



Argyle Community Housing 2015 Tenant Satisfaction Survey

Report prepared by NSW
Federation of Housing
Associations

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**nsw Federation of
Housing Associations inc**

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Introduction

This report provides the findings of the independent tenant satisfaction survey conducted by the NSW Federation of Housing Associations (the Federation) on behalf of Argyle Community Housing in 2015.

The aims of this survey are to:

- Establish levels of tenant satisfaction with services in line with the National Regulatory System for Community Housing (NRSCH).
- Benchmark performance levels against the Federation's tenant satisfaction benchmarking group.
- Inform future service delivery improvements.

Using the Federation brings significant benefits, including an impartial and independent data collection and analysis service, access to best practice questions and entry into the Federation's tenant satisfaction benchmarking group.

The Federation is the industry peak body for mainstream community housing providers in NSW. Our independence, combined with our knowledge of the industry and our knowledge of and commitment to tenant engagement means we deliver an impartial and in-depth analysis of the information provided to us by tenants. The Federation has developed its tenant satisfaction survey to include a range of good practices. The Federation also manages the most comprehensive tenant satisfaction benchmarking service in Australia.

The Federation thanks everyone who participated in this important survey.

Methodology

The core questions used in this survey were developed following an extensive year-long consultation with the NSW community housing industry, including tenants. The core questions and survey methodology also drew upon UK best practice contained in House Mark's STAR tenant satisfaction survey. Additional questions were included to meet the bespoke needs of Argyle Community Housing (Argyle). The final questionnaire and survey methodology complied with the requirements of the new National Regulatory System for Community Housing (NRSCH).

The questionnaire contained the following 10 sections:

1. Demographic information.
2. Housing services.
3. Supported Housing
4. Complaints and appeals.
5. Repairs and maintenance.
6. Neighbourhood.
7. Communication.
8. Tenant engagement.
9. Quality of life.
10. Tenant priorities.

Three further sections of this report examine differences in responses by region (Section 11), an analysis by program (Section 12) and customer comments (Section 13).

A census approach was used and all 2,281 households managed by Argyle were invited to participate in the survey.

Fieldwork (when tenants are asked to complete the survey) commenced on the 21st May and ended on the 30th June 2015.

The survey was conducted using a postal questionnaire. Questionnaires were posted to all households together with a covering letter and a prepaid response envelope.

To encourage tenants to participate in the survey, Argyle provided the opportunity for ten lucky draw prizes to choose from the list of the following vouchers: Big W gift card to the value of \$100; prepaid mobile phone charge to the value of \$100; Coles gift card to the value of \$100, Gardening/Lawn Moving to the value of \$100 and Priceline Gift Card to the value of \$100.

Argyle also used a range of additional strategies to increase participation:

- Surveys were made available at three office computers and on Argyle's website;
- Survey were promoted at tenant forums during May with surveys available to complete on the day if requested as well as through Argyle's tenant newsletter
- Argyle's staff was available to help tenants complete surveys if they so wished;
- Argyle issued a personal appeal from their CEO to all staff to encourage tenants to complete the survey and assist if requested

- Argyle also ran an office competition with a prize given to the housing team that scored the highest percentage return for their area.

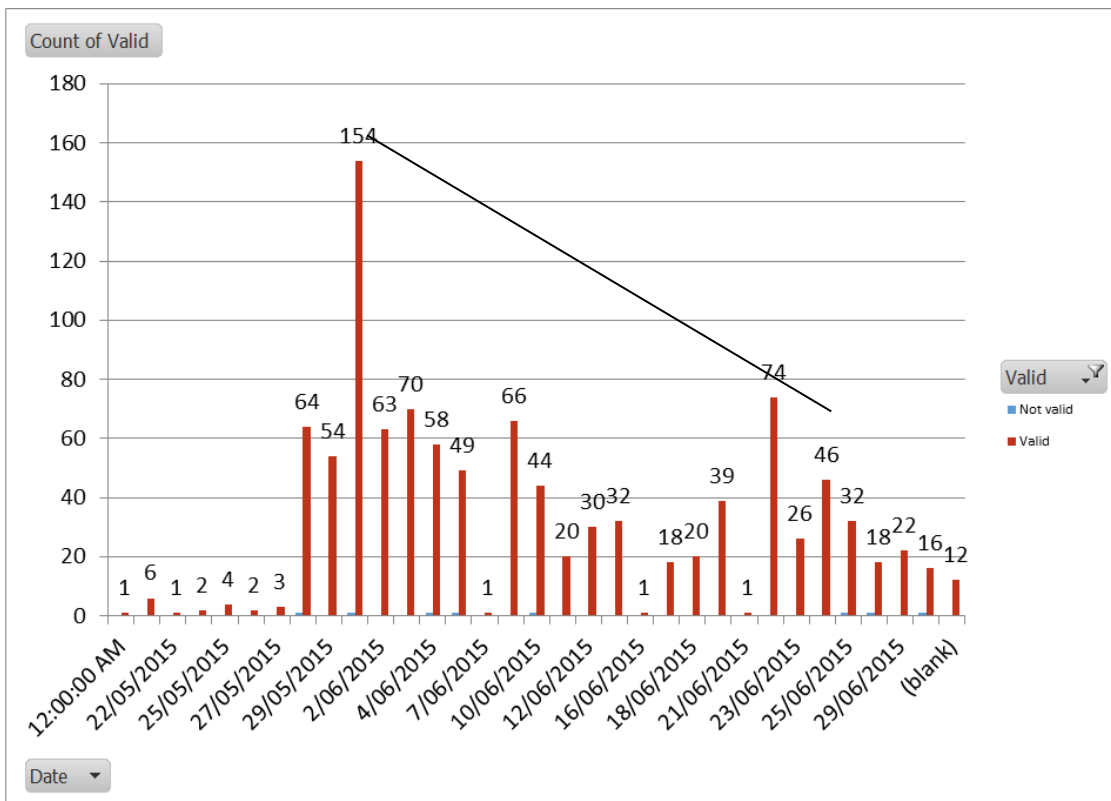
By the closing date of the 30th of June 2015, the Federation received a total of 1057 responses of which 1049 were valid¹ representing an overall valid response rate of 46%. This is well above both the NRSCH threshold (25%) and the Federation’s benchmark average (34%). The distribution of questionnaire returns is illustrated in the responses received by date chart provided below.

All returned valid questionnaires were scanned using specialist data capture and research software (Snap). All data and qualitative comments were carefully validated to ensure accuracy.

In the report where we have presented a ‘combined satisfaction’ rate this is calculated by adding the percentages of respondents in the ‘satisfied’ and ‘very satisfied’ categories. Reference to a ‘combined dissatisfaction’ rate is calculated by adding the percentages of respondents in the ‘dissatisfied’ and ‘very dissatisfied’ categories.

Please note that percentages may not add to 100% due to rounding.

Responses received by date



¹ The Federation has adopted the NRSCH definition of a valid response based on guidance in NRSCH (2014) *Registration Return Guide* (1.4.3: Numbers of surveys returned)

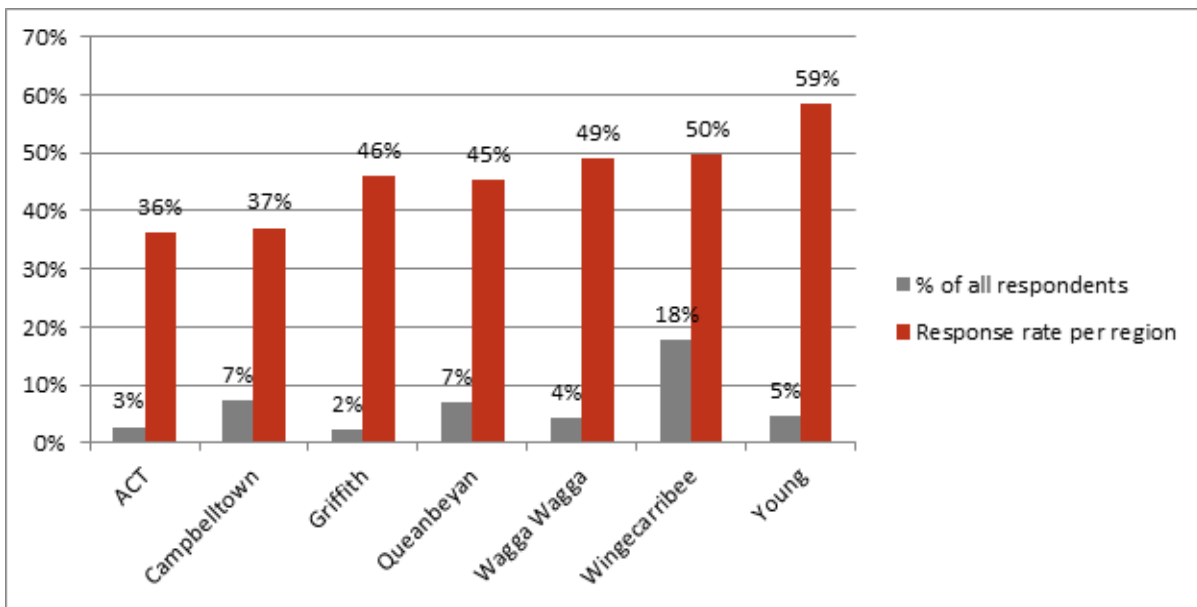
This graph shows that the bulk of responses has been received between the end of May and middle June. This reflects the large number of surveys posted to the Federation following Argyle's work to encourage tenants to complete the survey.

Response rate

The NRSCH sets standards which define whether a returned tenant survey should be counted as valid. The NRSCH states that if a returned survey does not include a response to the overall satisfaction question it should not be counted as a valid response. Using this definition the Federation received a total of 1049 valid questionnaires. This gives an excellent overall response rate of 46%, well above both the NRSCH threshold (25%) and the Federation’s industry average – 34%.

The chart below shows the proportion of responses by different regions. The percentage of the total survey response rate coming from each region is in grey. The individual response rate for each region is in red. This illustrates that overall there was a variation in response rates from seven regions, with the highest response rates from the Young (59%) and the lowest response rates in ACT region (36%).

Response rate by region



Statistical reliability

The margin of error is the range of accuracy for a question. The confidence level tells you how sure we are of this result. For this survey, the margin of error for a response receiving a mark of 50% is **+/- 2.22** with a **95%** confidence level.

To explain what a margin of error of +/- 2.22 means, if 50% of respondents pick 'yes' to a yes/no question, then we can be 95% certain that if the question had been asked to all tenants then between 47.78% (50 – 2.22) and 52.22% (50 + 2.22) would have picked that answer (assuming a representative sample completed the survey). By way of example, if 90% of respondents pick 'yes' to a yes/no question, then the margin would be smaller with a margin of error of +/- 1.33.

This means that when analysing the results using a base of all respondents, Argyle can have a very high degree of confidence that the views of respondents reflect the views of all its tenants.

It is noted that the margin of error differs for each question, as it is dependent on the number of responses received as well as the spread of responses for each question. Please note the lower number of respondents when looking at data by program and region. As a result they have a larger margin of error; therefore their results should be treated with caution. We have not quoted results where the margins of error are more than +/-20%.

Executive summary

This section provides the headline findings for Argyle Community Housing's 2015 tenant satisfaction survey.

