

2020 Tenant Satisfaction Survey Results



85%

Overall Satisfaction

"IT IS THE BEST
THING THAT HAS
EVER HAPPENED
FOR ME."

76%



Satisfied with overall
cleaning and maintenance
in common areas at your
complex



90%

Satisfied with the overall
quality of your home

"THE COMMON ROOM AND
THE BBQ AREA DOES NOT
GET USED. HOPEFULLY
THERE WILL BE
ACTIVITIES SOON WITH
THE OTHER TENANTS"

84%



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

"ALL GOOD THANKS,
I'VE BEEN HERE SINCE
IT OPENED AND SO
FAR I FEEL SAFE AND
HAPPY LIVING HERE."



85%

Would recommend BHC
to family or friends

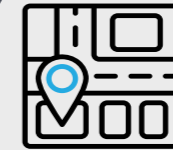
87%



Satisfied with your building
as a place to live

74%

Satisfied that BHC
listens to your views
and responds where
appropriate



89%

Satisfied with their
Neighbourhood (Suburb)
as a Place to Live

83%



Satisfied with service
provided by your
Housing Manager

"OUR ON-SITE MANAGER. . .
DOES A MARVELOUS JOB
OF KEEPING THE BUILDING
CLEAN. HE IS ALWAYS
CHEERFUL & FRIENDLY & MAKES
LIVING [HERE] A PLEASANT
EXPERIENCE."

81%



Satisfied with how BHC
details with repairs and
maintenance for your unit

"DO GET MESSAGES ON MY
PHONE WHICH IS GOOD BUT
CAN NEVER ANSWER IF I
HAVE A QUESTION BUT BEING
INFORMED IS GOOD."

"LOVE MY
HOME."

THANK YOU FOR HELPING ME
BHC. I LOVE MY HOME IT'S SAFE,
COMFORTABLE FOR ME. TO GET A
HOME IT HELPS MY MENTAL HEALTH.
I ASK FOR HELP, I'M NEVER ALONE,
LIVING HERE I'M NEVER ALONE AND
HAVE A PLACE I CAN CALL HOME.