



DREAMTIME HOUSING

2023/2024 Tenant Satisfaction Survey

Questions

1. Are you a current tenant or ex-tenant of Dreamtime Housing?	<input type="checkbox"/> Current <input type="checkbox"/> Ex-Tenant
2. How long have you been or were a tenant of Dreamtime Housing?	<input type="checkbox"/> New Tenant – Less than 6 months <input type="checkbox"/> 6 months – 1 year <input type="checkbox"/> 1 Year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 Years
3. What community do you live in?	<input type="checkbox"/> Collarenebri <input type="checkbox"/> Nyngan <input type="checkbox"/> Coonabarabran <input type="checkbox"/> Pilliga <input type="checkbox"/> Coonamble <input type="checkbox"/> Walgett <input type="checkbox"/> Dubbo <input type="checkbox"/> Warren <input type="checkbox"/> Gulargambone <input type="checkbox"/> Wee Waa <input type="checkbox"/> Narromine <input type="checkbox"/> Wellington
4. How satisfied are you with how Dreamtime Housing communicates with tenants?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Neither satisfied now dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
5. Provide any feedback – What can we do better?	

6. How satisfied are you with the repairs and maintenance services provided by Dreamtime Housing?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Neither satisfied now dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
7. Provide any feedback – What can we do better?	
8. How satisfied are you with the overall condition of your property?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Neither satisfied now dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
9. Do you have any feedback you want to provide about your property?	
10. How satisfied are you with how our staff deal with your complaints?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Neither satisfied now dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
11. Provide any feedback. Do you know how to make a complaint, provide feedback, or appeal decisions by made Dreamtime Housing?	

12. How can we improve our services? What suggestions do you have?

13. For you, what are the benefits of being a tenant of your housing provider? (Tick all that apply to you)

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| <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 | |

This survey is also available online - <https://s.surveyplanet.com/8uoo53ed>

Link also available on our website www.dreamtimehousing.com.au and FB <https://www.facebook.com/dreamtimehousing>

Please return survey in the reply-paid envelope by the 9th August 2024.

All completed returned surveys will go into a draw to win 1 of 10 \$200 gift cards.

Survey can be completed by all household members that are recorded in our system. To update your household details please contact Dreamtime Housing on 1800 570 849

If you wish to remain anonymous you may,

Name:

Address:

Phone/email:

Date:
