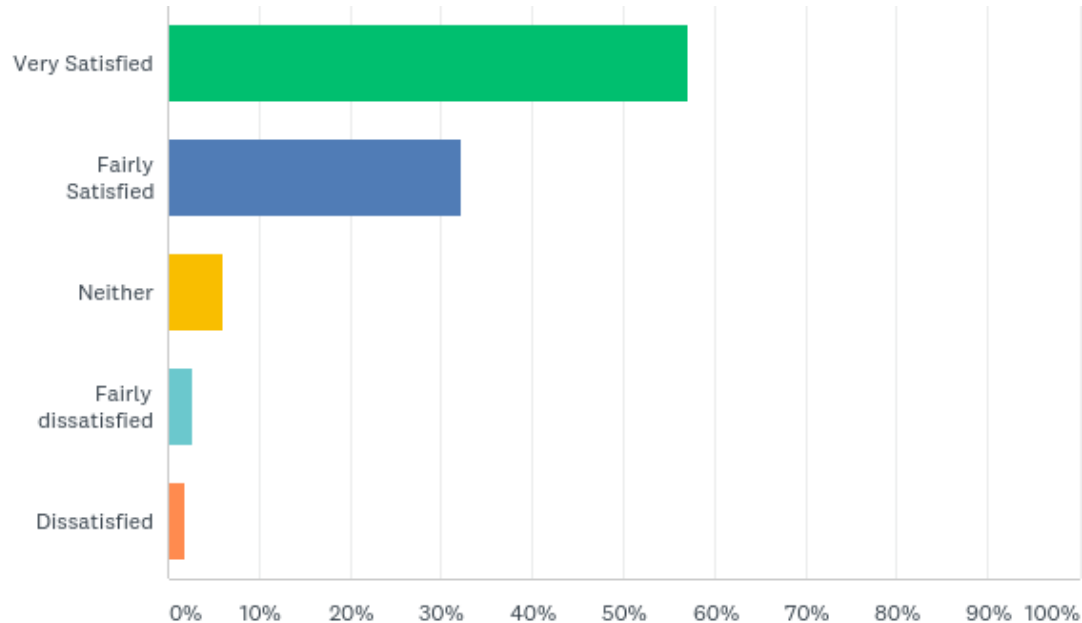
Answered: 392 Skipped: 0



Total satisfied %
compared to
2017: **unchanged**

Q2: How satisfied or dissatisfied are you that your rights as a tenant are upheld by CentaCare Evolve Housing?

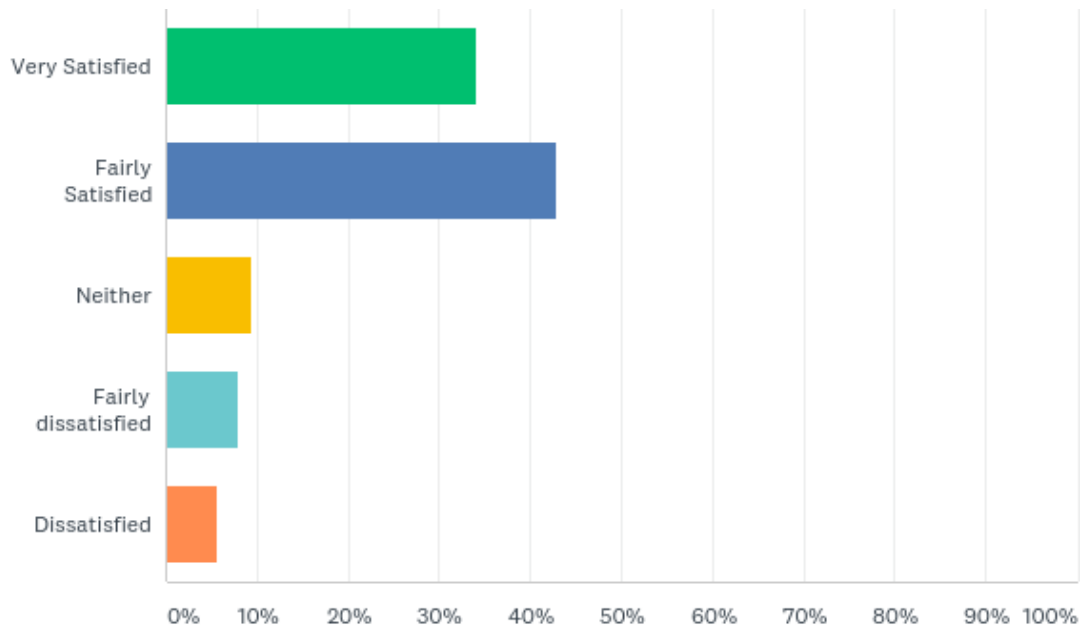
Answered: 392 Skipped: 0



Total satisfied %
compared to
2017: **unchanged**

Q3: Overall, how satisfied or dissatisfied are you with the condition of your home?

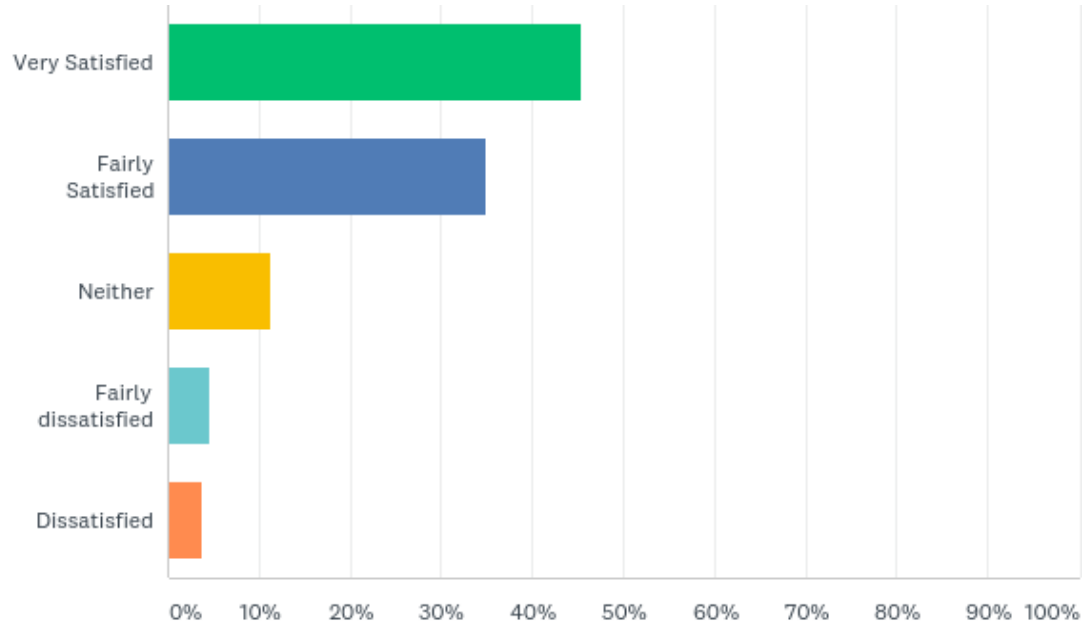
Answered: 392 Skipped: 0



Total satisfied %
compared to
2017: +2.5%

Q4: Overall, how satisfied or dissatisfied are you with the value for money for the rent you pay?

