



Dwell Housing Trust

Tenant Satisfaction Survey Report

September 2018

2018

02

SUMMARY

This year's survey results showed an overall high level of tenant satisfaction across Dwell's services and maintenance.

Satisfaction with Dwell's staff and service has increased year on year. This year the satisfaction rate increased to a fantastic 100% which further highlights the hard work Dwell staff have done to ensure a positive customer service experience for our tenants.

Dwell also saw satisfaction with our maintenance service increase in 2018 to 96.55%, highlighting the work Dwell has done to respond quickly to maintenance requests as well as ensuring we have the right contractors who work to a high standard.

This continued increase in satisfaction highlights how the work of our staff aligns with Dwell's strategic goal of Great Services and our organisational values which include People Centred. We put people at the heart of everything we do, and we are focused on building relationships that create better lives.

This year the survey included additional questions to find out about tenant wellbeing. We asked if tenants felt their home contributed to their happiness and whether having an affordable, warm and dry home allowed them to achieve other goals in their life.

This survey is one of the many tools Dwell uses to try to support our tenants to live well, be well, do well – Dwell.

03

SUMMARY



04

INTRODUCTION

Dwell Housing Trust's vision is well-housed communities where people live well and do well. Our mission is to provide affordable, quality homes where people flourish.

One way we evaluate our housing services is to carry out an annual tenant satisfaction survey. A combination of paper surveys and online survey were sent to all our households.

The survey is one opportunity for tenants to give feedback on Dwell's services. Some tenants choose to do this anonymously while others complete the survey with us and discuss their thoughts and experiences as they do.

This report outlines the results and many of the comments received. It highlights strengths and areas for improvement.

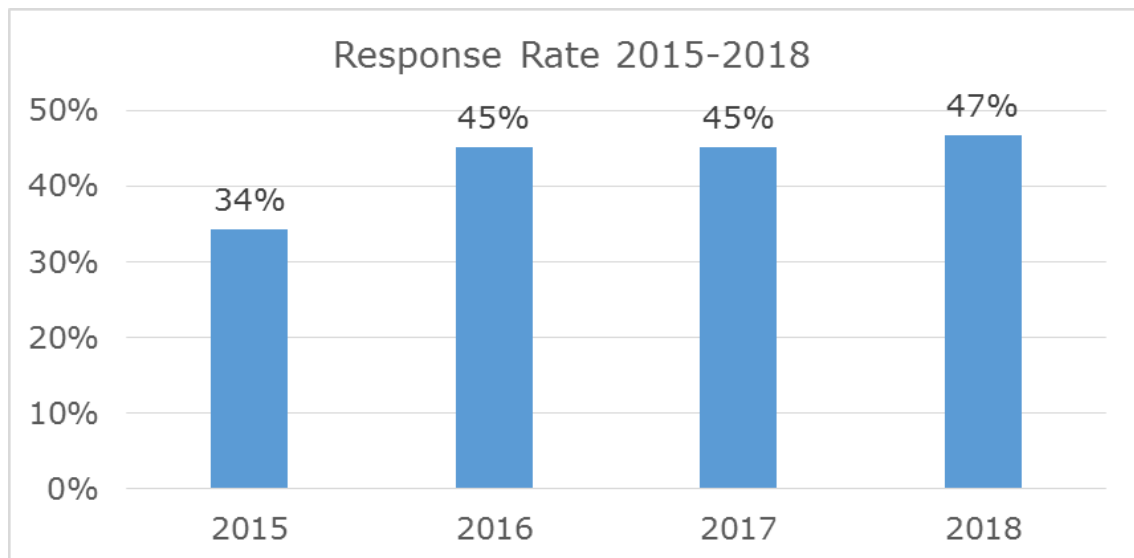
05

RESULTS - RESPONSE RATE

62 surveys were sent out and we received 29 responses, 11 paper copies and 18 via the online survey. This is a response rate of 47%, a 2% increase compared to 2017.

