

Tenant Survey 2020

Agreement Number: _____
Name: _____
Address: _____

As you may be aware, we ask tenants to complete a Tenant Survey every two years. Half the portfolio was surveyed last year, and this year, it's your turn.

Return your completed survey by Friday 11 December 2020 and go in the draw to win one of these 4 amazing prizes:

MAJOR PRIZE
\$300 voucher to a department store of your choice

RUNNER UP PRIZES
1 of 3 x \$100 vouchers

How to return your survey:

Via Reply Paid
Envelope

OR

To your Housing Manager
(eg. Manager's letterbox)

OR

Scan completed survey and
email reception@bhcl.com.au

Online: Go to
www.surveymonkey.com/r/BHC2020

OR

Drop off at Head Office:
Level 17, 333 Ann St, Brisbane 4000



Thank you for taking the time to complete this survey, we value your feedback and your survey will help us to continue improving our services and supporting residents. Anonymous feedback can also be sent separately to **General Manager Operations, BHC, GPO 544, Brisbane, QLD, 4001**, or you can email us at feedback@bhcl.com.au

Tenant Profile



1. I have a (applies to the person completing this survey)

<input type="checkbox"/> Physical Disability	<input type="checkbox"/> Non-Physical Disability
<input type="checkbox"/> Both Physical and Non-Physical Disability	<input type="checkbox"/> No Disability
2. Do you identify as

<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Do not exclusively identify as either Male or Female
-------------------------------	---------------------------------	---
3. Age of person completing this survey

<input type="checkbox"/> 18-24	<input type="checkbox"/> 25-44	<input type="checkbox"/> 45-64	<input type="checkbox"/> 65+
--------------------------------	--------------------------------	--------------------------------	------------------------------
4. Household Composition

<input type="checkbox"/> Single	<input type="checkbox"/> Couple	<input type="checkbox"/> Sharing
<input type="checkbox"/> Single with Children	<input type="checkbox"/> Couple with Children	
5. Is your main source of income

<input type="checkbox"/> DSP	<input type="checkbox"/> Jobseeker (previously Newstart)	<input type="checkbox"/> Age Pension
<input type="checkbox"/> Parenting Payment	<input type="checkbox"/> Wages	<input type="checkbox"/> Other _____
6. Is there a person of Aboriginal or Torres Strait Islander origin living in the property?

<input type="checkbox"/> Yes, Aboriginal	<input type="checkbox"/> Yes, Torres Strait Islander	<input type="checkbox"/> No
--	--	-----------------------------

7. What country were you born in?

8. Does any person living in the property speak a language other than English at home?

Yes, please specify: No

9. Do you anticipate remaining in your current home for the foreseeable future?

Yes No

Tenant Satisfaction



10. Over the last year, how satisfied are you in regard to the following? (please tick)

	Very Satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Overall quality of your home?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service provided by your Housing Manager?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way BHC deals with repairs and maintenance for your unit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall cleaning and maintenance in common areas at your complex?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With your neighbourhood (suburb) as a place to live?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With your building as a place to live?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That BHC listens to your views and responds where appropriate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking everything into account, how satisfied are you with the service provided by BHC?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Would you like to comment further on any of your ratings to help us understand them?

12. How likely would you be to recommend BHC to family or friends? (please tick)

Extremely Likely	Very Likely	Quite Likely	Likely	Neither likely or unlikely	Unlikely	Quite Unlikely	Very Unlikely	Extremely Unlikely
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. How effective do you feel BHC is at keeping you informed about things that might affect you as a resident? (please tick)

Very Good	Good	Average	Poor	Very Poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Housing Affordability



14. How satisfied are you that your rent provides value for money? (please tick)

Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. After paying rent, do you have enough money left for essentials? Yes No



Community Participation & Support

16. In the past 12 months, did you spend any time doing voluntary work through an organisation or group? Yes No

17. If YES, why? (tick all that apply)

- To gain skills / experience To give back to the community
 To keep yourself busy Other: _____

18. Are you intending to undertake voluntary work in the coming year? Yes No

19. During the past 12 months, have you accessed support from community or Government agencies, other than Centrelink? Yes No

20. If YES, what kind of support did you access? (tick all that apply)

- Financial support Food / Meals Mental Health Employment Assistance
 Health or Disability Services Cleaning / In Home Care Social / Activities
 Other _____

21. With the recent roll out of the National Disability Insurance Scheme (NDIS), BHC is interested to know how this has impacted residents. Have you:

- Checked your eligibility and now access NDIS support
 Checked your eligibility and are eligible but have not yet accessed NDIS
 Checked your eligibility and do not qualify for NDIS
 Have not checked eligibility because: I do not need this program / support
 Other: _____

22. If you are not eligible for NDIS, has this impacted your access to support services/assistance?

- Yes No N/A If YES, please specify: _____

23. How would you describe the sense of community within your building? (please tick)

Very Strong	Strong	Average	Weak	Very Weak
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24. How would you rate the sense of community, compared to your previous addresses? (please tick)

Much Stronger	Stronger	About the same	Weaker	Much Weaker
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. Do you participate in activities with fellow residents?

- Yes No If YES, please specify: _____

26. Since beginning your tenancy with BHC, what have been the **three most significant** positive changes in your life? Please number with 1 as most significant, then 2 and 3.