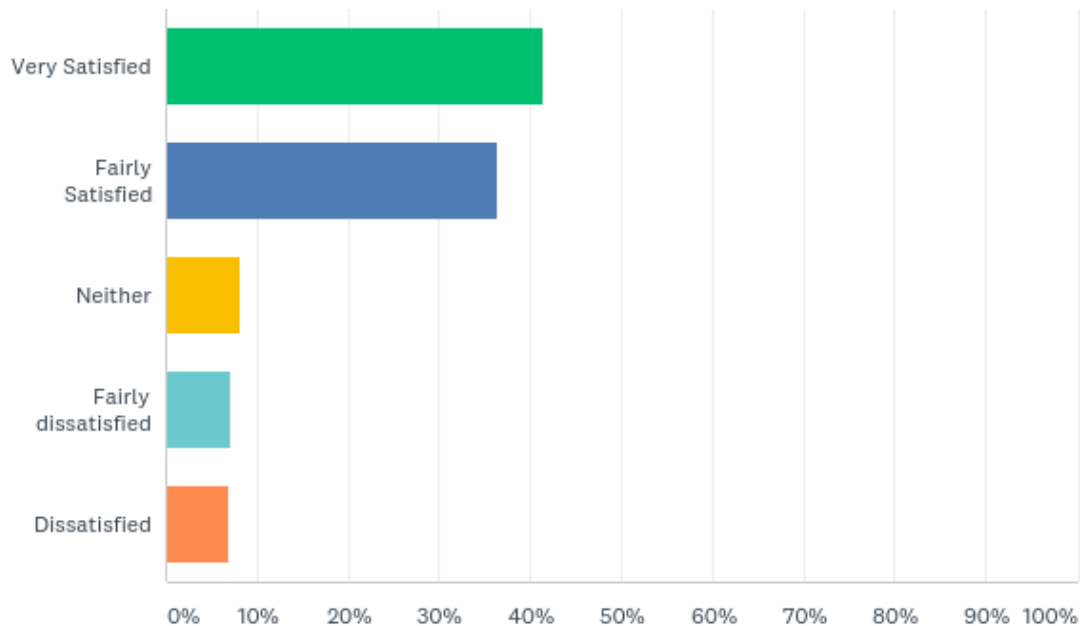
Answered: 392 Skipped: 0



Total satisfied %
compared to
2017: **-5.8%**

Q5: Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live?

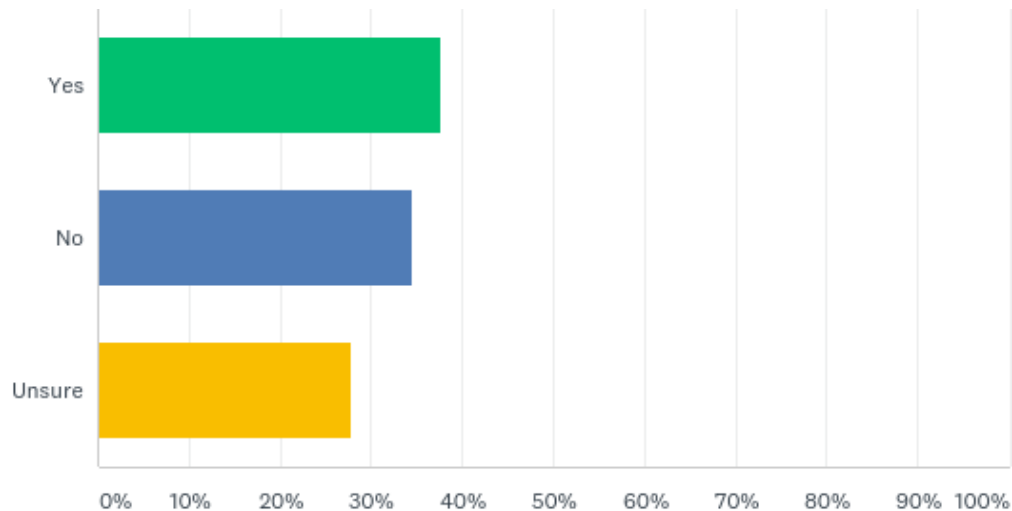
Answered: 392 Skipped: 0



Total satisfied %
compared to
2017: **-0.5%**

Q6: Do you know how to appeal a decision made by Centacare Evolve Housing?

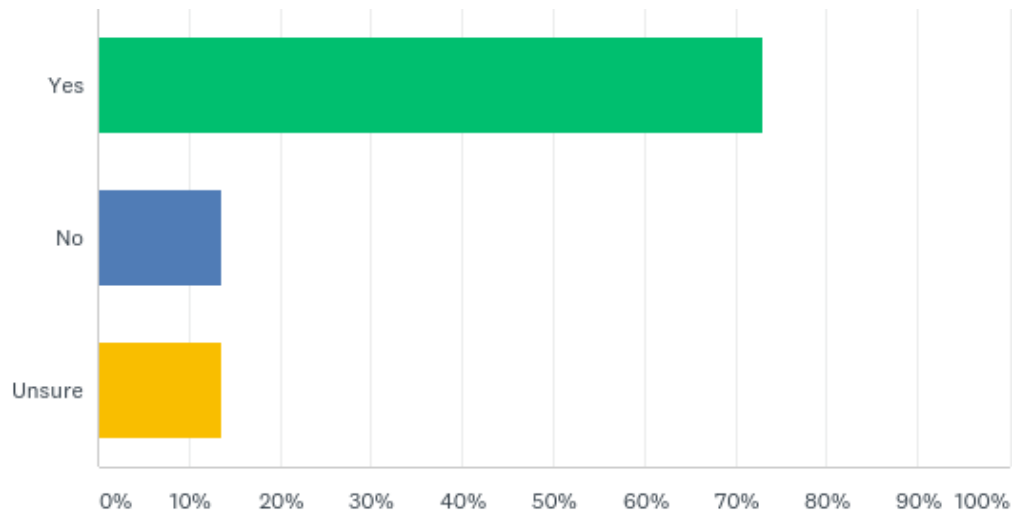
Answered: 392 Skipped: 0



Total % Yes
compared to
2017: +4%

Q7: Do you know how to provide feedback or make a complaint to CentaCare Evolve Housing?