2018 also saw a significant increase in the number of online responses, eclipsing mail surveys for the first time.

The figure below shows the response rate for the last four years. The response rate has been reasonably consistent for the last three years; however, we have seen a 2% increase in the number of respondents this year which is likely a result of the increase in the number of people returning the survey electronically.



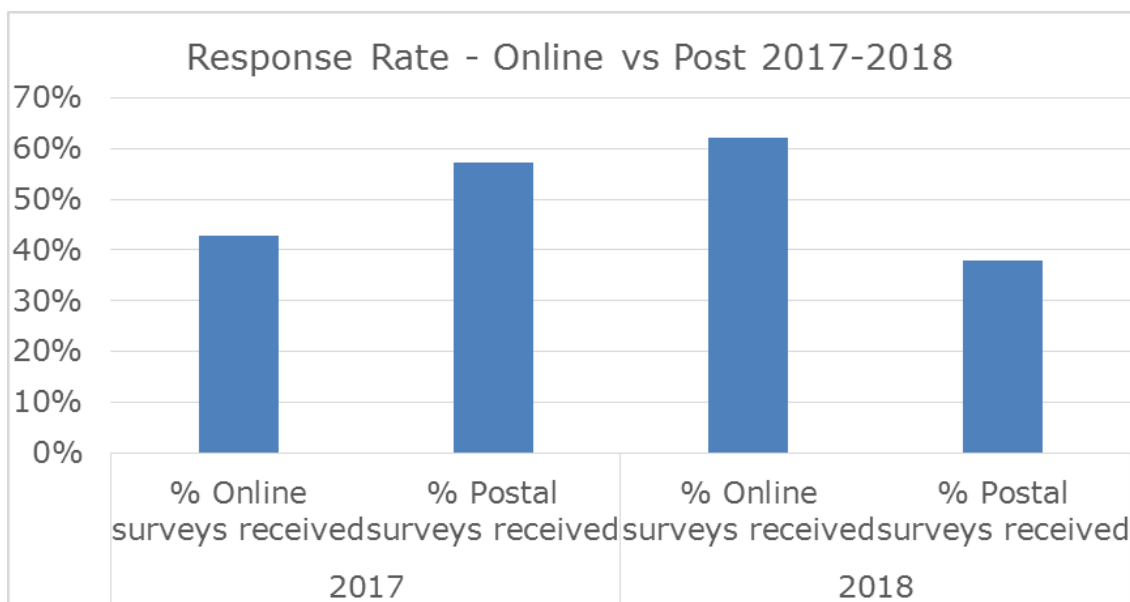
06

RESULTS - RESPONSE RATE

The figure below shows a comparison of the method of responding, comparing post and online surveys.

We first started using online surveys in 2017 and the

response rate by this method has increased significantly this year. More than 60% of surveys returned this year were received electronically, compared with just over 40% last year.



07

RESULTS - DWELL SERVICES AND STAFF

Tenants ticked a box to answer the following questions which best described how they feel about Dwell and the services we provide. On each question Dwell scored greater than 85% satisfaction (when adding together strongly agree and agree).

One of the key questions, 'I am happy with the service I

receive from Dwell' received an overall satisfaction rating of 100%, an increase of over 7% in satisfaction compared to 2017.

