



Dwell Housing Trust

Tenant Satisfaction Survey Report

September 2021

2021

INTRODUCTION AND SUMMARY

Introduction

Dwell Housing Trust has a vision for well housed communities where people live well, be well, do well.

Dwell carries out a tenant satisfaction survey every year. Dwell sees the survey as an opportunity for tenants to give feedback on the Dwell's services. Dwell uses the results of the survey to highlight strengths and areas for improvement.

Dwell tenants all had the option of responding to a paper survey posted to their address, an online survey sent by email or a phone survey.

Summary

This year's survey shows a continuing high level of satisfaction with Dwell's homes, services and maintenance. Interaction and communication with Dwell staff was very highly rated. 100% of respondents reported they were happy with the service they received from Dwell.

Satisfaction with information received from and about Dwell was at 98%, an improvement from 96% last year. This is particularly pleasing given that Dwell has recently employed a staff member dedicated to communications and has focused on improving written and other communication methods with our tenants. Dwell will strive to achieve 100% in this category next year.

03



I found it easy to contact Dwell



I find Dwell staff friendly and helpful



Repairs organised by Dwell have been done in a reasonable time



Repairs organised by Dwell have been done well



The trades people sent by Dwell are helpful, respectful and friendly



I receive enough information from Dwell about what is happening with Dwell



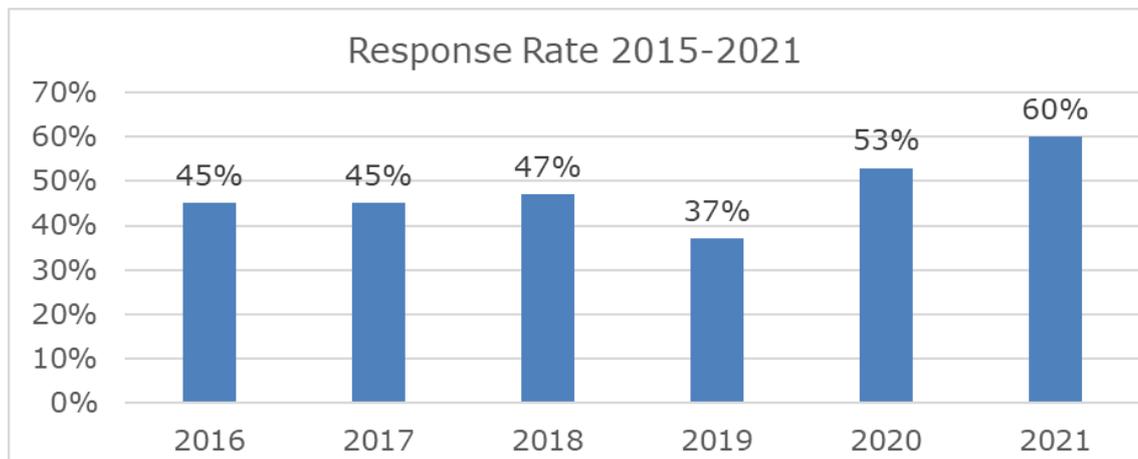
I am happy with the service I receive from Dwell

04

RESPONSE

Dwell sent out 79 surveys and received 48 responses. This included responses that were completed over the telephone with staff members. This is the highest response rate Dwell has had for a tenant survey. Dwell

has concentrated on ensuring we have better contact information for tenants (working emails and up to date phone numbers) and this has helped achieved this response rate.



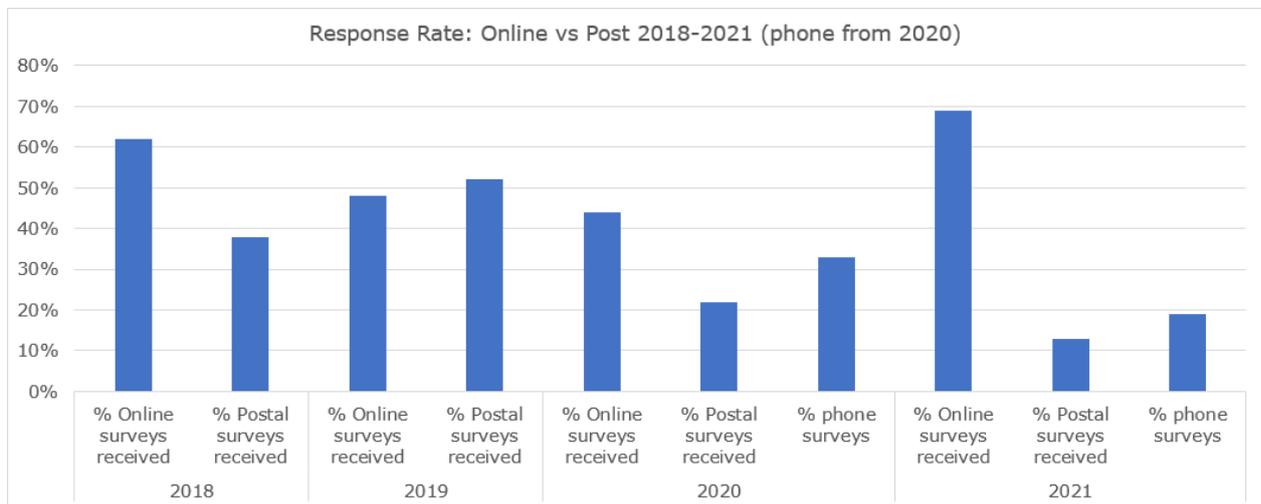
05



A comparison of the return rate of surveys online versus post shows that the return of postal surveys continues to fall. This year, as part of the survey, Dwell asked tenants for their preferred contact method for non-urgent matters. The most popular method was text message (32), followed by phone call (17) then email (14). Only six respondents stated they would prefer a mailed letter. (Some respondents cited more than one method.)