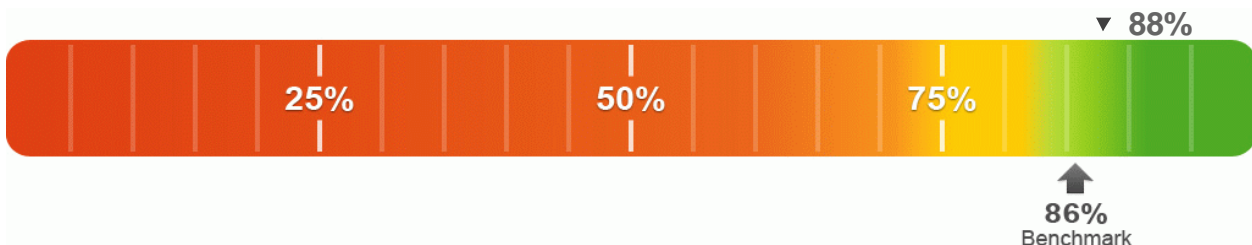
Overall summary

The headlines the 2015 tenant satisfaction survey are as follows:

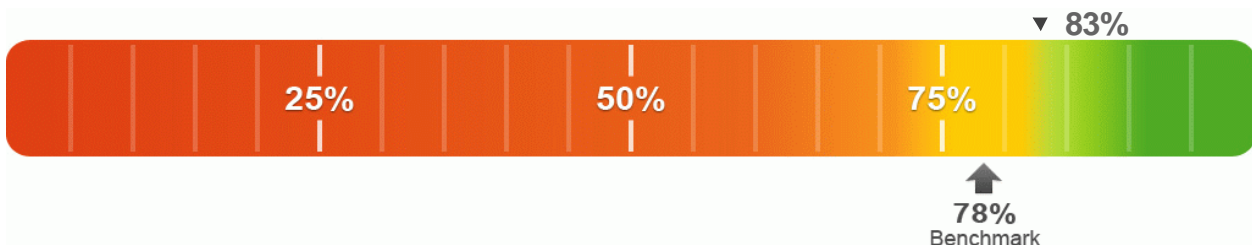
Argyle Community Housing's tenants have shown excellent levels of satisfaction with most areas of their housing service. Argyle Community Housing has exceeded all three NRSCH thresholds (set at 75%). This includes overall satisfaction with housing services which had a combined satisfaction rating of 88%, satisfaction with property condition which had a combined satisfaction rating of 84%; and repairs and maintenance with a combined satisfaction rating of 83%.

To give an indication of how well Argyle Housing performed, satisfaction levels for housing services and repairs and maintenance were compared to the Federation's benchmark group². In both of these key indicators Argyle Community Housing was above the Federation's benchmark:

Overall, how satisfied or dissatisfied are you with the services provided by Argyle? Result compared to the Federation benchmark



Overall, how satisfied or dissatisfied are you with the repairs and maintenance services that Argyle provides? Result compared to the Federation benchmark



² For further information about the Federation's tenant satisfaction benchmarking group, see the methodology section above.

Argyle Community Housing has experienced a rise in satisfaction levels in 13 out of 25 comparable questions from 2013, with three satisfaction levels remaining the same – “rights as tenant upheld by Argyle”; “staff were helpful and attentive” and “safety of your home”. The 13 increases in satisfaction levels were in the range from 1% (services provided by Argyle) to 11% (how well you were informed about progress of your complaint).

Nine out of 25 comparable questions declined when compared with 2013 results, including overall condition of home (declined by 3%) and the repairs and maintenance service that Argyle provides (declined by 1%). However, these declines were in a relatively smaller range, from 1% to 6%.

Tenants showed a high level of satisfaction overall with elements of communication and certain aspects of their homes including: the way Argyle provides information (92%), suitability of home to circumstances (91%); and overall communication with Argyle (91%). These were some of the highest performing areas which had the highest levels of satisfaction.

Other top performing areas included: the contractor was respectful and courteous towards me and my property (90%); services provided by Argyle (88%); staff were helpful and attentive (88%); safety of home (88%) and neighbourhood as a place to live (88%).

Of the top 10 worst performing areas which had the highest levels of dissatisfaction, 4 of the areas related to the complaints process and 4 of the areas related to the repairs and maintenance service. The top 3 areas of highest levels of dissatisfaction (25% to 30% dissatisfaction) all related to the complaints process.

The complaints process also included some of the areas with the greatest improvement in satisfaction levels since last year. Satisfaction with being kept informed about progress of complaint has increased by 11% and dealing with complaint overall has increased by 7%. Another service area that has notably improved was tenant engagement: there were 5% satisfaction increases with listening and acting on tenants' views (81%) and the way Argyle provides information (92%). Satisfaction with how tenants are able to influence Argyle's decision making also increased by 4% since 2013.

Looking individually at the regions, for several key areas within repairs and maintenance, satisfaction was statistically significantly lower in ACT and higher in the Wagga Wagga, Wingecaribee, Campbelltown and Griffith regions. Satisfaction with some aspects of tenant engagement, complaints services and the quality of repairs was lower in Campbelltown than in other regions.

Looking individually at satisfaction with service delivery by program (capital, leasehold, fee for service, Blue CHP and Ainsley Village) respondents from Ainsley Village were less satisfied with some aspects of repairs and maintenance and their neighbourhood.

The Federation recommends that Argyle Community Housing highlights these positive achievements to tenants, staff, the board and wider stakeholders.

Recommendations

While on the whole tenant satisfaction has increased since the last survey, especially in the key indicators of overall satisfaction with services provided, neighbourhood as a place to live, tenant engagement and communication, there are a small number of areas where satisfaction can be improved, including the key indicator - satisfaction with property condition, that fell below the tenant satisfaction benchmarking club membership. The Federation's recommendation is that Argyle Community Housing should consider targeting additional activity on some priority areas, with a focus on:

- Repairs and maintenance – this should be a focus because, while the results were very good (83%), tenants said it was their top priority in the gap analysis (see Section 10) and there were 9% of tenants who said they were dissatisfied with the repairs and maintenance service. This result is also above the NRSCH threshold however on a downward trend. Argyle may wish to examine tenants' written comments about the repairs services collected in the comments toolkit in detail as well as conducting some specific follow up research into the repairs service.
- Condition of home – whilst there was a high level of satisfaction with condition of home (84%) this result was below the industry average of 87%. While this result is above the NRSCH threshold of 75% it is however also on a downward trend when compared to the 2013 result which was 87%. Condition of home was also identified in the gap analysis by tenants as their second most important priority
- Complaints – whilst there is an increase in satisfaction levels in many aspects of Argyle's complaints service compared to 2013, the results were mixed. 30% of respondents said they were dissatisfied overall with how their complaint was dealt with. This still gave a 60% satisfaction rate which is above the industry average from the Federation's benchmarking club (51%). Whilst this is a significant improvement since 2013, Argyle might wish to consider whether additional work is required on its complaints and service standards processes and whether this is an area where additional staff training would be beneficial.
- Tenant engagement – Respondents were less satisfied with the higher level of engagement. For example there was a combined satisfaction rating of 69% for the "how satisfied or dissatisfied are you that tenants are able to influence Argyle decision-making". Section 8 of this survey provides a breakdown of the satisfaction levels. Tenants also selected 'Argyle Community Housing listening to tenants' views and acting on them' as the fifth of seven most important priority areas.
- Regional variations – there are a range of indicators where tenants in the Campbelltown region are statistically less satisfied than other regions especially around complaints services, quality of repairs and tenant engagement. Tenants in the ACT region were less satisfied with certain aspects of repairs, in particular related to repairs and maintenance contractors. When looking into program differences, tenants in the Ainsley Village program were less satisfied with some aspects of repairs services and their neighbourhood as a place to live. These findings present an opportunity to work closely with tenants and staff in these regions to better understand what the drivers of dissatisfaction are and to develop some tailored regional approaches to service improvement.

Sections overview

This section provides the headline findings for Argyle's 2015 tenant satisfaction survey.

Demographics

20% of respondents have been a tenant of Argyle for up to 2 years. 28% had been a tenant of Argyle for 3 to 5 years. Around half (52%) had been a tenant for 6 years or more.

15% of respondents were aged under 40, 58% were aged 40-69 and 27% were aged 70 or over.

88% of respondents said their household currently receive Commonwealth Rent Assistance.

Housing services

Overall, respondents reported a good level of satisfaction with Argyle's housing services. There was a combined satisfaction rating of 88% and 8% combined dissatisfaction. This level of satisfaction is above the NRSCH threshold (75%) and the Federation benchmark (86%).

84% of respondents said they know what their rights and responsibilities are as a tenant, 15% were unsure and 2% didn't know.

86% of respondents said they were satisfied that their rights as a tenant are upheld by Argyle, 4% were dissatisfied.

73% of respondents said they understand how their rent is calculated, 16% were unsure and 11% said they didn't know.

84% of respondents were satisfied with the value for money for the rent they pay, 8% were dissatisfied.

Supported Housing

6% of respondents said they have a support agreement.

Of these, 91% said they were satisfied that they are given adequate support by their support worker to sustain their tenancy (6% were dissatisfied).

Complaints and appeals

78% of respondents reported that they knew how to make a complaint to Argyle. This still leaves 22% of respondents who were either unsure of or did not know how to make a complaint. A lower proportion (51%) said they knew how to appeal a decision made by Argyle, 28% were unsure and 21% said that they did not know.

23% of respondents said they have made a complaint to Argyle in the last 12 months. These respondents were asked to rate their satisfaction with the complaints service.

Results were mixed:

- 77% of respondents said they were satisfied with how easy it was to make their complaint (13% dissatisfied)
- 61% of respondents said they were satisfied they were kept informed about the progress of their complaint (25% dissatisfied)
- 60% of respondents said they were satisfied overall with how their complaint was dealt with (30% dissatisfied)
- 58% of respondents said they were satisfied with the outcome of their complaint (28% dissatisfied)

Repairs and maintenance

77% of respondents said they had reported a repair to Argyle in the last 12 months. These respondents were asked if they were aware of response times. 63% of respondents said they were aware of response times, 20% were unaware and 17% were unsure.

Respondents who had reported a repair were asked to rate their satisfaction with the service.

Results were mixed:

- 90% of respondents were satisfied that the contractor was respectful and courteous towards (3% dissatisfied)
- 88% of respondents were satisfied that the staff were helpful and attentive (5% dissatisfied)
- 87% of respondents were satisfied that the contractor kept dirt and mess to a minimum and left the property clean and tidy (5% dissatisfied)
- 86% of respondents were satisfied that their call was answered in a timely manner or that their phone message was returned promptly (8% dissatisfied)
- 84% of respondents were satisfied with the condition of their home (9% dissatisfied)
- 83% of respondents were satisfied overall with the repairs and maintenance services provided (9% dissatisfied)
- 83% of respondents were satisfied with the quality of the repair carried out at their home (7% dissatisfied)
- 77% of respondents were satisfied that the contractor called to make an appointment (10% dissatisfied)
- 69% of respondents were satisfied that staff advised of how long it would take to make the repair (10% dissatisfied)
- 68% of respondents were satisfied that if the repair was not completed, they were told why and when it would be dealt with (8% dissatisfied).

Respondents were asked whether they have problems doing minor work around their property. 17% said they do and 25% said they do occasionally.

Neighbourhood

Respondents were asked to rate their level of satisfaction with their home.

Results were positive:

- 88% of respondents were satisfied with the safety of their home (7% dissatisfied)
- 91% of respondents were satisfied with the suitability of their home for their circumstances (5% dissatisfied)

Respondents were given a list of neighbourhood problems and were asked to what extent each was a problem in their neighbourhood.

The top three problems were:

- Noisy neighbours (32% major or minor problem)

- Rubbish or litter (28% major or minor problem)
- Car parking (28% major or minor problem)

Respondents reported a good level of satisfaction with their neighbourhood. There was a combined satisfaction rating of 88%, 7% combined dissatisfaction and 5% neither satisfied nor dissatisfied.

Communication

- 87% of respondent said they had made contact with Argyle in the last 12 months. Of these, 87% said their query was answered within a reasonable time.
- Respondents were asked whether they prefer to receive general correspondence from Argyle by post or email. The majority (93%) said by post.

92% of respondents said they were satisfied with the way Argyle provides them with information, while 3% were dissatisfied.

All respondents were asked about their overall satisfaction with communication with Argyle. Respondents reported a good level of satisfaction, with a combined satisfaction rating of 91% and 4% combined dissatisfaction.

Tenant engagement

- 84% of respondents were satisfied with the way Argyle involves tenants.
- 81% of respondents were satisfied that Argyle listens to tenants' views and acts on them.
- 69% of respondents were satisfied that tenants are able to influence Argyle's decision-making.

Respondents were asked which issues or activities they are interested in. 35% said activities for older people, 35% said social activities and 33% said repairs and maintenance.

Quality of life

Respondents were asked how much, if at all, their life has improved since living in an Argyle property. 67% said their life had improved, 24% said it has stayed the same and 9% said it had declined.

Tenant priorities and gap analysis

Repairs and maintenance was the most important priority for tenants, with 73% of respondents selecting it among their top three this was followed by value for money for the rent they pay (52%) and overall condition of the home (52%).

Best and Worst Performing Areas

The two tables below list service areas with the highest and lowest levels of satisfaction. This helps to identify service areas that may require service improvement.

Top Performing Areas

The table below lists the areas of the service with the highest levels of satisfaction.

Question	% Satisfied	Margin of error
The way Argyle provides information	92%	+/-2
Suitability of home to circumstances	91%	+/-2
Overall communication with Argyle	91%	+/-2
The contractor was respectful and courteous towards me and my property	90%	+/-2
Services provided by Argyle	88%	+/-2
Staff were helpful and attentive	88%	+/-2
Safety of home	88%	+/-2
Neighbourhood as a place to live	88%	+/-2
The contractor kept dirt and mess to a minimum, and left the property clean and tidy	87%	+/-2
Rights as a tenant are upheld	86%	+/-2
My call was answered in a timely manner or my phone message was returned promptly	86%	+/-3

Lowest 10 Performing Areas

The table below lists the services with the highest levels of dissatisfaction.

Question	% Dissatisfied	Margin of error
How your complaint was dealt with	30%	+/-6
The outcome of the complaint	28%	+/-6
How well informed you were kept about the progress of your complaint	25%	+/-6
How easy it was to make a complaint	13%	+/-4
Staff advised how long it would take to make the repair	10%	+/-2
The contractor called me to make an appointment	10%	+/-2
Overall condition of home	9%	+/-2
The repairs and maintenance services that Argyle provides	9%	+/-2
Services provided by Argyle	8%	+/-2
The value for money for the rent you pay	8%	+/-2
My call was answered in a timely manner or my phone message was returned promptly	8%	+/-8
If the repair was not completed, I was told why and when it would be dealt with	8%	+/-2

Comparative analysis

Section overview

This section provides key comparative analysis for Argyle's 2015 tenant satisfaction survey. This includes comparisons with the Federation's benchmark group, the NRSCH thresholds and previous surveys.

Comparison to the Federation's benchmarking group

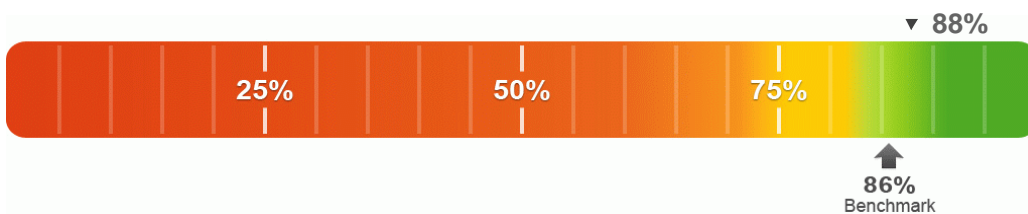
The Federation's tenant satisfaction benchmarking group is an expanding reference group with 16 community housing organisations currently participating. There are currently 11 sets of 2014/5 data from NSW based CHPs and five sets of data from interstate CHPs – one each from the ACT, South Australia, Victoria, WA and Queensland. The CHPs in the benchmarking group are generally larger organisations with 12 tier one CHPs³ and four tier two CHPs included. The Federation's benchmarking tool allows comparisons by tier.

The data shown in the benchmarking comparison points is based on the most recent six monthly update of data, dating from February 2015.

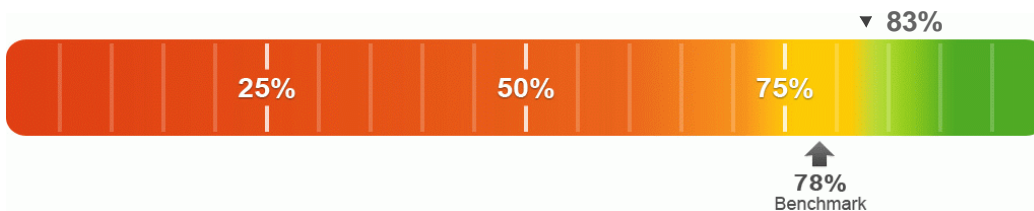
To give an indication of how well Argyle performed, satisfaction levels for housing services and repairs and maintenance were compared to the Federation's benchmark group.

In both of these key indicators Argyle's results were higher than the industry average:

Overall, how satisfied or dissatisfied are you with the services provided by Argyle? Result compared to the Federation benchmark:



Overall, how satisfied or dissatisfied are you with the repairs and maintenance services that Argyle provides? Result compared to the Federation benchmark



³ Or equivalent, where NRSCH Tiers do not apply

Comparison to NRSCH thresholds

The National Regulatory System for Community Housing (NRSCH) sets a 75% satisfaction threshold for the following items. The actual level of satisfaction achieved by Argyle is also supplied.

- Satisfaction with housing services (Argyle: 88%)
- Satisfaction with condition of property (Argyle: 84%)
- Satisfaction with repairs service (Argyle: 83%)

The table below provides a summary of overall combined satisfaction with key service areas and a comparison with NRSCH thresholds and current Federation benchmarks.

Overall Satisfaction	Argyle 2015 satisfaction with margin of error	NRSCH thresholds	Difference Argyle & NRSCH threshold	Current Federation benchmark	Difference Argyle & Federation benchmark
Housing services	88% (+/-2)	75%	+13	86%	+2
Repairs	83% (+/-3)	75%	+8	78%	+5
Property condition	84% (+/-3)	75%	+9	87%	-3
Complaints	60% (+/-6)			51%	+9
Neighbourhood	88% (+/-2)			84%	+4
Communication	91% (+/-2)			83%	+8
Tenant engagement	84% (+/-2)			77%	+7

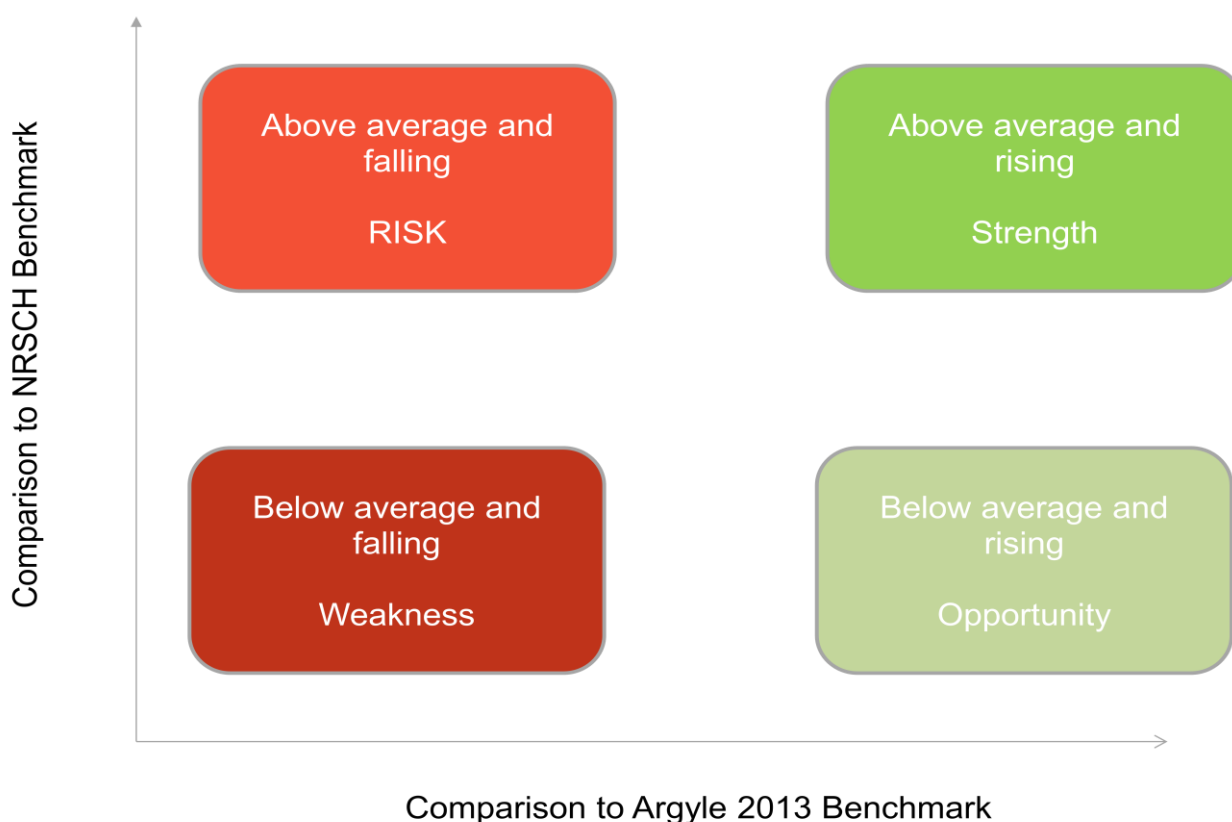
Historical comparison

The table below shows results for the last 3 surveys.

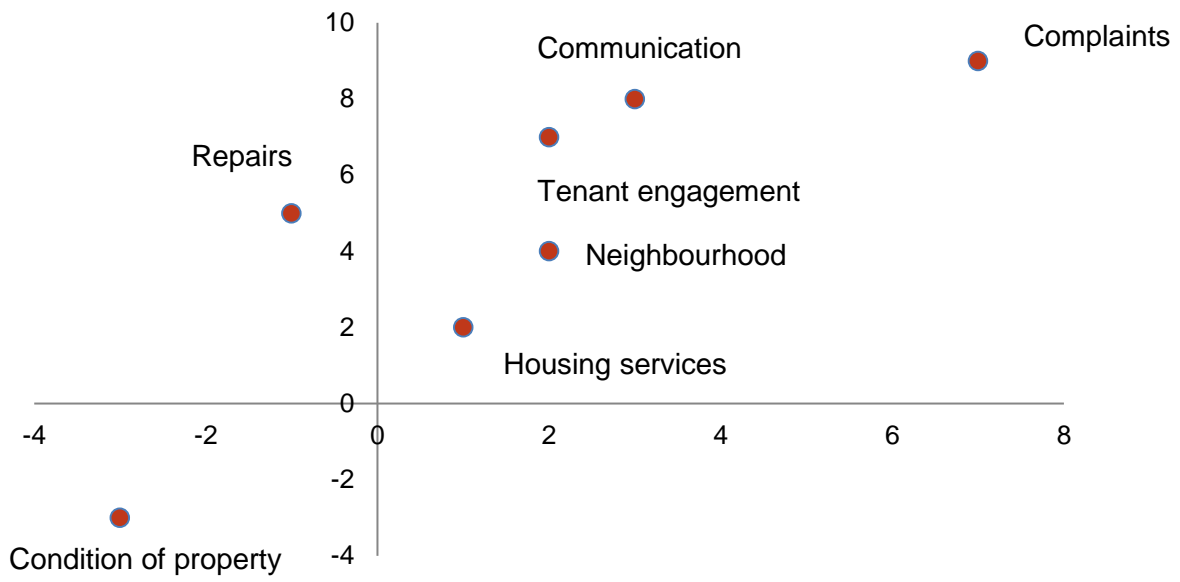
	2015	2013	2012	Change 2015 vs 2013
How well informed you were kept about progress of complaint	61%	50%	62%	+11%
How your complaint was dealt with	60%	53%	66%	+7%
Listens to tenants 'views' and acts on them	81%	76%	79%	+5%
The way Argyle provides information	92%	87%	90%	+5%
Tenants are able to influence Argyles decision-making	69%	65%	65%	+4%
Overall communication with Argyle	91%	88%	88%	+3%
The value for money for the rent you pay	84%	81%	88%	+3%
Given adequate support by your support worker	91%	88%	74%	+3%
How easy it was to make a complaint	77%	74%	78%	+3%
Neighbourhood as a place to live	88%	86%	89%	+2%
The way Argyle involves tenants	84%	82%	82%	+2%
The contractor was respectful and courteous towards me and my property	90%	89%	93%	+1%
Services provided by Argyle	88%	87%	89%	+1%
Rights as a tenant upheld by Argyle	86%	86%	87%	-
The outcome of the complaint	58%	n/a	68%	-
Staff were helpful and attentive	88%	88%	91%	-
Safety of home	88%	88%	92%	-
If the repair was not completed, I was told why and when it would be dealt with	68%	74%	74%	-6%
Staff advised how long it would take to make the repair	69%	74%	75%	-5%
The quality of the repair carried out at home	83%	87%	85%	-4%

Overall condition of home	84%	87%	92%	-3%
The contractor kept dirt and mess to a minimum, and left the property clean and tidy	87%	89%	91%	-2%
The contractor called me to make an appointment	77%	79%	79%	-2%
My call was answered in a timely manner or my phone message was returned promptly	86%	88%	86%	-2%
The repairs and maintenance services that Argyle provides	83%	84%	85%	-1%
Suitability of home to circumstances	91%	92%	95%	-1%

In the chart below we have plotted the absolute difference between the Argyle 2015 results and the previous results from 2013, plus the relative differences against the Benchmark data for the KPIs. The analyses helps to identify which areas are most in need of attention – with those areas that are both below the benchmark and falling -the areas of greatest concern -as shown below.



Condition of property fell into the weakness quadrant according to this analysis.



Section 1: Demographics

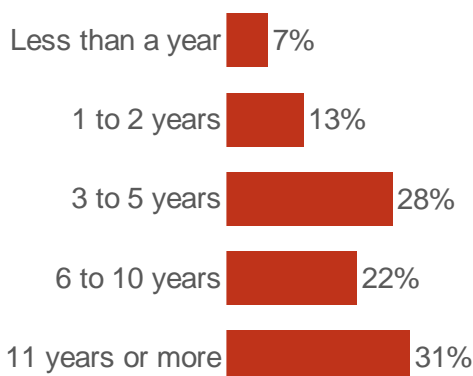
Section overview

The demographic section serves two purposes. Firstly, it provides information about the backgrounds of the people who responded to the survey. Secondly, it enables cross tabulation of other survey results by the variable in this section. Some key cross-tabulations (namely by program and geographic area) are presented in this report. There is also the possibility to conduct further analysis should the need arise in future.

Length of tenure

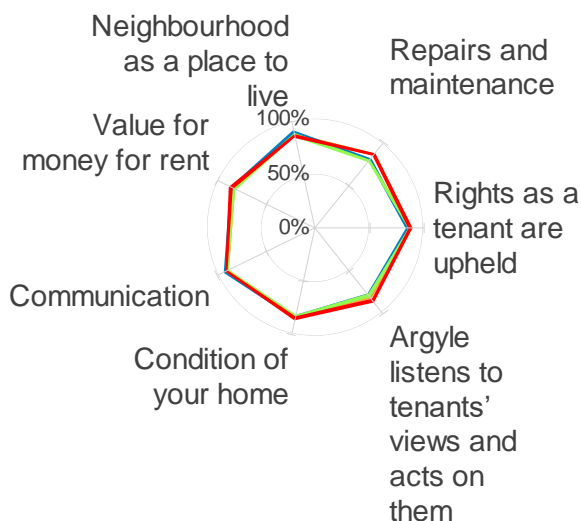
Tenants were asked how long they had been a tenant of Argyle. 20% of respondents have been a tenant of Argyle for up to 2 years. 28% had been a tenant of Argyle for 3 to 5 years. Around half (52%) had been a tenant for 6 years or more.

1. How long have you been a tenant at Argyle?



Base: All respondents (1020)

The chart and corresponding table below show satisfaction by length of tenancy. There were no significant differences by length of tenancy.



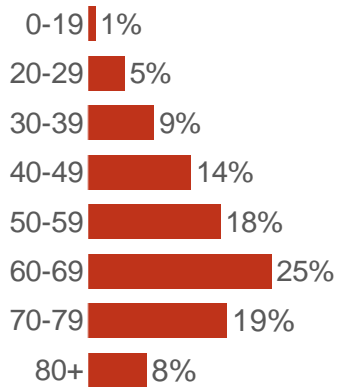
— Less than 2 years — 3 to 5 years — 6 to 10 years — 11 years or more

	Repairs	Condition of home	Neighbour hood	Listens to tenants' views	Rights as a tenant upheld	Value for money	Communi cation
Less than 2 years	86% (137)	85% (138)	87% (195)	85% (191)	87% (197)	86% (201)	91% (196)
3 to 5 years	79% (213)	83% (216)	88% (281)	79% (273)	87% (277)	83% (285)	90% (285)
6 to 10 years	80% (156)	84% (154)	90% (213)	78% (209)	84% (213)	85% (218)	92% (214)
More than 11 years	86% (225)	84% (226)	88% (298)	81% (293)	87% (309)	84% (310)	90% (300)

Age

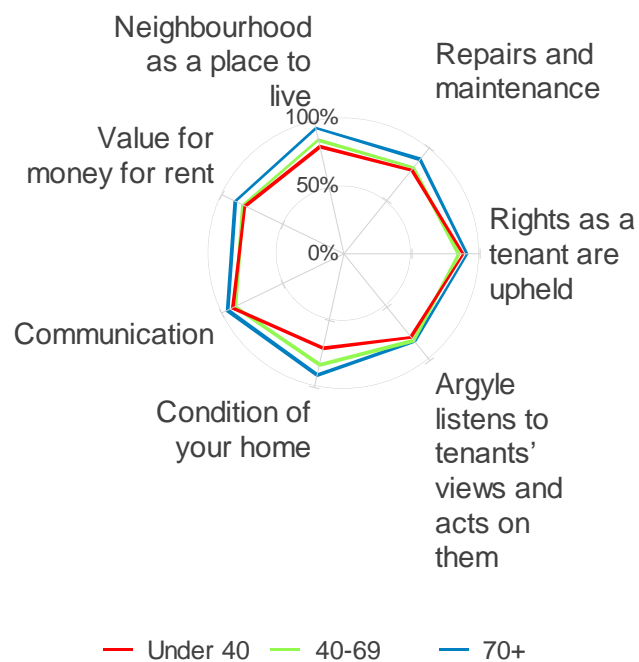
15% of respondents were aged under 40, 58% were aged 40-69 and 27% were aged 70 or over.

2. How old are you?



Base: All respondents (1024)

As the chart below shows, older residents were generally more positive.



	Repairs	Condition of home	Neighbour hood	Listens to tenants' views	Rights as a tenant upheld	Value for money	Communi cation
Under 40	79% (115)	71% (115)	81% (150)	78% (146)	87% (149)	81% (151)	91% (152)
40-69	81% (432)	83% (434)	86% (577)	81% (563)	84% (583)	83% (591)	89% (579)
70+	89% (187)	91% (188)	95% (262)	82% (256)	90% (270)	89% (276)	95% (266)

Commonwealth Rent Assistance

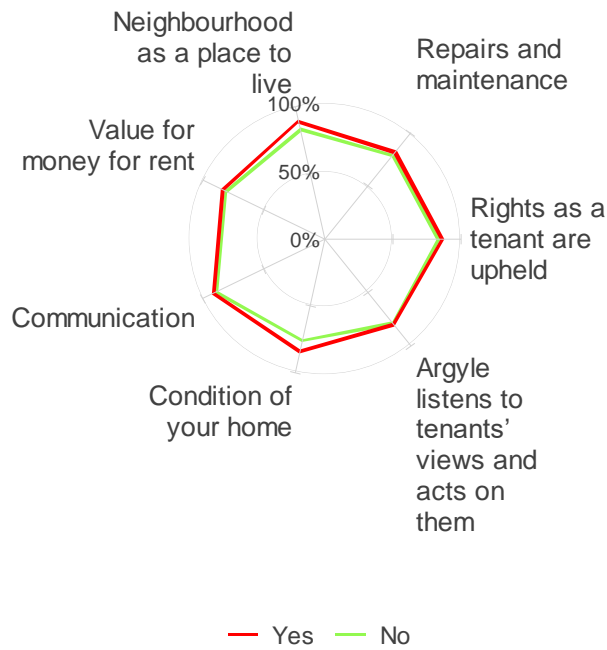
88% of respondents said their household currently receive Commonwealth Rent Assistance.

3. Does your household currently receive Commonwealth Rent Assistance (CRA) paid either to you or Argyle?



Base: All respondents (921)

The chart and corresponding table below show satisfaction by whether or not respondents receive CRA. There were no significant differences by length of tenancy.



	Repairs	Condition of home	Neighbourhood	Listens to tenants' views	Rights as a tenant upheld	Value for money	Communication
Yes	82% (596)	84% (600)	89% (787)	80% (777)	86% (800)	84% (810)	91% (792)
No	79% (67)	76% (67)	83% (106)	79% (104)	83% (105)	81% (108)	89 (106)

Section 2: Housing services

Section overview

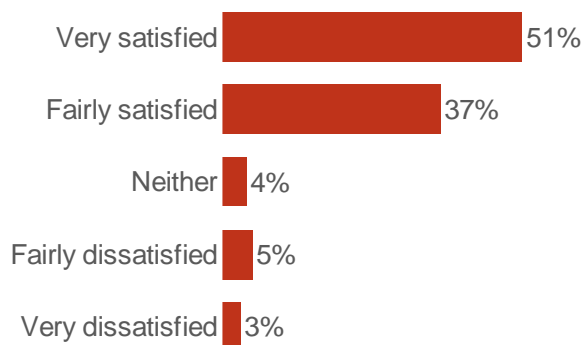
Housing services are the core business of every community housing provider. This section contains the key indicator of overall satisfaction with housing services. It also examines various aspects of the housing management service, including tenants' rights, rent and value for money.

Overall satisfaction with housing services

Overall, respondents reported a good level of satisfaction with Argyle's housing services. There was a combined satisfaction rating of 88% and 8% combined dissatisfaction.