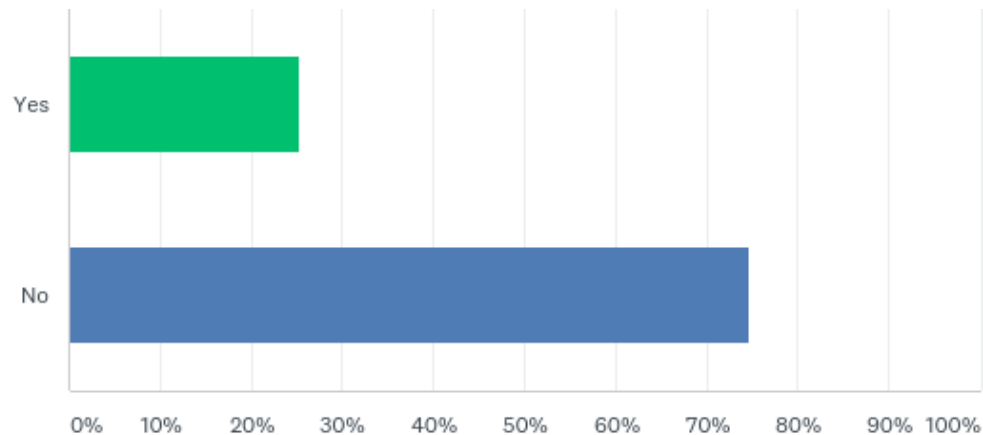
Answered: 392 Skipped: 0



Total % Yes
compared to
2017: +7.5%

Q8: Have you provided feedback or made a complaint to CentaCare Evolve Housing in the last 12 months?

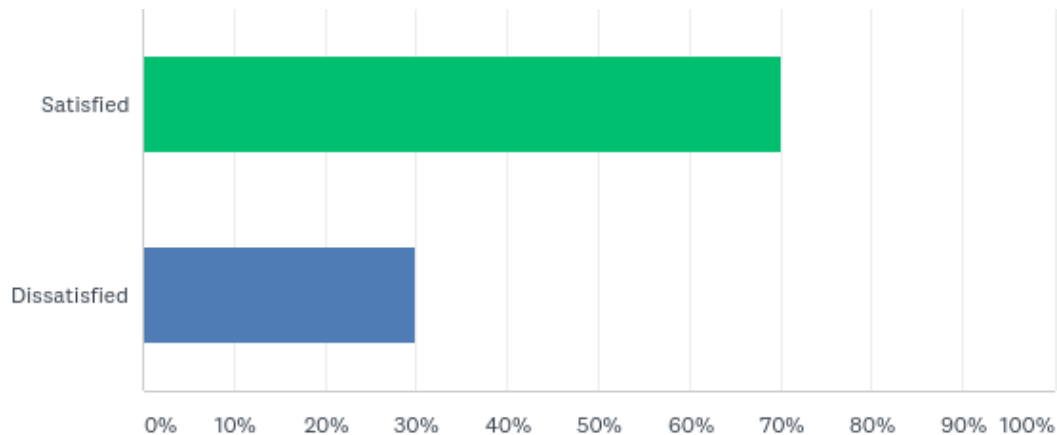
Answered: 391 Skipped: 1



Total % yes
compared to
2017: +5.4%

Q9: Overall, were you satisfied or dissatisfied with how your feedback or complaint was dealt with?

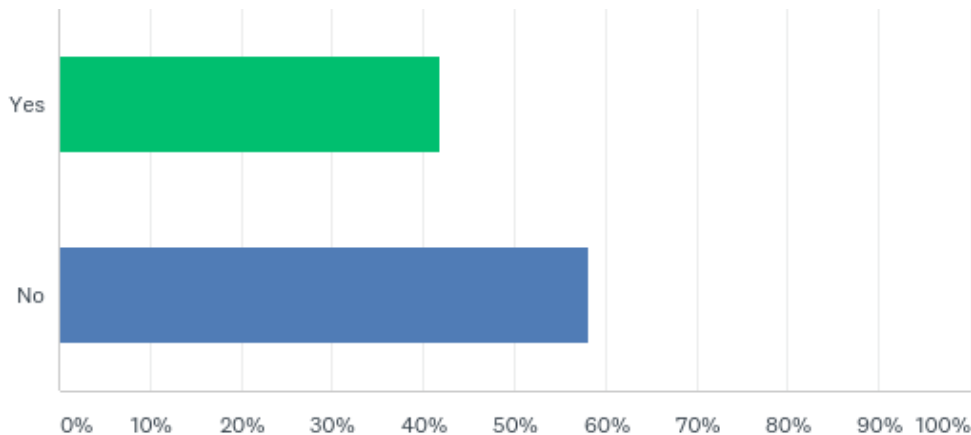
Answered: 100 Skipped: 292



Total satisfied %
compared to
2017: +2%

past year? (An upgrade is a major replacement of kitchen, bathroom, windows, heat pump, roofing etc. It is not routine or ordinary maintenance which we'll ask you about shortly).

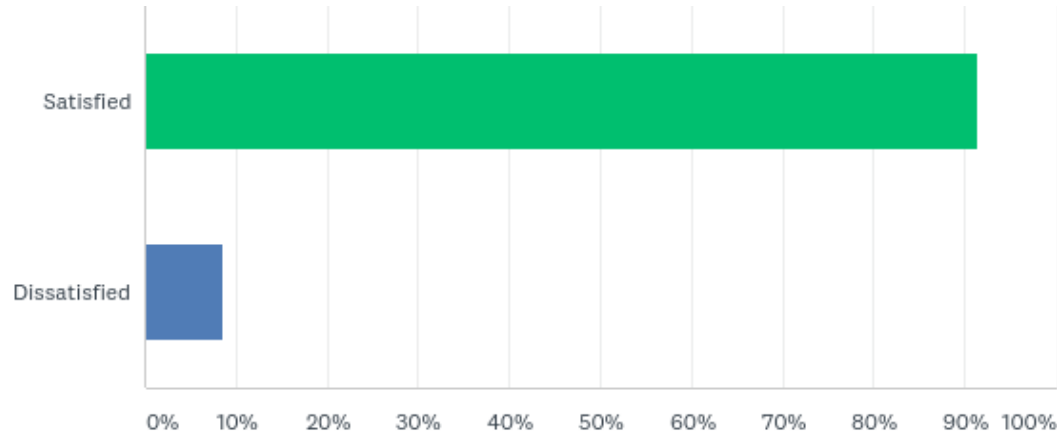
Answered: 390 Skipped: 2



Total % yes compared to 2017: **-10%**

Q11. Thinking about your upgrade, were you satisfied or dissatisfied with the following: The support I received from Centacare Evolve Housing before and during the work.

