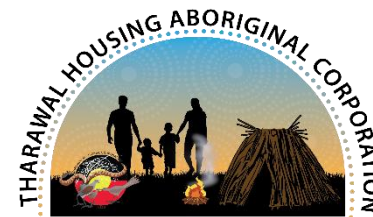


# Tharawal Housing Aboriginal Corporation

## Tenant Satisfaction Survey



**Date survey sent out:**

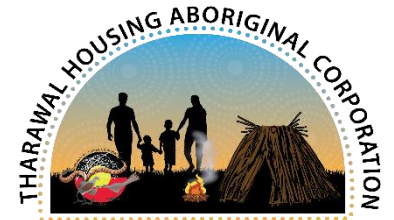
**Date responses expected:**

Legend
1. Very satisfied
2. Fairly satisfied
3. Neither satisfied or dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied

Question	1	2	3	4	5
1. How satisfied are you with the relationship you have with Tharawal Housing Aboriginal Corporation?					
2. How satisfied are you with how Tharawal Housing Aboriginal Corporation communicate with you?					
3. How satisfied are you with how Tharawal Housing Aboriginal Corporation staff deal with your complaints?					
4. How satisfied are you with the wrap around services that Tharawal Housing Aboriginal Corporation offers/supports you with?					
5. How did you find the sign up process with Tharawal Housing Aboriginal Corporation?					
6. How satisfied are you with the repairs and maintenance services provided by Tharawal Housing Aboriginal Corporation?					
7. How satisfied are you with the repairs and maintenance services provided by Tharawal Housing Aboriginal Corporation external provider Hume Housing?					
8. How satisfied are you with the overall condition of your property?					
9. How satisfied are you with the cultural competency of Tharawal Housing Aboriginal Corporation staff?					

# Tharawal Housing Aboriginal Corporation

## Tenant Satisfaction Survey



10. Overall, how satisfied are you with the housing services you are provided by your housing provider?

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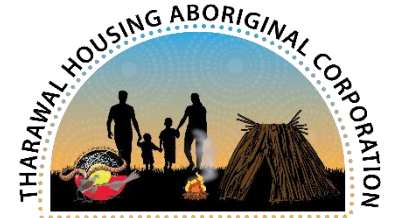
11. For you, what are the benefits of being a tenant of Tharawal Housing Aboriginal Corporation? (Tick all that apply to you)

- |  |  |
|--|--|
| <input type="checkbox"/> Feel more settled in general                              | <input type="checkbox"/> Enjoy better health                     |
| <input type="checkbox"/> Feel more able to cope with life events                   | <input type="checkbox"/> Feel part of the community              |
| <input type="checkbox"/> Feel safer  | <input type="checkbox"/> Able continue living in this area       |
| <input type="checkbox"/> Able to manage rent or money better                       | <input type="checkbox"/> Feel more able to improve job situation |
| <input type="checkbox"/> Feel more able to start or continue education or training | <input type="checkbox"/> Have better access to other services    |
| <input type="checkbox"/> Have better access to public transport                    | <input type="checkbox"/> Other                                   |

Comments:

# Tharawal Housing Aboriginal Corporation

## Tenant Satisfaction Survey



12. What suggestions do you have to help improve the services provided by your housing provider?

Comments:

If you would like feedback or someone from our office to contact you, please include your name and address. Alternatively, if you would like to remain anonymous, please contact your **Tenant Support Worker** for this information.

Name:

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Address:

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Phone/email:

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Sign:

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**Tharawal Housing Aboriginal Corporation would like to thank you for your time and for completing the above survey.**