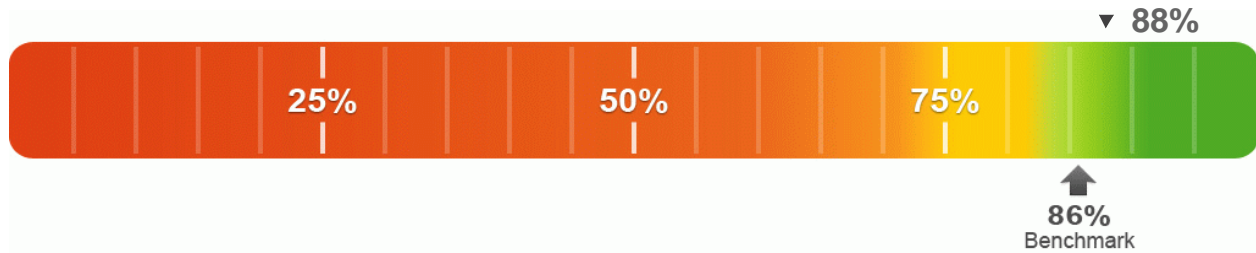
This level of satisfaction is above the NRSCH threshold (75%) and the Federation benchmark (86%).

4. Overall, how satisfied or dissatisfied are you with the services provided by Argyle?



Base: All respondents (1042)

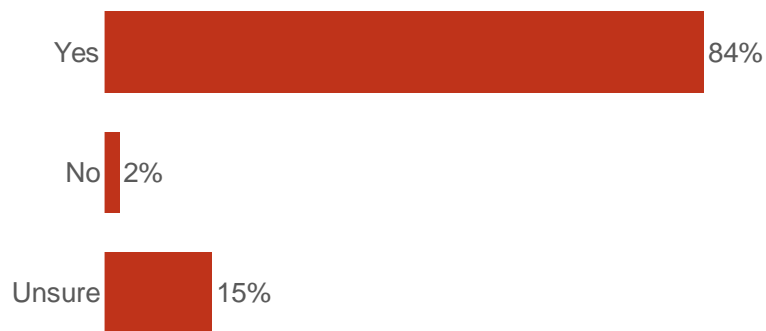
HS01. Overall, how satisfied or dissatisfied are you with the services provided by Argyle? Result compared to the Federation benchmark



Rights and responsibilities

84% of respondents said they know what their rights and responsibilities are as a tenant, 15% were unsure and 2% didn't know.

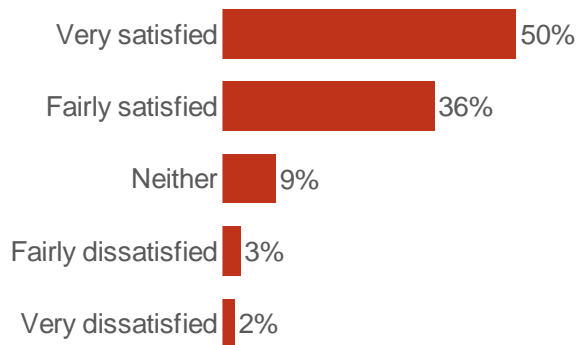
5. Do you know what your rights and responsibilities are as a tenant of Argyle?



Base: All respondents (1039)

86% of respondents said they were satisfied that their rights as a tenant are upheld by Argyle, 4% were dissatisfied.

6. How satisfied or dissatisfied are you that your rights as a tenant are upheld by Argyle?

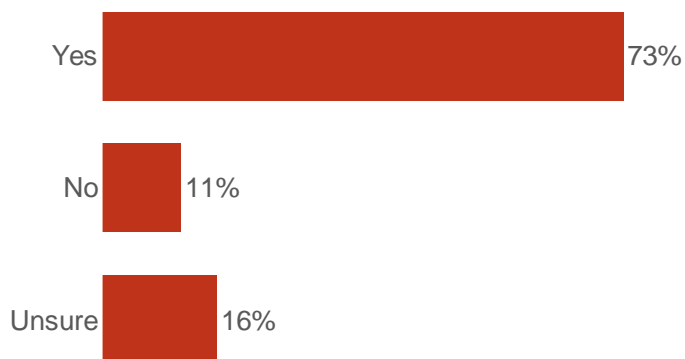


Base: All respondents (1024)

Rent

73% of respondents said they understand how their rent is calculated, 16% were unsure and 11% said they didn't know.

7. Do you understand how your rent is calculated?

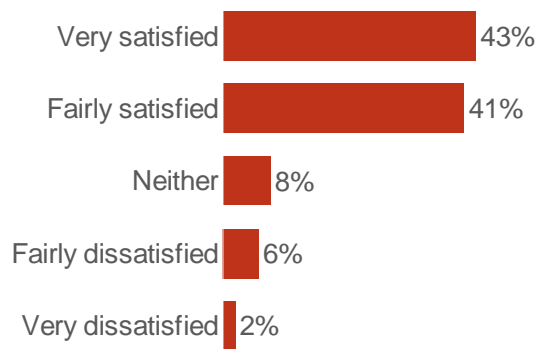


Base: All respondents (1039)

Value for money for rent

84% of respondents were satisfied with the value for money for the rent they pay, 8% were dissatisfied.

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



Base: All respondents (1042)

Section 3: Supported Housing

Section overview

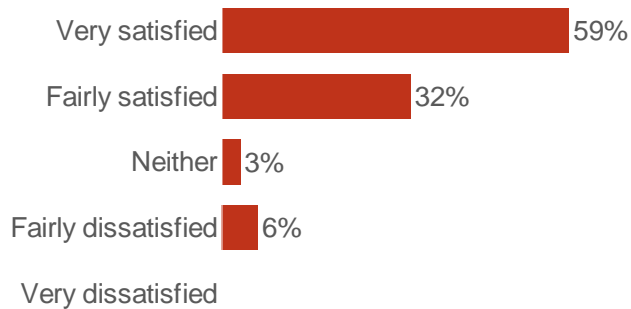
This section asks respondents about the support they received from their support worker.

Satisfaction with support worker

6% of respondents said they have a support agreement.

Of these, 91% said they were satisfied that they are given adequate support by their support worker to sustain their tenancy (6% were dissatisfied).

10. How satisfied or dissatisfied are you that you are given adequate support by your support worker to sustain your tenancy?



Base: All respondents (34)

Section 4: Complaints and appeals

Section overview

Community housing tenants have the right to appeal certain decisions made by community housing landlords. In order to ensure that tenants' rights are upheld, and that procedural fairness and natural justice is maintained, it is essential that the appeals process is clear, fair, effective and well publicised.

It is also important that a tenant can complain effectively if they feel that an aspect of the service is not operating properly. Complaints play an important role in highlighting problems in service delivery – if a community housing organisation does not know about problems in the service delivery it can never address the issue to ensure that the service is working well. The National Community Housing Standards recommend best practice standards relating to both complaints and appeals.

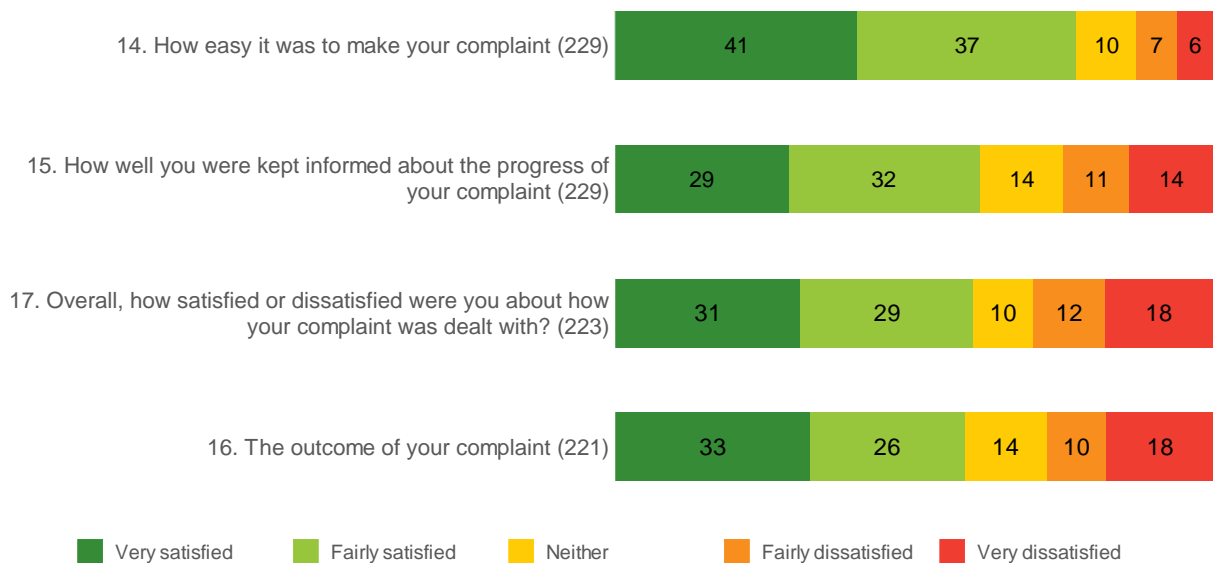
Making a complaint or appeal

78% of respondents reported that they knew how to make a complaint to Argyle. This still leaves 22% of respondents who were either unsure of or did not know how to make a complaint. A lower proportion (51%) said they knew how to appeal a decision made by Argyle, 28% were unsure and 21% said that they did not know.

23% of respondents said they have made a complaint to Argyle in the last 12 months. These respondents were asked to rate their satisfaction with the complaints service.

Satisfaction with complaints service

Q14~Q17. How satisfied or dissatisfied were you with the following aspects of Argyle's complaints service?



Base: All respondents

Results were mixed:

- 77% of respondents said they were satisfied with how easy it was to make their complaint (13% dissatisfied)
- 61% of respondents said they were satisfied they were kept informed about the progress of their complaint (25% dissatisfied)
- 60% of respondents said they were satisfied overall with how their complaint was dealt with (30% dissatisfied)
- 58% of respondents said they were satisfied with the outcome of their complaint (28% dissatisfied)

Section 5: Repairs and maintenance

Section overview

Community housing tenants have a right to live in well-maintained properties. International research suggests that repairs and maintenance is the single most important driver of overall tenant satisfaction⁴.

Satisfaction with repairs and maintenance

77% of respondents said they had reported a repair to Argyle in the last 12 months. These respondents were asked if they were aware of response times. 63% of respondents said they were aware of response times, 20% were unaware and 17% were unsure.

Respondents who had reported a repair were asked to rate their satisfaction with the service.