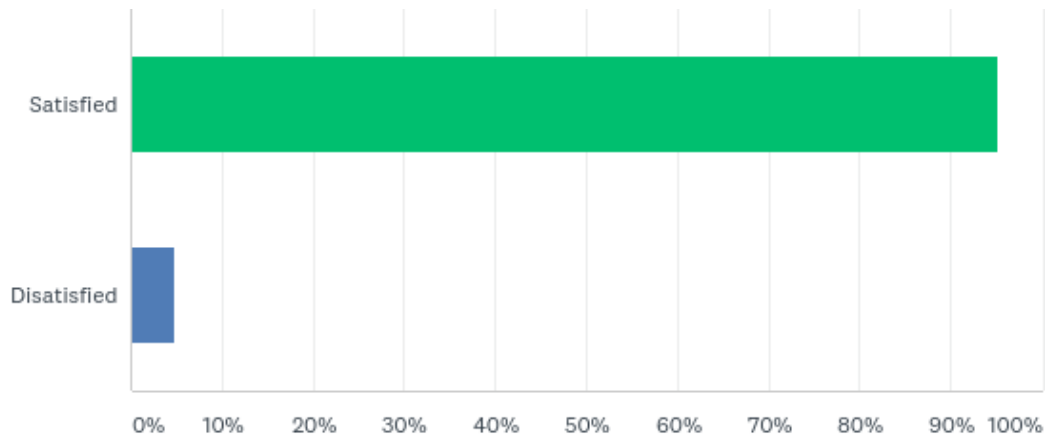
Answered: 163 Skipped: 229



Total satisfied % compared to 2017: **-2.4%**

Q12: The steps that were undertaken to minimise disruption during the upgrade.

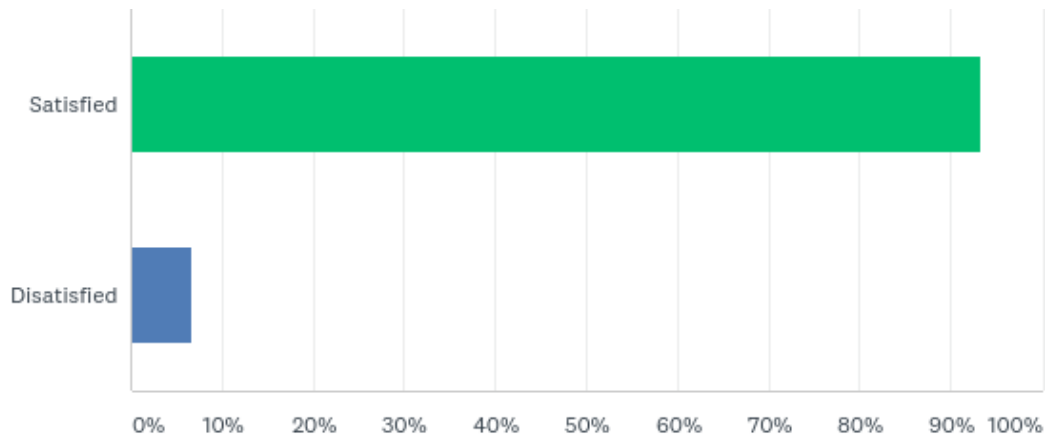
Answered: 163 Skipped: 229



Total satisfied %
compared to
2017: **-2%**

Q13: The contractor left my home neat and tidy once the upgrade had been completed

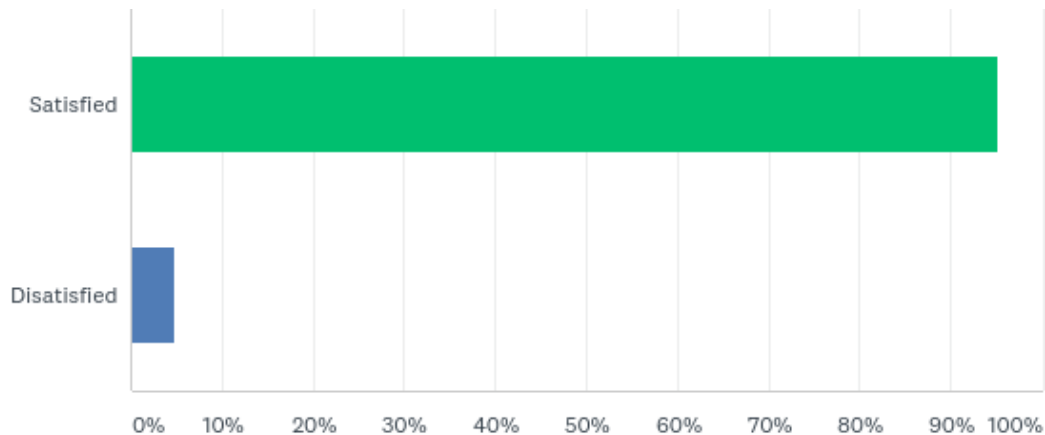
Answered: 163 Skipped: 229



Total satisfied %
compared to
2017: **unchanged**

Q14: Overall, how satisfied or dissatisfied were you with the quality of the upgrade work?

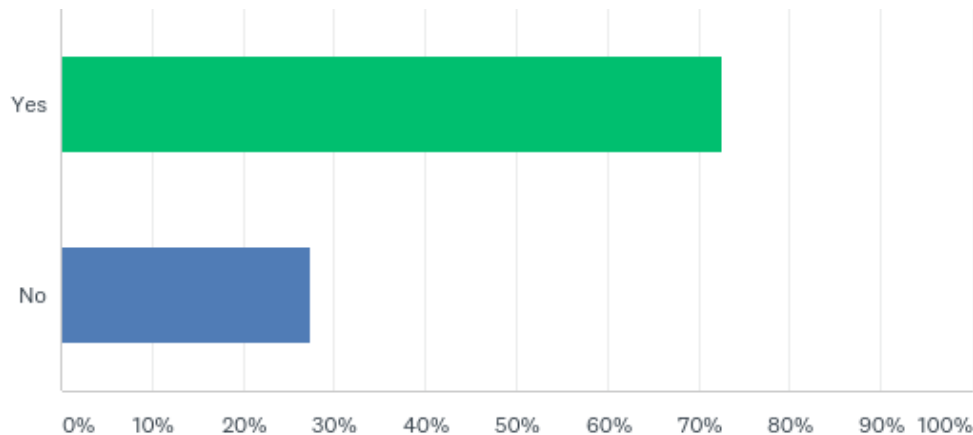
Answered: 163 Skipped: 229



Total satisfied %
compared to
2017: **-1.2%**

Q15: Have you reported a repair to Centacare Evolve Housing in the last 12 months?

