



Aboriginal
Housing
Office

A diverse group of people of various ages and ethnicities standing outdoors in front of trees. The group includes a young boy in a blue shirt, a woman in a green sweater holding a baby, a man in a blue t-shirt, an elderly woman in a red coat, a woman in a blue top, a man in a grey hoodie with "eckōunltd." on it, and a young girl in a white top. The background is a lush green outdoor setting with trees.

AHO Tenant Satisfaction and Experience Survey findings

July—October 2018



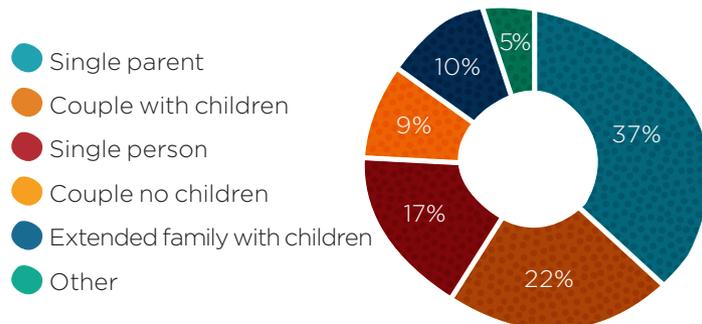
Thank you.

Between July and October 2018, you were one of 400 Aboriginal tenants across NSW who took part in the Aboriginal Housing Office (AHO) Tenant Satisfaction and Experience Survey. This is what you told us.

Who we interviewed



Living arrangements



The survey



Aboriginal tenants were surveyed.



AHO owned or funded properties.

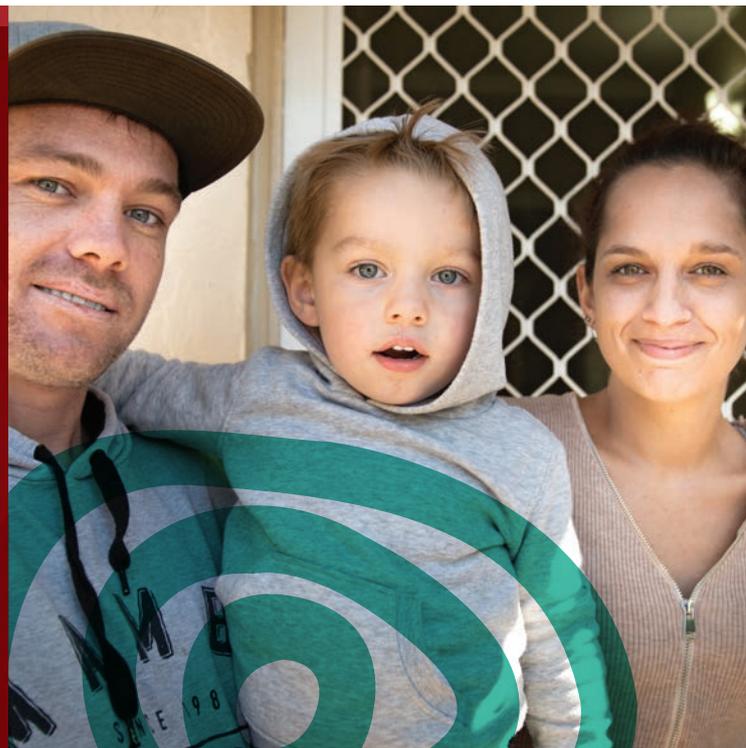


The surveys occurred.



of tenants who were interviewed would be happy to be contacted again.

Interviews were conducted by Roy Morgan Research with tenants in their homes.



What you told us

56%

were satisfied with the services provided by or through their housing provider.

Nearly all

tenants said that cultural features in their home were important.

90%+

of tenants contacted their housing provider in the last 12 months at least **once** for an emergency, day-to-day, or non-maintenance problem.

81%

of tenants felt that one of the benefits of Aboriginal Community Housing was “helping (me/my family) to feel more culturally connected”.

46%

of tenants were satisfied with their day-to-day repairs and maintenance – this means improvements are needed.

91%

of tenants agreed that living in Aboriginal Community housing had improved their family life/kinship.



“They [housing provider] respond to phone calls very promptly and follow through with what they say. They act in a professional manner. They are community focused and try to ensure that tenants are happy.”



“I would like more general information in written form about services provided within our community... they need to provide tenants with regular rental and other updates on their property.”

What we're going to do



We will refurbish 1,500 AHO homes.



We will continue to fund the Tenant Support and Education Program in remote NSW.



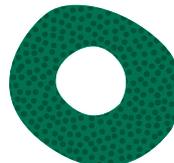
We will improve how our tenants access repairs and maintenance.



We will provide 65% of AHO homes with solar power and 35% of AHO homes with air-conditioning units.



We will improve how we communicate with tenants and providers.



We will put culture at the centre of everything that we do and this means asking you what you think is important and what you need from housing.

What's next?

Keep the conversation going by continuing to take part in the next AHO Tenant Satisfaction and Experience Survey.

Tenants who take part in the next survey will continue to receive a Thankyou payment.

Has your contact information changed?

Help us keep in contact with you by filling in the Change of Contact details card and sending it back to us using the provided pre-paid envelope.

Keep a look out for the next survey!

Have any questions?

Contact us on: 02 8836 9444



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