Q20~Q29. In relation to your last repair, how satisfied or dissatisfied were you with the following:



Base: All respondents

⁴ Hood and Smedley (2009) *How to develop and monitor local performance measures*, House Mark

Results were mixed:

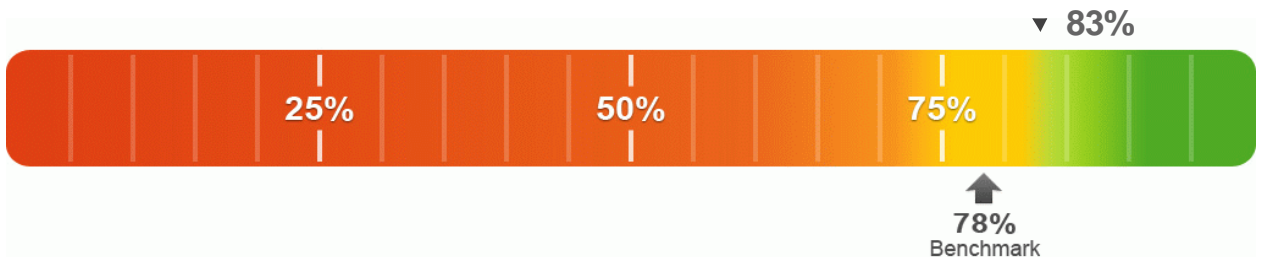
- 90% of respondents were satisfied that the contractor was respectful and courteous towards (3% dissatisfied)
- 88% of respondents were satisfied that the staff were helpful and attentive (5% dissatisfied)
- 87% of respondents were satisfied that the contractor kept dirt and mess to a minimum and left the property clean and tidy (5% dissatisfied)
- 86% of respondents were satisfied that their call was answered in a timely manner or that their phone message was returned promptly (8% dissatisfied)
- 84% of respondents were satisfied with the condition of their home (9% dissatisfied)
- 83% of respondents were satisfied overall with the repairs and maintenance services provided (9% dissatisfied)
- 83% of respondents were satisfied with the quality of the repair carried out at their home (7% dissatisfied)
- 77% of respondents were satisfied that the contractor called to make an appointment (10% dissatisfied)
- 69% of respondents were satisfied that staff advised of how long it would take to make the repair (10% dissatisfied)
- 68% of respondents were satisfied that if the repair was not completed, they were told why and when it would be dealt with (8% dissatisfied).

Overall satisfaction with the repairs and maintenance service

As can be seen above, 83% were satisfied with the repairs and maintenance service provided by Argyle.

This is a very good result and it is also above the Federation's industry benchmark score of 78%:

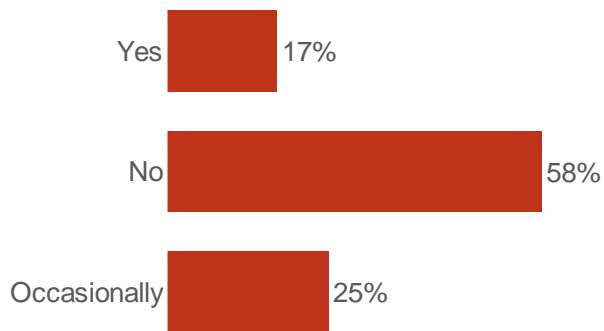
Overall, how satisfied or dissatisfied are you with the repairs and maintenance services that Argyle provides? Result compared to the Federation benchmark



Minor work to property

Respondents were asked whether they have problems doing minor work around their property. 17% said they do and 25% said they do occasionally.

30. Do you have problems doing minor work around your property?



Base: All respondents (991)

Section 6: Neighbourhood

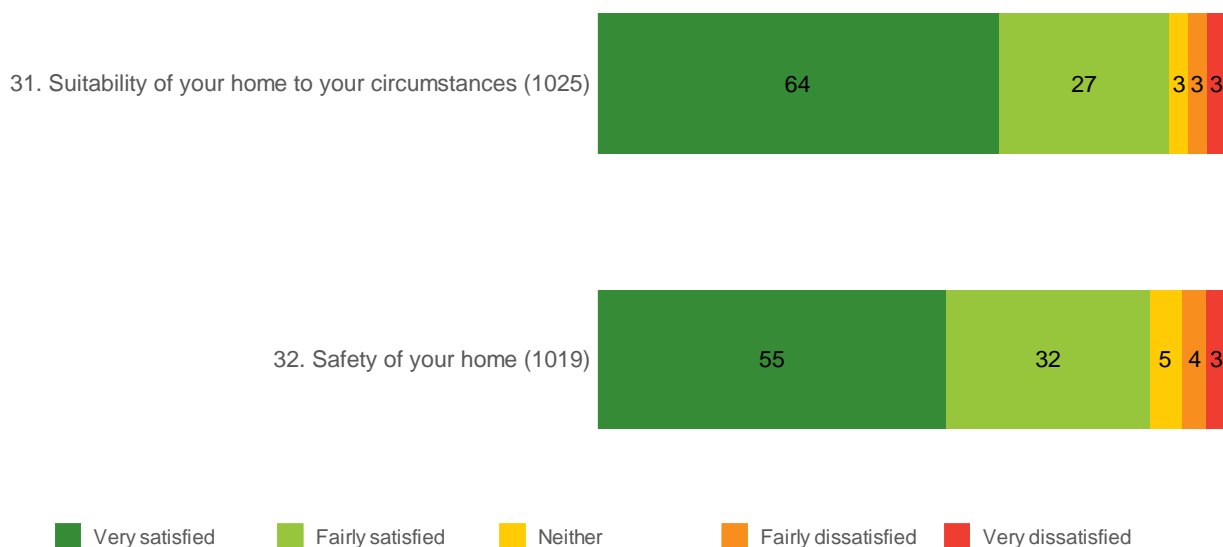
Section overview

Respondents were asked about their home and neighbourhood.

Satisfaction with home

Respondents were asked to rate their level of satisfaction with their home.

Q31~Q32. In relation to your home, how satisfied or dissatisfied are you with the following aspects?



Base: All respondents

Results were positive:

- 88% of respondents were satisfied with the safety of their home (7% dissatisfied)
- 91% of respondents were satisfied with the suitability of their home for their circumstances (5% dissatisfied)

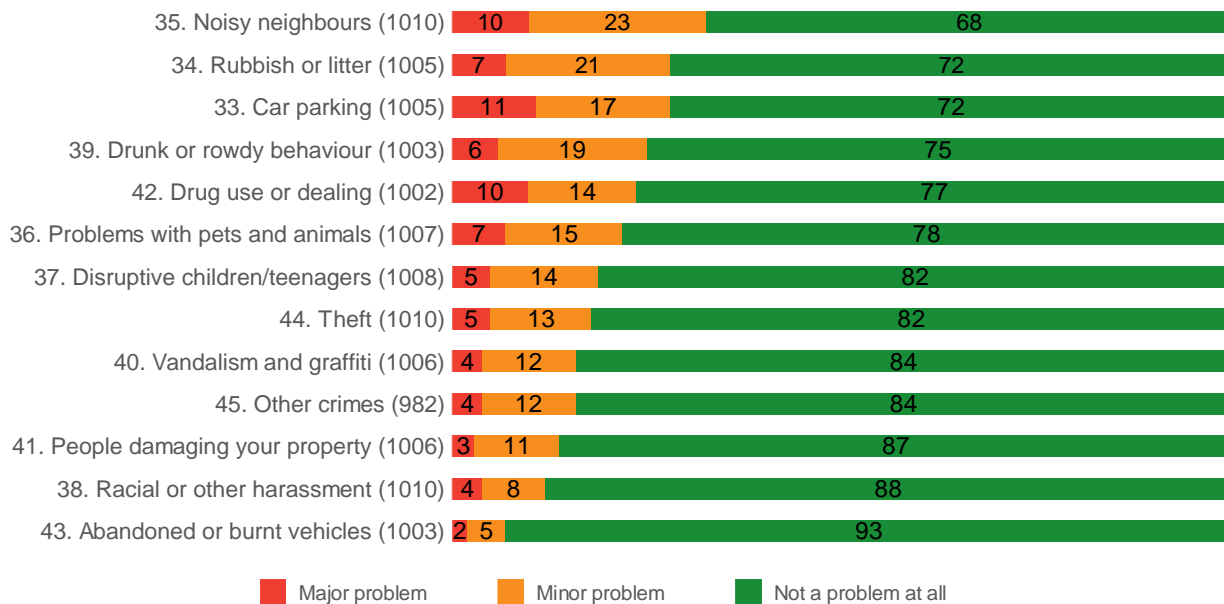
Neighbourhood problems

Respondents were given a list of neighbourhood problems and were asked to what extent each was a problem in their neighbourhood.

The top three problems were:

- Noisy neighbours (32% major or minor problem)
- Rubbish or litter (28% major or minor problem)
- Car parking (28% major or minor problem)

Q33~Q45. To what extent are any of the following a problem in your neighbourhood?

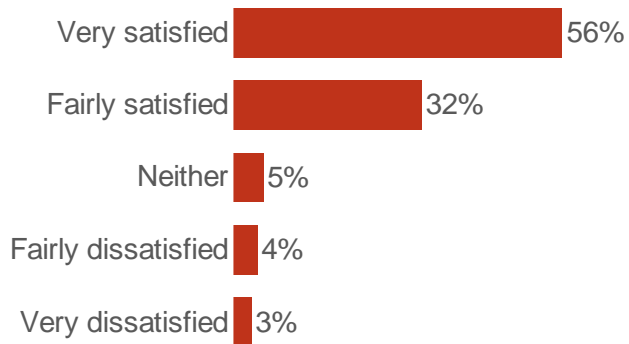


Base: All respondents

Overall satisfaction with neighbourhood

Respondents reported a good level of satisfaction with their neighbourhood. There was a combined satisfaction rating of 88%, 7% combined dissatisfaction and 5% neither satisfied nor dissatisfied. This is above the Federation's benchmark average (84%).

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



Base: All respondents (1011)

Section 7: Communication

Section overview

This section of the survey asked customers about their experience of communicating with Argyle.

Contact with Argyle

87% of respondent said they had made contact with Argyle in the last 12 months. Of these, 87% said their query was answered within a reasonable time.

Preferred method of correspondence

Respondents were asked whether they prefer to receive general correspondence from Argyle by post or email. The majority (93%) said by post.

49. How would you prefer to receive general correspondence from Argyle?



Base: All respondents (997)

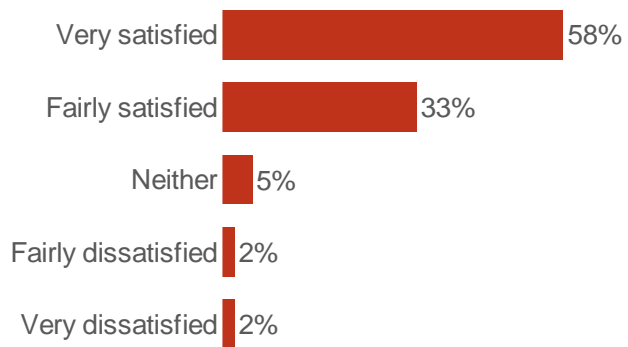
Information from Argyle

92% of respondents said they were satisfied with the way Argyle provides them with information, while 3% were dissatisfied.

Overall satisfaction with communications

All respondents were asked about their overall satisfaction with communication with Argyle. Respondents reported a good level of satisfaction, with a combined satisfaction rating of 91% and 4% combined dissatisfaction.

51. Overall, how satisfied or dissatisfied are you with communication with Argyle?



Base: All respondents (1019)

Section 8: Tenant engagement

Section overview

Questions in the tenant engagement section are designed to measure tenants' satisfaction with the degree of engagement they have with Argyle.

