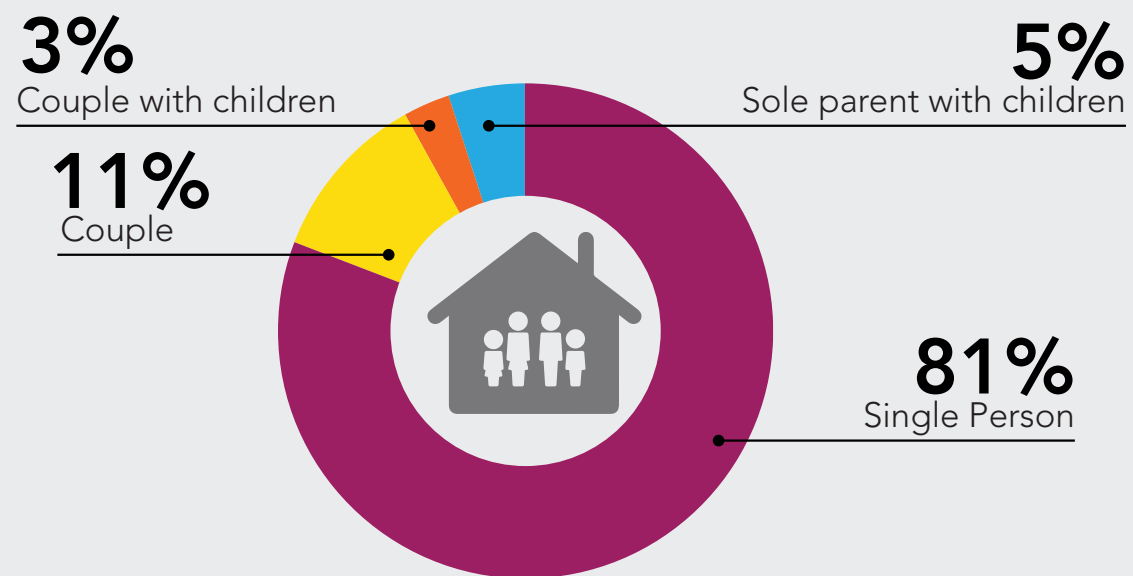


HOUSEHOLD COMPOSITION



HOUSING AFFORDABILITY



83%

Felt that their home is value for money



85%

Have enough money left for essentials after paying rent



94%

Want to remain in their current home for the foreseeable future



95%

Feel BHC keeps them informed about things that might affect them as a resident

HERE'S WHAT SOME TENANTS HAD TO SAY

Very appreciative of environment (e.g. transport, shops etc.) and our unit. I thank you, BHC, for having us in your unit and for looking after it.

This has been my first home where accessibility has been in my favour. Thank you for allowing me to live in this safe, affordable, conveniently located home. Australia needs more accommodation of this calibre.

Suggest leaving a card or evidence that inspections were done on inspection day. More emailing of documents. Thank you.

We think it is the best place. Thank you for having us.

I am very happy living here and grateful for the opportunity BHC provides for a secure tenure.

Regularly, even late at night, some are letting their doors slam. It becomes a bit of a headache due to the echoing noise it makes!

I love my unit and love my suburb. Beautifully fitted out, lovely gardens and great proximity to shops and public transportation. Thank you all so much.

Thanks. Longest place of residence since I left home at 18.

Manager and caretaker are great. Management is excellent. All going well.

Thank you for having the tenant end of year celebration. It is such a generous thought. Anxiety issues prevented me attending as much as I would have loved to have gone.

COMMUNITY ENGAGEMENT



87%

Feel an acceptable to very strong sense of community in their building



35%

Planning to undertake volunteer work in the coming year

"I am **very happy living here**. I like the location and the **other tenants**"

TENANT SATISFACTION



84%

Overall Tenant Satisfaction



83%

Satisfied with neighbourhood



89%

Satisfied with overall quality of their home



87%

Satisfied with service provided from Housing Manager



76%

Satisfied that BHC listens to their views and acts on them



80%

Satisfied with repairs and maintenance

"I am very happy here. I **appreciate the work my housing manager does** to find the right tenant mix"