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Cherbourg Aboriginal Shire Council

Tenant Satisfaction Survey

Cherbourg Aboriginal Shire Council is seeking feedback from all tenants of the organisation to assist us to improve the way we do our work and the services we provide to you. Can you please complete the survey and return to the Council Office.

You do not have to provide your name and contact details if you do not want to. However if you include these details we can contact you to discuss any issue or problems you may have.

Please do not hesitate to contact the Council if you want to talk about the purpose and results of the survey. We look forward to receiving your completed survey by _____

1. How long have you been a tenant with the Cherbourg Aboriginal Shire Council?

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2. What do you like about Cherbourg Aboriginal Shire Council services?

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3. What don't you like about Cherbourg Aboriginal Shire Council services?

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4. Were you provided with adequate information from the Council about the housing application process? (Please circle your response and add any further comments or areas that you think could have been done better regarding the application process)

Yes/No

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5. When you signed your tenancy agreement with Council was information provided to you about your rights and responsibilities as a tenant including the following list?

(Please tick the box related to the information provided to you (verbally or in writing) and include any further comments if needed)

- Copy of the RTA 18a General Tenancy Agreement, RTA Form 1 Condition Report, RTA 17a General Tenancy information statement.
- You right to complain and appeal decisions.
- You right to privacy and confidentiality.
- Your right to have a say in how your housing is managed.
- Your right to be treated with respect and provided with a prompt and timely service.
- Your right to have repairs and maintenance issues dealt with in a prompt and timely manner.
- You right to advocacy and support to assist you maintain your tenancy.

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6. Have you had any concerns about Council disclosing information about you or your household to anyone without your permission?

(Please circle your response and add any further comments or areas for improvement regarding this question)

Yes/No

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7. Do you understand the rent calculation process?

Please circle your response and provide comment on the rent management process if needed)

Yes/No

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8. If you have experienced any changes in your household that have impacted upon your tenancy, have you been able to work with Council to ensure your needs have been met, for example a transfer, a referral to another service or organisation?

(Please circle your response and add any further comments or areas for improvement regarding this question)

Yes/No

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9. Have you always been treated with respect and dignity by the staff of Council?

(Please circle your response and add any further comments or areas for improvement regarding this question)

Yes/No

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10. Have you always been treated with respect by contractors and tradespeople employed by Council who attend to repairs and maintenance issues/problems at your problems?

Yes/No

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11. Do you know how to make a complaint or how to appeal a decision made by Council?

(Please circle your response and add any further comments or areas for improvement regarding this question)

Yes/No

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12. Would you like to participate in the management of your housing?

Yes/No

Please indicate (tick boxes) if the following methods of participation suit you or if you have any other suggestions for tenant participation at Council.

- Regular tenant meetings.
- Contribute to a regular newsletter.
- Policy review working groups.
- Complete regular surveys and provide feedback as requested.
- Not interested.

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