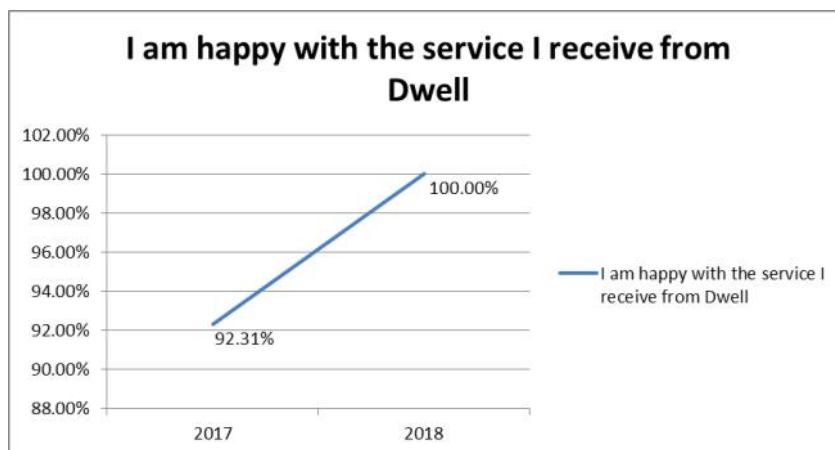
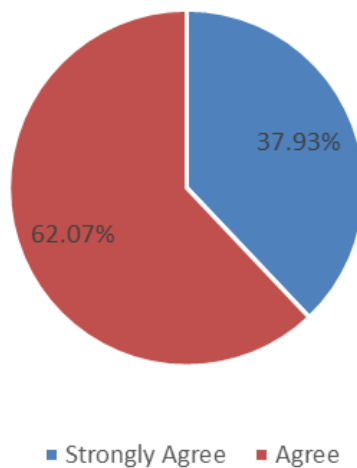
This shows that Dwell and the services it offers are of an extremely high standard from the perspective of our tenants, and the work we have done this year has paid off.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree or Agree
I have found it easy to contact Dwell	37.93%	58.62%	3.45%	0.00%	96.55%
I find Dwell staff friendly and helpful	51.72%	44.83%	3.45%	0.00%	96.55%
I receive enough information from Dwell about what is happening with Dwell	31.03%	62.07%	6.9%	0.00%	93.10%
I am happy with the service I receive from Dwell	37.93%	62.07%	0.00%	0.00%	100.00%

08

RESULTS - DWELL SERVICES AND STAFF

I am happy with the service I receive from Dwell



Tenants also made some very positive comments in this section, and some of the feedback included:

'I am very pleased with Dwell's service. Liz is very polite, friendly and efficient.'

'I am so appreciative and

thankful to be in a Dwell home. The property came when I was overcoming great adversities, knowing that the waiting list can be long, they were supportive in finding me a home. It has changed my life and continues to allow me to progress in life.'

09

RESULTS - MAINTENANCE

Tenants were also asked to tick a box to answer the following questions which best described how they feel about maintenance organised by Dwell.

The trend of tenant satisfaction continues with each question scoring greater than 85% satisfaction (when adding together Strongly Agree and Agree).

The statement 'Repairs organised by Dwell have been done well' received a satisfaction rating of 96.55%.

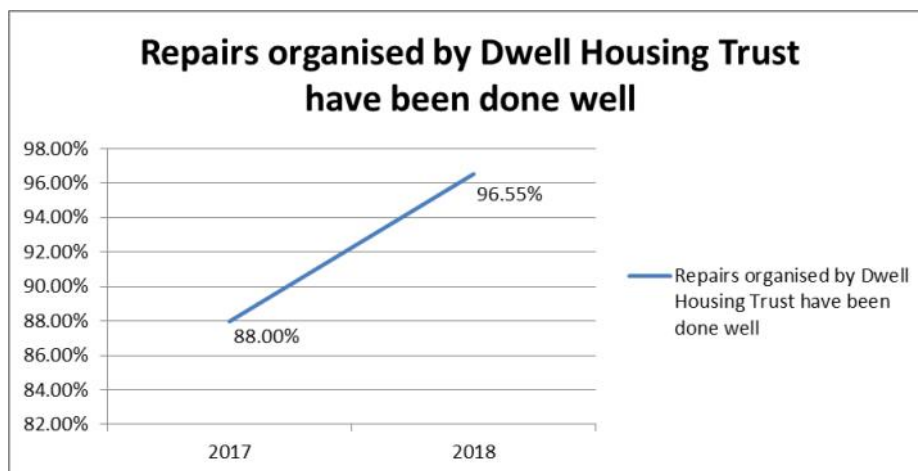
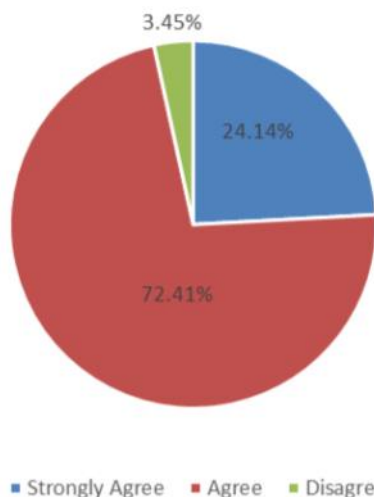
This is a significant improvement on last year (88%) and highlights the professionalism of our contractors and Dwell's strategic goal to provide Great Services.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree or Agree
Repairs organised by Dwell have been done in a reasonable time	31.05%	68.97%	0.0%	0.0%	100%
Repairs organised by Dwell have been done well (%)	24.14%	72.41%	3.45%	0.00%	96.55%
The trades people sent by Dwell are helpful, respectful and friendly	37.93%	58.62%	3.45%	0.00%	96.55%