- | | |
|---|---|
| <input type="checkbox"/> Standard of Living | <input type="checkbox"/> Health / wellbeing |
| <input type="checkbox"/> Employment / volunteer opportunities | <input type="checkbox"/> Study / education / training opportunities |
| <input type="checkbox"/> Personal relationships | <input type="checkbox"/> Involvement in the local community |
| <input type="checkbox"/> Financial stability | <input type="checkbox"/> Sense of safety |
| <input type="checkbox"/> Sense of future stability/security | <input type="checkbox"/> OTHER: |

27. Would you like to comment further?

28. Would you be interested in the following: (tick all that apply)

- | | |
|--|--------------------------|
| Joining the Resident Community Development (RCD) Team (working on projects and initiatives which benefit the BHC resident community) | <input type="checkbox"/> |
| Contributing to the tenant newsletter 'The Bugle' | <input type="checkbox"/> |
| Social activities with other tenants from your building | <input type="checkbox"/> |
| Social activities with other tenants from other buildings | <input type="checkbox"/> |
| Would you be willing to be a resident that BHC photographs/profiles for community information and publications? | <input type="checkbox"/> |

For more information about any of the options above, please contact Community Development Manager Kaitlyn: E| kaitlyn.russell@bhcl.com.au PH| 3307 3000

Personal Vehicle Ownership / Transportation Use



Please respond to the following questions thinking about your **ENTIRE** household.

29. When you started your tenancy, how many cars and/or bikes did you own?

- Cars Motorbikes Bicycles

30. How many cars / bikes do you own now?

- Cars Motorbikes Bicycles

31. If you own fewer cars / motorbikes now, what was the MAIN reason for the change?

- No longer needed it due to proximity to public transport / local amenities
- Too expensive to keep (e.g. running costs, registration, services)
- Vehicle needed repairs which were too expensive
- Other (please specify):

32. Are you satisfied with the bicycle parking facilities within your building?

- Yes No N/A I don't have a bike nor plan to have a bike

33. If NO, why?

34. What is your main mode of transport for your day-to-day activities (Please number top 1 – 3)

- | | | |
|--|---|---|
| <input type="checkbox"/> Personal Car | <input type="checkbox"/> Motorbike | <input type="checkbox"/> Cycling |
| <input type="checkbox"/> Walking | <input type="checkbox"/> Public Transport | <input type="checkbox"/> Ride Share (e.g. Uber) |
| <input type="checkbox"/> Other (please specify): | | |

35. How do your visitors generally travel when they visit your household?

- Personal Car Motorbike Cycling

- Walking
 Public Transport
 Ride Share (e.g. Uber)
- Other (please specify):

36. If your visitors travel by CAR, can they generally find a carpark within your building (e.g. visitor parking)?

- Yes
 No
 N/A

37. If NO, can they find a carpark easily on the street in reasonable walking distance to your building?

- Yes
 No
 N/A

Future – Car Share

Car share programs (such as GoGet) are very popular in other states and gaining popularity in Queensland. Car share membership enables you to use a car on demand, instead of owning a vehicle. Insurance, petrol, maintenance is covered through the membership/hire arrangement, potentially creating a cost effective alternative to owning a car.

38. If cost-effective and convenient, would you access a car share program (such as “GoGet”)?

- Yes
 No
 Uncertain
 N/A - I don't drive

39. Would you sell your car if a cost-effective and convenient car share program becomes available?

- Yes
 No
 Maybe
 N/A - I don't own a car

40. If NO, why?



BHC Online services

Did you know that BHC has a website with information for tenants? BHC also uses social media like Facebook to share important updates and upcoming events. The next few questions are about these services.

41. How do you use the BHC website (tick all that apply)

- | | |
|---|---|
| <input type="checkbox"/> To find tenancy related information (e.g. pet policy, repairs and maintenance) | <input type="checkbox"/> To see updates about BHC (e.g. new developments) |
| <input type="checkbox"/> To find out about upcoming events / activities | <input type="checkbox"/> To read articles shared / written by BHC |
| <input type="checkbox"/> To find learning / employment opportunities | <input type="checkbox"/> To see tenant stories |
| <input type="checkbox"/> N/A I don't use the BHC website | |

42. How do you use BHC social media? (tick all that apply)

- | | |
|---|--|
| <input type="checkbox"/> To find service updates about BHC (e.g. office closures) | <input type="checkbox"/> To see business updates about BHC (e.g. new developments, award wins) |
| <input type="checkbox"/> To find out about upcoming events / activities | <input type="checkbox"/> To read articles shared / written by BHC |
| <input type="checkbox"/> To find learning / employment opportunities | <input type="checkbox"/> To see tenant stories |
| <input type="checkbox"/> N/A I don't follow BHC on social media | |

43. How often do you visit the BHC website / social media pages?

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Once a week | Once a month | Once every 6 months | Only if I need to | Never |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

44. Do you have any ideas of how BHC could improve online communication / online services to residents?

EMPLOYMENT



45. Were you employed when you first moved in to your BHC property?
 No Yes, please tick - Full time Part time Casual
46. Are you employed now?
 No Yes, please tick - Full time Part time Casual
47. If No, are you currently actively seeking employment?
 Yes No
48. In the past 12 months, have you taken up any further studies or training to assist in finding employment?
 Yes No
49. What category would **best** describe the majority of your employment career?
 Full time Part time Casual Unemployed Other _____
50. What is the highest level of qualification you have completed?
 School (grade ___) Trade/Certificate Please specify: _____ Diploma
 Undergrad Degree Post Graduate Degree Other _____
51. How many hours per week do you work?
 1-10 11-20 21-30 31+ Full-time
52. What is your preferred numbers of hours to work per week?
 1-10 11-20 21-30 31+ Full-time
53. If you would prefer more or less hours, what factors are preventing you from achieving this?

In Summary



54. Is there anything else you would like to add regarding your experience of living in your current home?



THANK YOU FOR COMPLETING THE SURVEY!
Remember to answer all questions and return before
Friday 11th December 2020 to be entered in this year's draw!