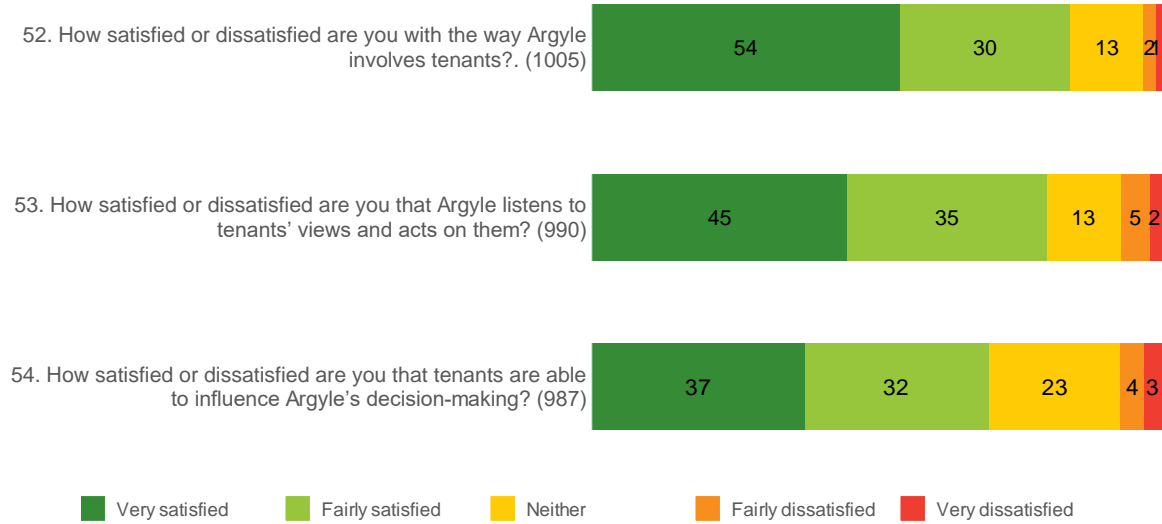
Satisfaction with different levels of tenant engagement

Respondents were asked specific questions about satisfaction with tenant engagement. These questions ask for respondents' satisfaction with different levels of engagement, starting from involving tenants through to higher levels of involvement (whether Argyle listens to tenants' views and acts on them) and finally whether tenants feel satisfied or dissatisfied that they can have the highest level of involvement – being able to influence Argyle's decision making.

When using the 'ladder of participation' concept it is important to realise that different rungs of the ladder are not necessarily superior and each have their own usages in terms of tenant engagement.

- Respondents were more satisfied with the lower level of engagement. For example there was a reasonable combined satisfaction rating of 84% for “how satisfied or dissatisfied are you with the way Argyle involves tenants”.
- Moving to a higher level of engagement, there was an almost identical combined satisfaction rating of 81% for “how satisfied or dissatisfied are you that Argyle listens to tenants' views and acts on them”.
- Respondents were less satisfied with the higher level of engagement. For example there was a combined satisfaction rating of 69% for the “how satisfied or dissatisfied are you that tenants are able to influence Argyle's decision-making”.
- However, it should be noted that all three of these indicators are above the Federation's industry benchmarks (77%,75% and 62% respectively for the three questions above).

Q52~Q54. In relation to tenant engagement, how satisfied or dissatisfied are you with the following:

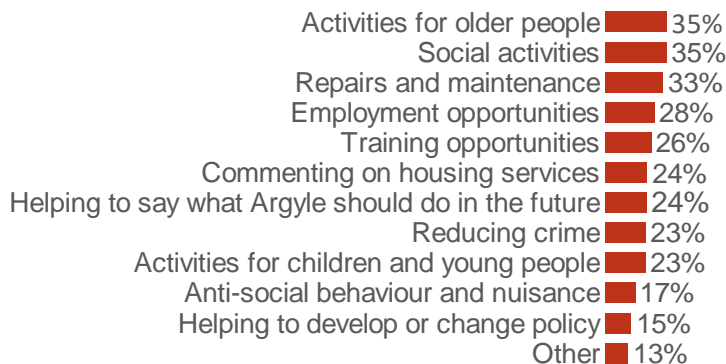


Base: All respondents

Actives of interest

Respondents were asked which issues or activities they are interested in. 35% said activities for older people, 35% said social activities and 33% said repairs and maintenance.

55. Would you be interested in working with Argyle management in any of the following project areas?



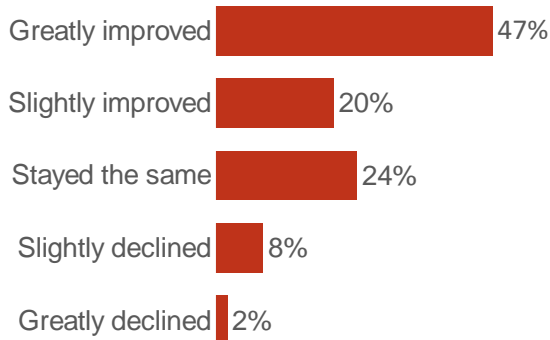
Base: All respondents (423)

Section 9: Quality of life

Section overview

Respondents were asked how much, if at all, their life has improved since living in an Argyle property. 67% said their life had improved, 24% said it has stayed the same and 9% said it had declined.

56. How much, if at all, has your life improved since living in an Argyle property?



Base: All respondents (996)

Section 10: Tenant priorities and gap analysis

Section overview

This section examines the level of importance that tenants attach to different aspects of Argyle's services and compares this with their levels of dissatisfaction for each of these services. This identifies service gaps and this information can be used by Argyle to target future service improvements.

Results overview

The gap analysis indicates that the most important areas of service to tenants that have the largest levels of combined dissatisfaction are repairs and maintenance, followed by value for money and the overall condition of their home.

Tenant priorities

From the following seven service areas tenants were asked to indicate the three most important priorities to them:

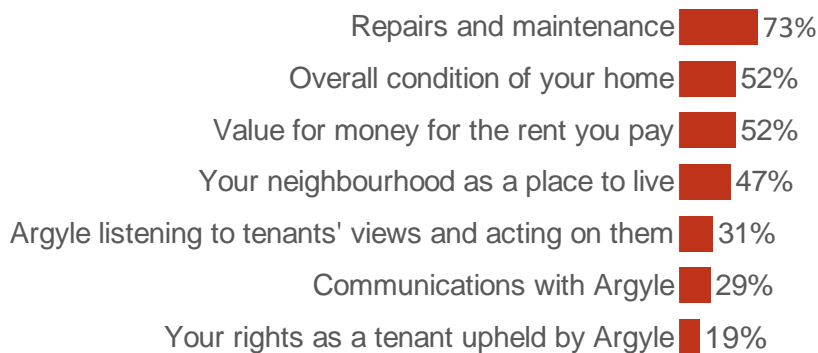
- Repairs and maintenance.
- Overall condition of your home.
- Your neighbourhood as a place to live.
- Value for money for the rent you pay.
- Communications with Argyle.
- Your rights as a tenant upheld by Argyle.
- Argyle listening to tenants' views and acting on them.

Please note that the complaints and appeals services are not included in this list. This is because not all tenants would have used these services. This means that they might not be able to comment on the importance of these services, nor would they be able to reflect on their experience of using these services.

The chart below details the full results. In summary, the analysis revealed the following top three priorities:

- Repairs and maintenance was the most important priority for tenants, with 73% of respondents selecting it amongst their top three this was followed by value for money for the rent they pay (52%) and overall condition of the home (52%).

57. From the following list, please choose the three most important areas of service to you.



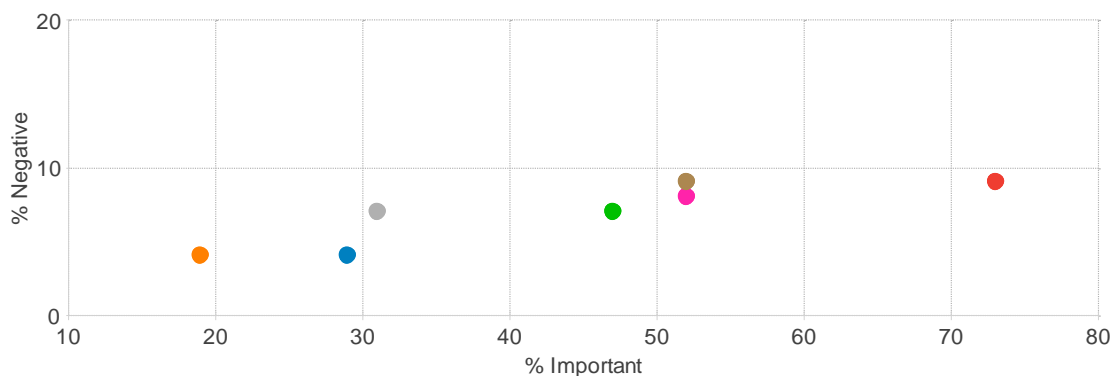
Base: All respondents (999)

Tenants' priorities were then mapped against information about their levels of dissatisfaction. This allows Argyle to identify service areas that are considered to be both important and where performance is seen by tenants as comparatively less satisfactory and therefore a service gap. This allows Argyle to plan strategically and to prioritise these areas if necessary.

This map is supplied below and it shows the proportion of tenants who were dissatisfied with each area of service, against a count of importance (the cumulative frequency that service was cited as being in the top three priorities for tenants). This map demonstrates that:

- Repairs and maintenance is the area of service seen as most important with the largest combined dissatisfaction rating.
- Next was value for money for the rent they pay and overall condition of home.

Importance / Performance



- Repairs and maintenance
- Your rights as a tenant
- Listening to tenants
- Overall condition of your home
- Your neighbourhood
- Communications
- Value for money for rent

Section 11: Analysis by region

Section overview

This section analyses satisfaction with service delivery by region.

When looking at results by region, results were mixed as can be seen in the table below. Data has been significance-tested using the z-test at the 95% confidence interval. Significant differences are identified using the Uppercase characters in the table cells.

For example, looking at the 'The value for money for the rent you pay' question, those in Griffith (Column C) have a significantly lower level of satisfaction (74% satisfied) than those in Queanbeyan (Column D; 88% satisfied, and Wingecarribee (Column F; 86%). Regions with a statistically significantly lower satisfaction are shown as red while regions with statistically significantly higher satisfaction are shown as green. This will enable Argyle to examine regional differences and focus additional research on those areas where tenants are less satisfied with specific aspects of the service.

Findings

Looking at some of the core indicators (services, maintenance, value for money neighbourhood, complaints, tenant engagement and communications) there were some small differences between regions that were statistically significant. Tenants in Griffith were less satisfied with the value for money for the rent they pay than tenants in Wingecarribee and Queanbeyan. However, tenants from Griffith were also most satisfied with overall communication with Argyle, and more so than tenants from all other areas. Tenants from Campbelltown were less satisfied with the way Argyle involves tenants than tenants from ACT, Griffith and Queanbeyan.