10

RESULTS - MAINTENANCE

Repairs organised by Dwell have been done well



We also received very positive feedback comments regarding maintenance, including:

'I would like to express many thanks to Dwell for their attention to the flood and also the new lino and carpet - many thanks.'

This was from a tenant who had part of their home flooded after a Wellington City Council pipe burst outside their home.

11

RESULTS - WELLBEING

This year we included additional questions on wellbeing as we continue to find out how happy our tenants are with their homes.

We wanted to know more about whether our tenant’s homes are contributing to their

overall wellbeing and allowing them to achieve other goals in their lives.

Our tenants were asked to tick the box which best represented how they felt about each statement.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree or Agree
I am happy with my Dwell home	53.57%	46.43%	0.00%	0.00%	100.00%
I like the area where I live	53.57%	39.29%	7.14%	0.00%	92.86%
My home allows me to pursue other goals in life	53.57%	39.29%	7.14%	0.00%	92.86%
Moving into a Dwell home has improved my life	46.43%	42.86%	10.71%	0.00%	89.29%
My home allows me to feel safe	44.44%	51.85%	3.70%	0.00%	96.30%
My home contributes positively to my overall wellbeing	44.44%	48.15%	7.41%	0.00%	92.59%

Each question in this section achieved a more than 85% satisfaction rating and aligns with Dwell’s view that appropriate housing has long-

lasting benefits for the people living within those households and the wider community.

12

RESULTS - WELLBEING

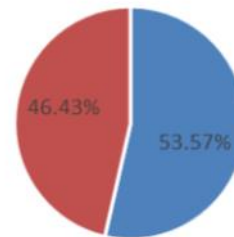
Highlights in this section included the 100% of respondents who answered that they are happy with their Dwell home, and the 92.86% who responded, that their home allowed them to pursue other goals in their life.

We know that having an affordable, quality home allows people to flourish, and the response to this question reinforces our belief.

A further high point was that the vast majority of our tenants feel safe and secure in their homes, with 96.30% reacting positively to the statement 'my home allows me to feel safe'.

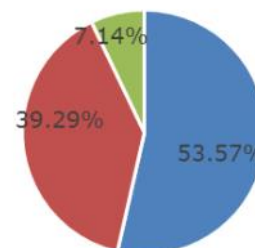
Live well, be well, do well - Dwell

I am happy with my Dwell home (%)



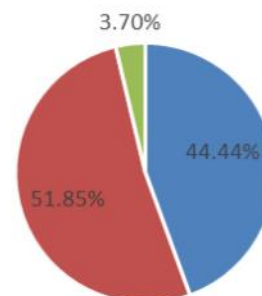
■ Strongly Agree ■ Agree

My home allows me to pursue other goals in life (%)



■ Strongly Agree ■ Agree ■ Disagree

My home allows me to feel safe (%)



■ Strongly Agree ■ Agree ■ Disagree