Dwell remains committed to obtaining tenant feedback, and is keen to put resources into getting responses. This preferred contact method information has been recorded against tenants' files and will be of use for future correspondence.

Dwell has been utilising text messages much more in the past two years and it is pleasing to see that this contact method works for tenants, as it is an immediate method for contact and cost effective.



06

DWELL SERVICES AND STAFF

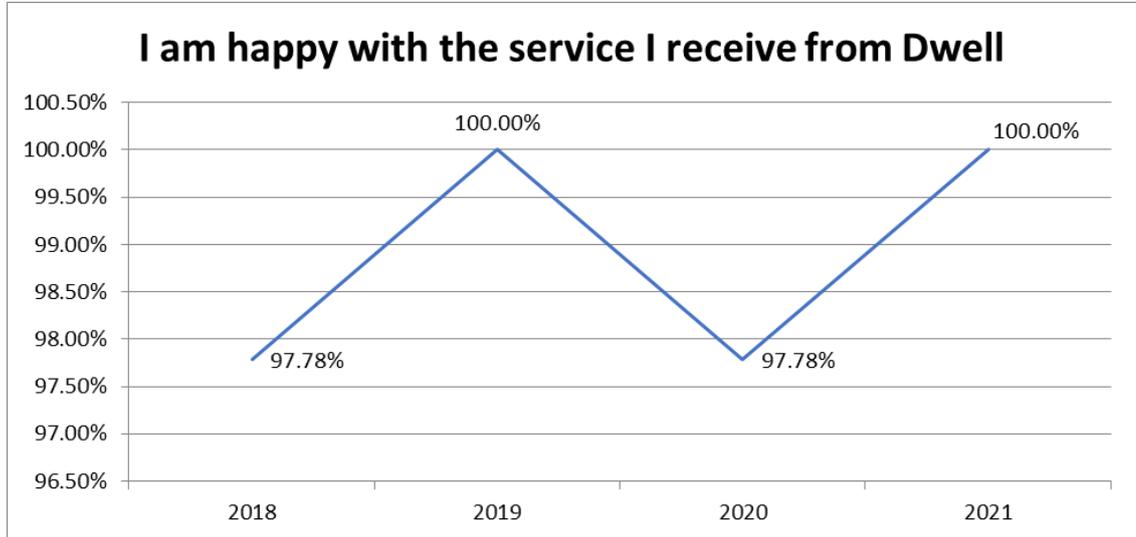
There was a positive response to the question of how tenants felt about interacting with Dwell staff. All respondents agreed they found Dwell staff friendly and helpful with 98% of respondents agreeing they found Dwell easy to contact.

Dwell were delighted that 100% agreed they were happy with the service they received from Dwell.

There was a further increase from 96% to 98% of respondents stating they receive enough information about what is happening at Dwell. Dwell staff continue to work hard to ensure they have up-to-date contact details for tenants and have proactively looked at communications over the past year.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree or Agree
I have found it easy to contact Dwell	51%	47%	2%	0%	98%
I find Dwell staff friendly and helpful	59%	41%	0%	0%	100%
I receive enough information from Dwell about what is happening with Dwell	39%	59%	2%	0%	98%
I am happy with the service I receive from Dwell	59%	41%	2%	0%	100%

07



08

REPAIRS

Dwell asked tenants what they thought of maintenance organised by Dwell. This year saw a small drop of 1% in satisfaction with the time taken to organise repairs. However, this year nobody selected strongly disagree. There was also a drop of 5% satisfaction with the tradespeople Dwell use. Dwell's Property Manager listens to feedback on

contractors and Dwell takes any feedback seriously in deciding which contractors to use in future. It should be noted that the disagree and strongly disagree responses are weighted more heavily to those tenancies over which Dwell leases and does not have as much control over ordering repairs and choosing contractors.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree or Agree
Repairs organised by Dwell have been done in a reasonable time	42%	53%	5%	0%	95%
Repairs organised by Dwell have been done well (%)	43%	50%	7%	0%	93%
The trades people sent by Dwell are helpful, respectful and friendly	52%	43%	5%	0%	95%

09

WELLBEING

Each year Dwell asks questions about tenants' overall happiness with their homes and the contribution their homes has made to their general wellbeing.

The responses ranged from 94% to 98% strongly agree or disagree. Dwell is pleased with this result which indicated that Dwell tenants' wellbeing is high

Of concern were the two responses showing a 7% disagree result – these were “moving into a Dwell home has improved my life” and “my home allows me to feel safe”. Dwell will work on communications with tenants so they are aware we want to know if they have any issues with their home or their tenancy and that we will try to help them as much as we can.

10



	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree or Agree
I am happy with my Dwell home	53%	42%	4%	0%	95%
I like the area where I live	56%	43%	2%	0%	98%
My home allows me to pursue other goals in life	48%	50%	2%	0%	98%
Moving into a Dwell home has improved my life	54%	39%	7%	0%	94%
My home allows me to feel safe	47%	47%	7%	0%	94%
My home contributes positively to my overall wellbeing	49%	47%	4%	0%	96%

11

TENANT COMMENTS

Here are some of the comments tenants made in their survey responses:

Dwell have been great in all communications. When I've needed to ring about anything they are there. Great people. I love my home, my neighbours and my life. Thankyou

It's good to rent from understanding people and be listened to and respected.

Thanks to the awesome staff at Dwell. They meet all needs for my family.

I have had no issues at all and love living where I do. Thanks heaps!

I am so thankful to be a tenant of dwell. Me and my 3 boys are very happy with our home and since moving in we have grown a tighter bond and learned there is a more positive side of life... THANK YOU SO MUCH DWELL