% Satisfied	Total	A ACT	B Campbelltown	C Griffith	D Queanbeyan	E Wagga	F Wingecarribee	G Young
Services provided by Argyle	88% (1042)	92% (63)	89% (167)	88% (51)	87% (156)	86% (96)	88% (405)	89% (104)
Rights as a tenant upheld by Argyle	86% (1024)	85% (61)	86% (163)	80% (51)	88% (155)	87% (95)	86% (397)	87% (102)
The value for money for the rent you pay	84% (1042)	81% (63) -	80% (166) -	74% (50) DF	88% (157) C	85% (96) -	86% (406) C	84% (104) -
Given adequate support by your support worker	91% (34)	100% (1)	82% (11)	100% (3)	100% (5)	100% (2)	92% (12)	-
How easy it was to make a complaint	77% (229)	86% (14)	67% (27)	86% (14)	78% (45)	67% (21)	81% (83)	76% (25)
How well informed you were kept about progress	61% (229)	71% (14)	49% (26)	86% (14)	53% (45)	65% (20)	59% (85)	72% (25)

of complaint		-	C	BD	C	-	-	-
The outcome of the complaint	58% (221)	64% (14)	46% (26)	79% (14)	50% (40)	55% (20)	59% (83)	71% (24)
		-	C	B	-	-	-	-
How your complaint was dealt with	60% (223)	69% (13)	62% (26)	79% (14)	51% (43)	58% (19)	56% (85)	74% (23)
My call was answered in a timely manner or my phone message was returned promptly	86% (754)	84% (43)	85% (114)	88% (40)	82% (119)	80% (66)	87% (294)	90% (78)
Staff were helpful and attentive	88% (750)	93% (43)	85% (116)	90% (40)	86% (118)	88% (66)	88% (289)	90% (78)
Staff advised how long it would take to make the repair	69% (747)	65% (43)	67% (115)	70% (40)	68% (116)	71% (66)	68% (290)	79% (77)
The contractor called me to make an appointment	77% (744)	54% (41)	77% (115)	68% (38)	77% (116)	76% (66)	81% (291)	77% (77)
		BDEFG	A	-	A	A	A	A
The contractor was respectful and courteous towards me and my property	90% (745)	78% (41)	91% (118)	88% (40)	84% (116)	92% (66)	93% (289)	93% (75)
		BEFG	A	-	FG	A	AD	AD
The contractor kept dirt and mess to a minimum, and left the property clean and tidy	87% (740)	69% (39)	88% (115)	85% (40)	82% (115)	88% (66)	90% (289)	92% (76)
		BEFG	A	-	FG	A	AD	AD
If the repair was not completed, I was told why and when it would be dealt with	68% (676)	54% (39)	69% (106)	71% (38)	68% (100)	75% (64)	69% (256)	64% (73)
		E	-	-	-	A	-	-
The quality of the repair carried out at home	83% (730)	85% (40)	79% (113)	80% (40)	78% (111)	78% (67)	88% (282)	86% (77)
		-	F	-	F	F	BDE	-
Overall condition of home	84% (754)	88% (43)	77% (117)	78% (40)	86% (117)	85% (67)	84% (293)	87% (77)
The repairs and maintenance services that Argyle provides	83% (751)	83% (42)	79% (118)	80% (40)	82% (115)	82% (68)	83% (292)	88% (76)

Suitability of home to circumstances	91% (1025)	95% (62) B	85% (163) ADF	90% (49) D	97% (156) BCFG	92% (93) -	92% (399) BD	90% (103) D
Safety of home	88% (1019)	90% (62) -	85% (162) D	78% (50) DF	93% (153) BC	87% (91) -	88% (398) C	87% (103) -
Neighbourhood as a place to live	88% (1011)	90% (61)	86% (160)	84% (45)	92% (157)	86% (96)	89% (389)	85% (103)
The way Argyle provides information	92% (1017)	95% (63)	91% (161)	96% (48)	94% (155)	93% (96)	91% (390)	89% (104)
Overall communication with Argyle	91% (1019)	92% (63) C	87% (162) C	100% (48) ABDEF G	92% (154) C	92% (96) C	91% (393) C	88% (103) C
The way Argyle involves tenants	84% (1005)	90% (60) B	77% (159) ACD	91% (47) B	87% (146) B	86% (94) -	84% (394) -	85% (105) -
Listens to tenants 'views' and acts on them	81% (990)	92% (59) BF	76% (159) A	87% (46) -	84% (146) F	84% (92) -	76% (386) AD	85% (102) -
Tenants are able to influence Argyles decision-making	69% (987)	73% (60) -	65% (161) E	78% (45) -	72% (145) -	77% (93) BF	65% (382) E	74% (101) -
Life improved since living in Argyle property	67% (996)	74% (62) G	69% (161) EG	66% (47) E	69% (143) EG	81% (93) BCDFG	65% (386) EG	51% (104) ABDEF

Section 12: Analysis by program

Section overview

This section analyses satisfaction with service delivery by program. Programs identified are properties Affordable Housing or General Housing.

Results by program can be seen in the table below. Data has been significance-tested using the z-test at the 95% confidence interval. Significant differences are identified using the Uppercase characters in the table cells. Undertaking the z-test confirms that the occurrence of a particular effect (in this case, differences in customer satisfaction between regions) did not occur by chance alone. In other words, if a result is statistically significant, we can be 95% sure that this has not happened by chance.

For example, looking at the 'rights as a tenant are upheld' question, those in Leasehold (Column E; 91% satisfied) have significantly higher levels of satisfaction than those in those in Capital (Column C, 88% satisfied).

Findings

Looking at some of the core questions, the findings show that there weren't many statistically significant differences in satisfaction by program. There were two notable differences for core indicators: rights as a tenant upheld by Argyle and neighbourhood as a place to live. Tenants in leasehold program were more satisfied than tenants in capital program with their rights being upheld. Tenants in fee for service program were more satisfied than tenants in Ainslie Village with their neighbourhood as a place to live.

% Satisfied	Total	A Ainslie Village	B Bluechp	C Capital	D Fee for Service	E Leasehold
Services provided by Argyle	88% (1042)	89% (27)	83% (90)	88% (720)	90% (21)	184% (91)
Rights as a tenant upheld by Argyle	86% (1024)	81% (27)	84% (90)	85% (703) E	90% (21)	91% (183) C
The value for money for the rent you pay	84% (1042)	81% (27)	84% (90)	83% (720)	95% (21)	88% (184)
Given adequate support by your support worker	91% (34)	100% (1)	-	89% (19)	100% (1)	92% (13)
How easy it was to make a complaint	77% (229)	80% (5)	84% (37)	74% (149)	67% (3)	86% (35)
How well informed you were kept about progress of complaint	61% (229)	80% (5)	57% (37)	59% (151)	50% (2)	71% (34)

The outcome of the complaint	58% (221)	80% (5)	47% (34)	57% (147)	50% (2)	73% (33)
		-	E	-	-	B
How your complaint was dealt with	60% (223)	80% (5)	56% (36)	58% (147)	50% (2)	73% (33)
My call was answered in a timely manner or my phone message was returned promptly	86% (754)	87% (15)	84% (70)	87% (545)	89% (18)	80% (106)
Staff were helpful and attentive	88% (750)	93% (15)	83% (70)	89% (542)	94% (18)	87% (105)
Staff advised how long it would take to make the repair	69% (747)	73% (15)	64% (70)	71% (541)	74% (19)	61% (102)
		-	-	E	-	C
The contractor called me to make an appointment	77% (744)	33% (15)	66% (70)	80% (538)	84% (19)	73% (102)
		BCDE	AC	AB	A	A
The contractor was respectful and courteous towards me and my property	90% (745)	67% (15)	78% (69)	94% (536)	95% (20)	83% (105)
		CD	C	ABE	A	C
The contractor kept dirt and mess to a minimum, and left the property clean and tidy	87% (740)	53% (15)	80% (69)	89% (534)	90% (20)	85% (102)
		BCDE	AC	AB	A	A
If the repair was not completed, I was told why and when it would be dealt with	68% (676)	36% (14)	62% (60)	70% (488)	72% (18)	67% (96)
		CDE	-	A	A	A
The quality of the repair carried out at home	83% (730)	87% (15)	74% (68)	86% (525)	84% (19)	76% (103)
		-	C	BE	-	C
Overall condition of home	84% (754)	87% (15)	90% (69)	84% (545)	80% (20)	79% (105)
The repairs and maintenance services that Argyle provides	83% (751)	93% (15)	71% (70)	84% (542)	85% (20)	81% (104)
		-	C	B	-	-
Suitability of home to circumstances	91% (1025)	89% (27)	93% (91)	91% (712)	90% (21)	92% (174)

Safety of home	88% (1019)	85% (27) -	96% (90) CE	87% (707) B	86% (21) -	86% (174) B
Neighbourhood as a place to live	88% (1011)	80% (25) D	85% (89) -	88% (698) -	100% (21) A	90% (178)
The way Argyle provides information	92% (1017)	89% (27)	93% (89)	91% (703)	86% (21)	95% (177)
Overall communication with Argyle	91% (1019)	89% (27)	90% (89)	90% (704)	90% (21)	93% (178)
The way Argyle involves tenants	84% (1005)	81% (26)	83% (83)	84% (702)	80% (20)	87% (174)
Listens to tenants 'views' and acts on them	81% (990)	88% (25)	73% (82)	81% (693)	80% (20)	81% (170)
Tenants are able to influence Argyles decision-making	69% (987)	77% (26) -	60% (84) E	70% (689) -	50% (20) E	74% (168) BD
Life improved since living in Argyle property	67% (996)	70% (27) -	73% (82) -	64% (695) E	65% (20) -	75% (172) C

Section 13: Comments

Section overview

This section looks at the comments made by respondents.

Comments

All comments are supplied separately in the Excel Comments Toolkit. This toolkit allows Argyle to filter and analyse in more depth all the comments received. All comments were coded to one primary service area and by type of comment (be it negative, neutral or positive).

In total, 459 comments were made by respondents. There were overwhelmingly more positive comments than negative comments (272 or 59% positive compared to 103 or 22% negative). The remainder have been classified as neutral comments (84 or 18%).

The service areas that received the largest number of negative were repairs –time; repairs – condition of property and housing services – rent.

Positive comments were clustered around Argyle in general and Argyle's services. Argyle's staff also received many positive comments.

The table below lists data on comments by service area and whether comments were negative, neutral or positive.

	Negative (count & %)		Neutral (count & %)		Positive (count & %)		Grand Total
Housing services – customer service	3	12.5%	1	4.2%	20	83%	24
Housing services – inspections	1	33.3%	1	33.3%	1	33.3%	3
Housing services – rent	12	60%	7	35%	1	5%	20
Housing services – staff	2	4%	3	6%	44	90%	49
Housing services – transfers	2	29%	5	71%			7
Neighbour issues/disputes	2	100%					2
Neighbourhood – anti-social behaviour	6	66%	3	34%			9
Neighbourhood – area/amenities			2	40%	3	60%	5
Neighbourhood – bins/recycling	1	50%	1	50%			2
Repairs – cost/tenant responsibilities	3	100%					3
Repairs – modifications	3	38%	5	62%			8
Repairs - heating	3	60%	2	40%			5
Repairs – condition of property	14	56%	8	32%	3	12%	25
Repairs – contact/communication	7	54%	5	38%	1	1%	13
Repairs – inspections	2	100%					2
Repairs – contractors	2	40%	1	20%	2	40%	5
Repairs – quality of home	2	40%			3	60%	5
Repairs – quality of repairs	5	50%	2	20%	3	30%	10
Repairs – time	17	65%	5	20%	4	16%	26
Tenant engagement			7	30%	16	70%	23
Argyle generally	2	3%	1	2%	59	95%	62
Argyle services	4	3%	5	5%	106	92%	115
Argyle - staff					1	100%	1
Communication	5	31%	2	13%	9	56%	16
Other	7	37%	11	58%	1	5%	19

The word cloud below illustrates the frequency of certain words that appeared in all the comments received. The more prominent a word the more frequently it was mentioned. A stop word list has been used to filter out words and numbers that are irrelevant to the analysis⁵.

The stop word list is: 1 10 11 12 14 15 2 2009 25 26 3 4 5 6 7 8 9 a about abridged after again all also although am an and any are argyle argyle's arm as at be been but by can ch comment could dissatisfied do does doing don't e.g eg etc even fairly for four from get getting go going had has have he her here his housing i i'd i'm i've i.e if in including into is isn't it it's its list lot make me much my name no north not of on one only or our plus re satisfied say she so some stop take tenant tenants than thanks that the their them then there these they things this to unit up us use very walls was way we were what when where which who why will with withheld word would you your yp01 z

Reflecting the survey's positive results, words like "thank", "grateful" and "happy" appear as large.

Words such as "maintenance", "service" and "communication" also appear as large, reflecting their importance to tenants.

