



common  
ground

QUEENSLAND  
ending homelessness

2016-2017 ANNUAL TENANT  
SATISFACTION SURVEY

HOME COMMUNITY HOPE

## 2016 - 2017 Tenant Satisfaction Survey

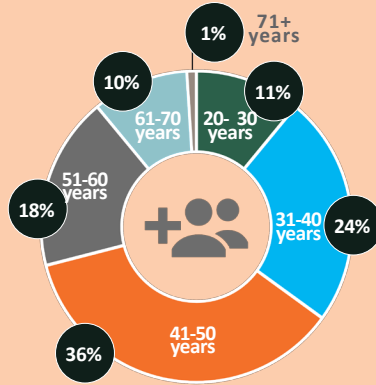
In May 2017 Common Ground Queensland and Micah Projects jointly undertook a survey to get feedback from tenants on their satisfaction and experience living at Brisbane Common Ground.

The survey was conducted by an independent person and a snapshot of the results are as follows.

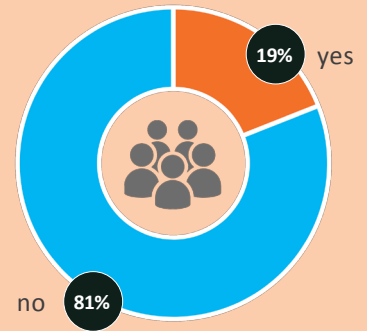
# Who Provided Feedback



## Age demographic



## Aboriginal or Torres Strait Islander



## Housing

I feel Brisbane Common Ground is my home



I am satisfied with my housing



I am satisfied with the layout of my unit



I am satisfied with the safety at Brisbane Common Ground



Legend: agree/yes (orange), neutral (blue), disagree/no (grey)

## Staffing

I am treated with respect and dignity by Common Ground Queensland Staff



Common Ground Queensland concierge staff provide a safe environment



Common Ground Queensland concierge staff provide a welcoming environment



I am treated with respect and dignity by maintenance staff and tradespeople

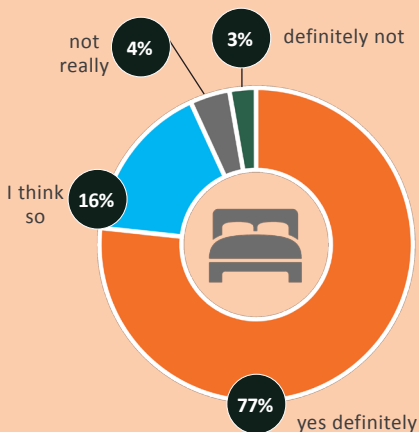


I am satisfied with the concierge service

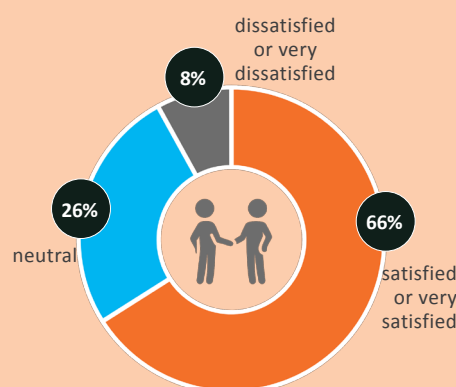


Legend: agree/yes (orange), neutral (blue), disagree/no (grey)

I feel settled in my housing at Brisbane Common Ground



Other tenants are good neighbours



I am satisfied with the responses to maintenance