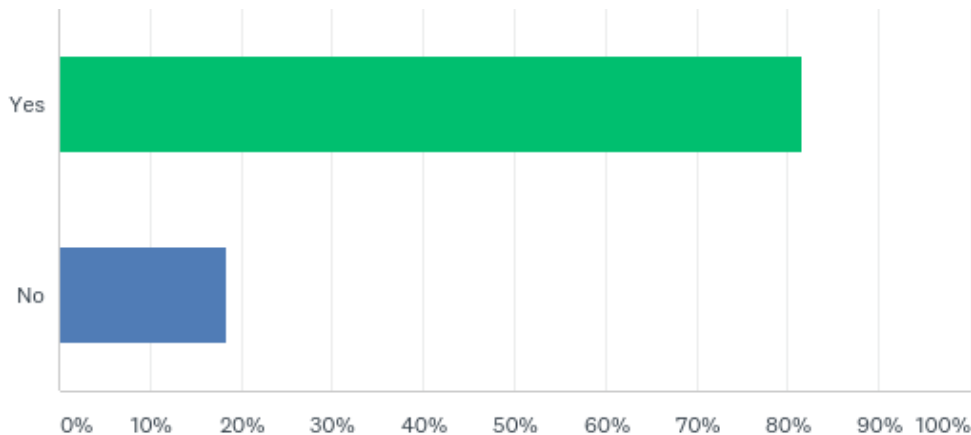
Answered: 390 Skipped: 2



Total % Yes
compared to
2017: **+3.3%**

Q16. In relation to your last repair, were you satisfied or dissatisfied with the following: My call was answered in a timely manner or my phone message was returned promptly.

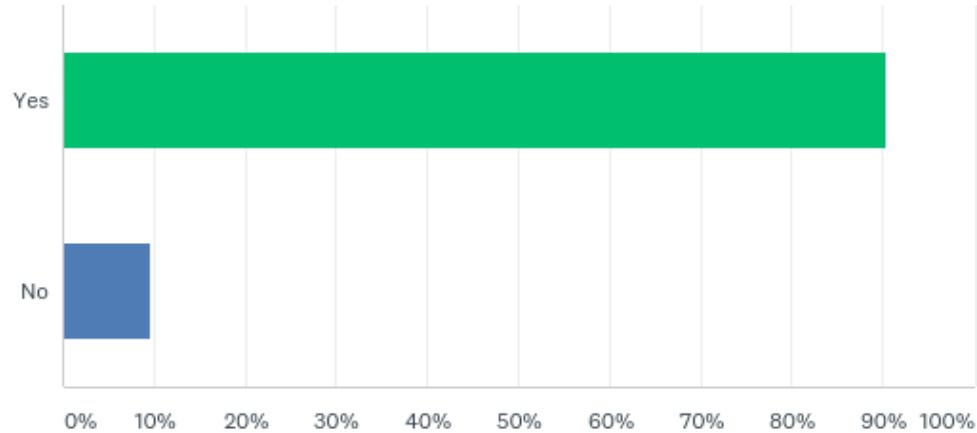
Answered: 281 Skipped: 111



Total % Yes compared to 2017: +2.6%

Q17: The staff were helpful and attentive.

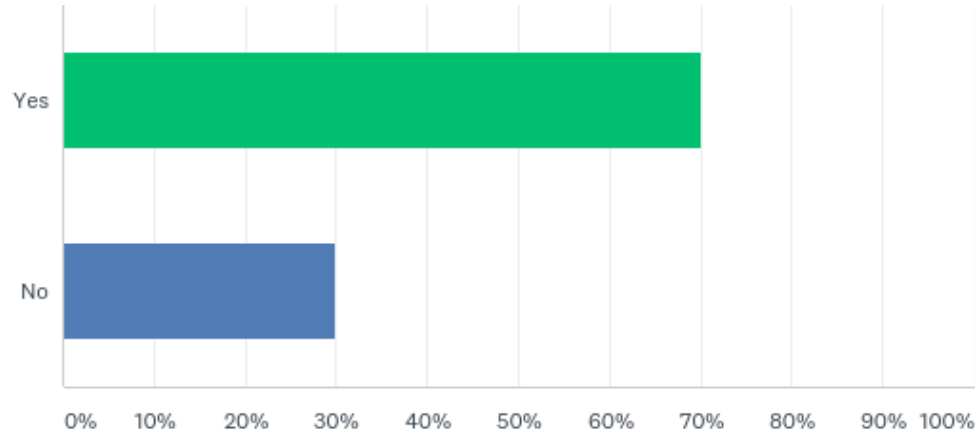
Answered: 281 Skipped: 111



Total % Yes
compared to
2017: +4%

Q18: Staff advised me how long it would take to make the repair.

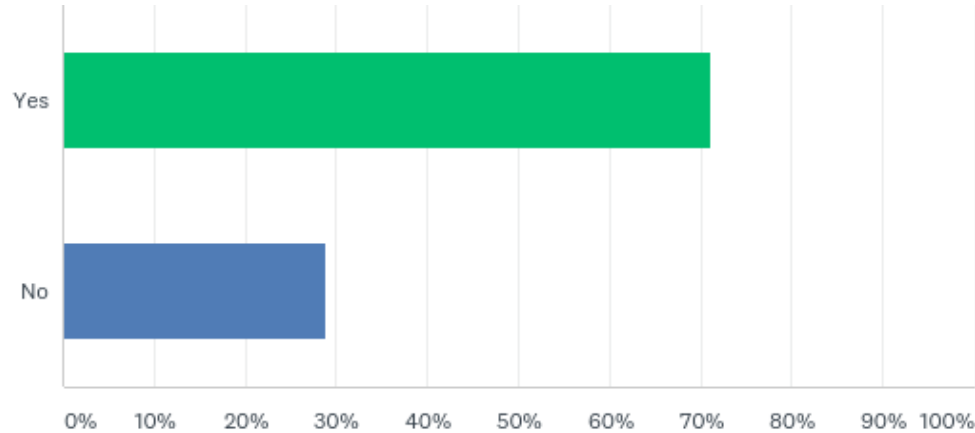
Answered: 281 Skipped: 111



Total % Yes
compared to
2017: **+7.1%**

Q19: The contractor called me to make an appointment.

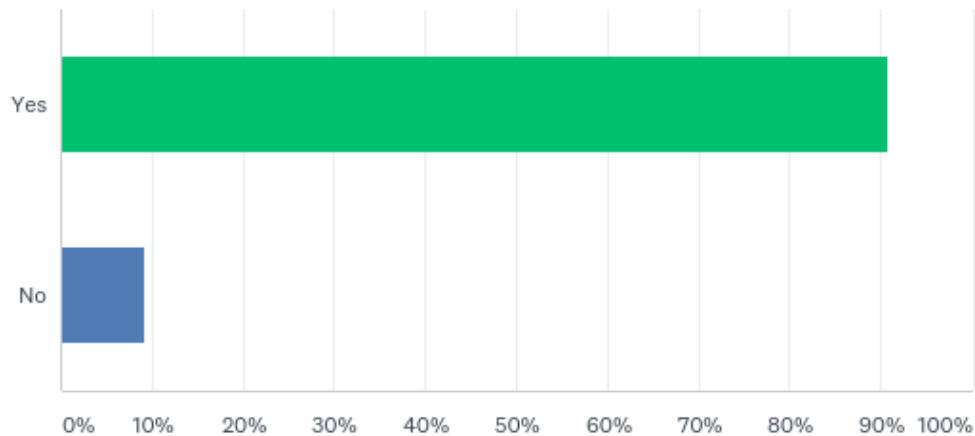
Answered: 281 Skipped: 111



Total % Yes
compared to
2017: +4%

Q20: The contractor was respectful and courteous towards me and my property.

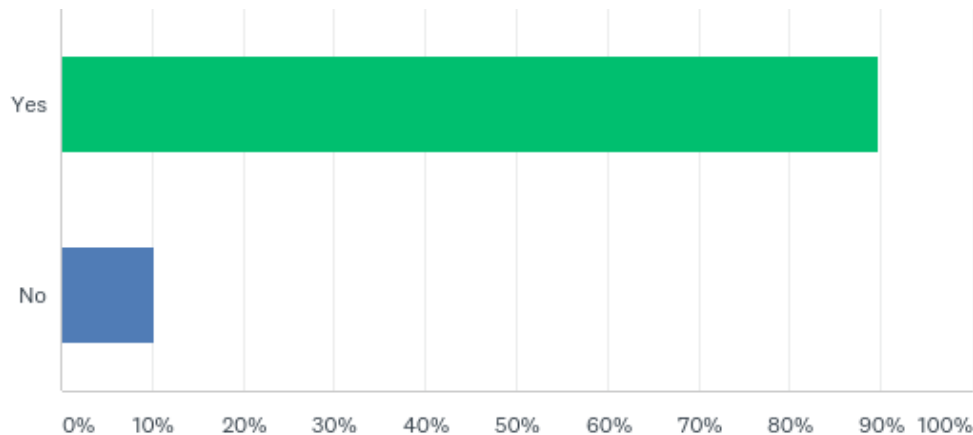
Answered: 281 Skipped: 111



Total % Yes
compared to
2017: **+1.2%**

Q21: The contractor kept dirt and mess to a minimum, and left my property clean and tidy.

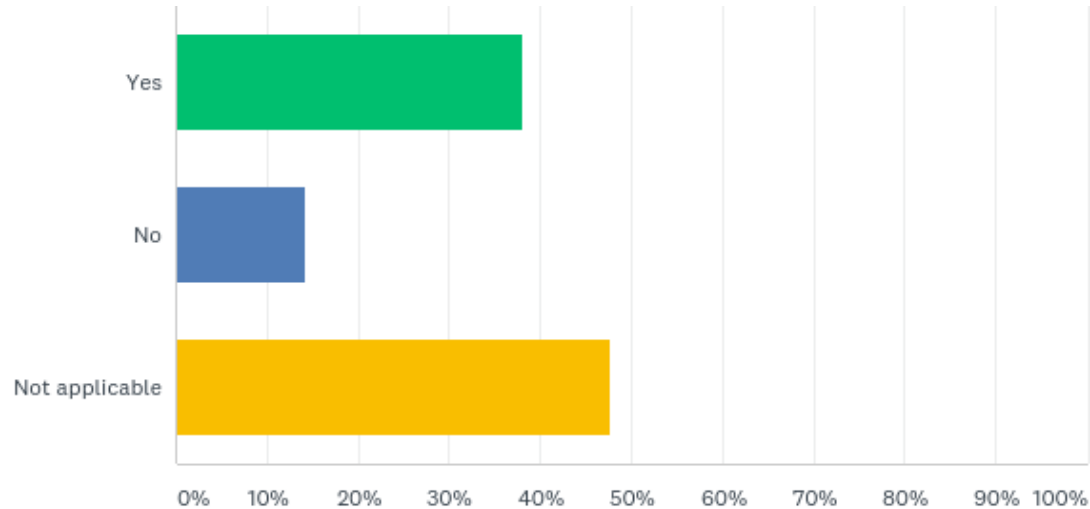
Answered: 281 Skipped: 111



Total % Yes
compared to
2017: **+0.4%**

Q22: If the repair was not completed, I was told why and when it would be dealt with.

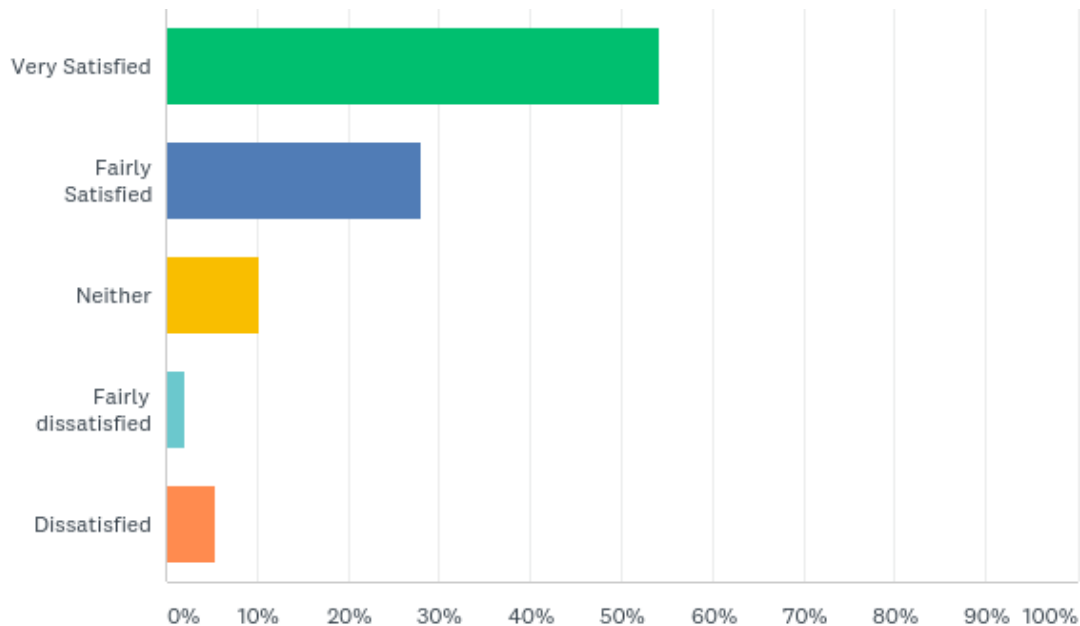
Answered: 281 Skipped: 111



Total % Yes to
2017: **-1.8%**

Q23: Overall, how satisfied are you with the quality of the repair carried out at your home?

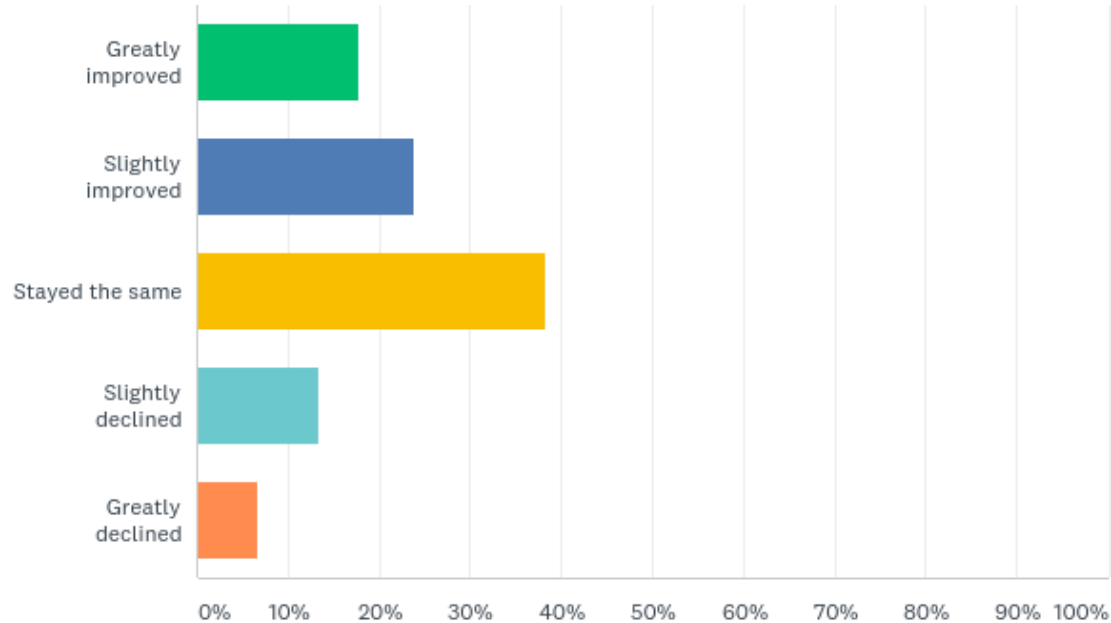
Answered: 281 Skipped: 111



Total satisfied %
compared to
2017: **+2.7%**

Q24: In the last three years, would you say your neighbourhood has improved or declined?

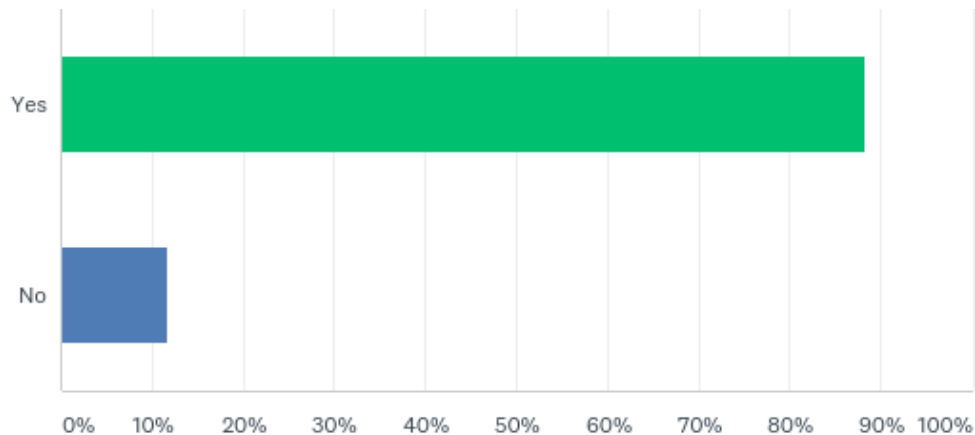
Answered: 387 Skipped: 5



Total improved %
compared to
2017: **-1.6%**

Q25: Have you made contact with Centacare Evolve Housing in the last 12 months?

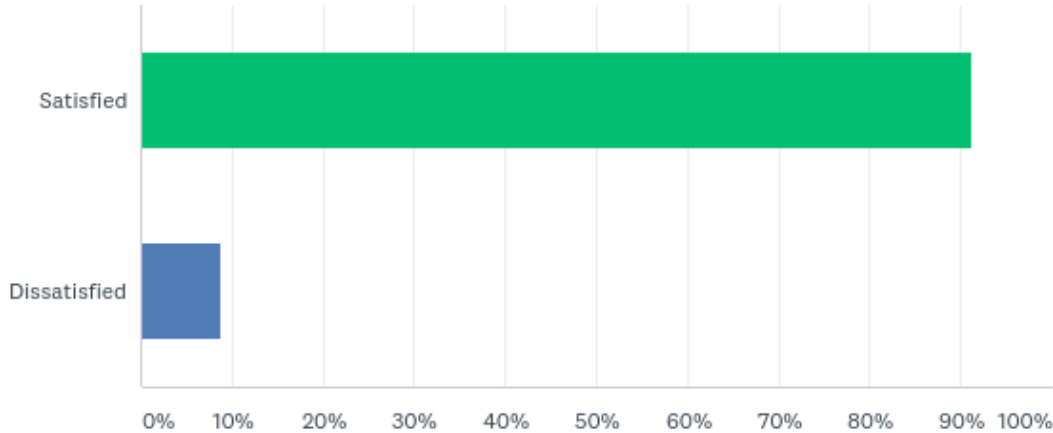
Answered: 387 Skipped: 5



Total % Yes
compared to
2017: +1%

Q26. When you contacted Centacare Evolve Housing, were you satisfied or dissatisfied with the following? The ability of staff to deal with your query quickly and efficiently.

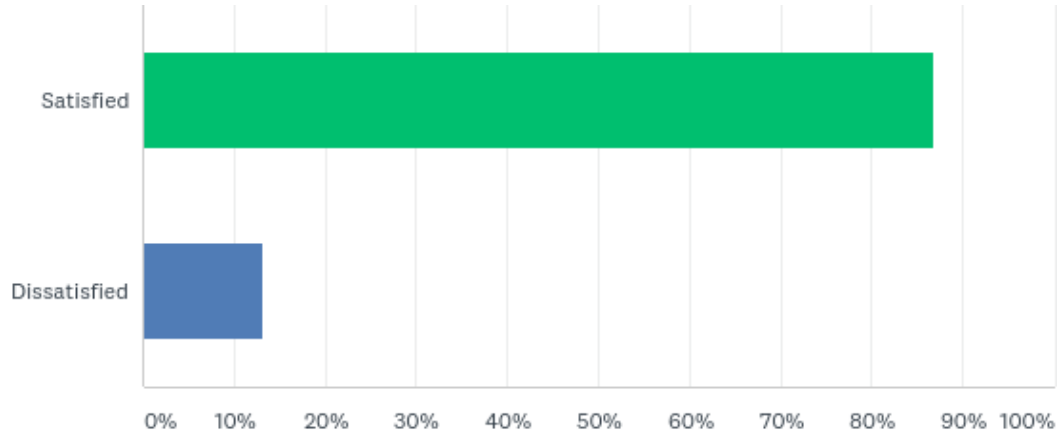
Answered: 342 Skipped: 50



Total satisfied % compared to 2017: **+1.7%**

Q27: The final outcome of your query.

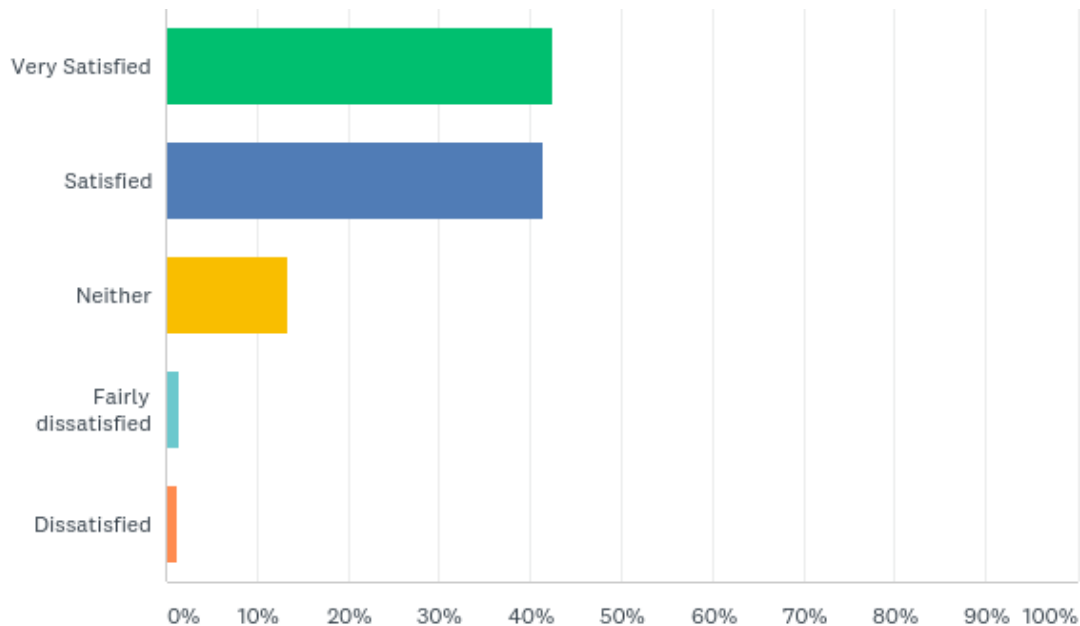
Answered: 342 Skipped: 50



Total satisfied %
compared to
2017: **+1.7%**

Q28. How satisfied or dissatisfied are you with the way Centacare Evolve Housing provides information (eg via website, Facebook, newsletters etc)?

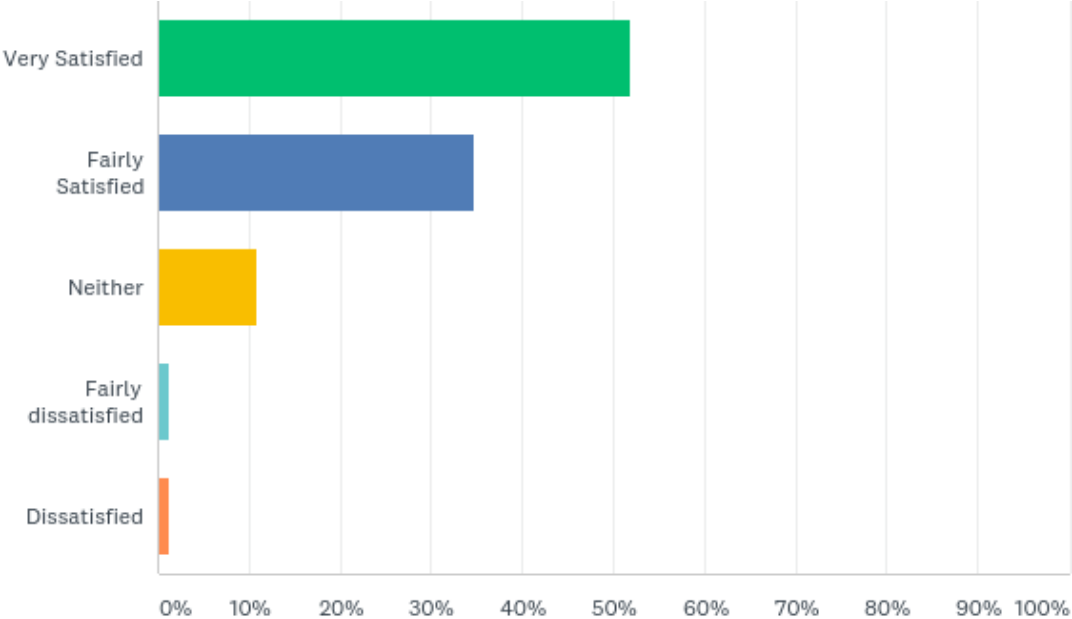
Answered: 387 Skipped: 5



Total satisfied %
compared to
2017: **+2.7%**

Q29: Overall, how satisfied or dissatisfied are you with your communications with Centacare Evolve Housing?

Answered: 387 Skipped: 5



Total satisfied % compared to 2017: **+1.3%**