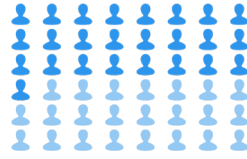


# 2022 Tenant Survey Feedback

November 2020 results shown in (brackets)

**76** tenants responded  
to the survey  
(83 tenants in 2020)



That's **52%** of tenants!  
(57% in 2020)

## MONEY

### What tenants said

Do you know how your rent is calculated?

**55%** said yes (66% in 2020) **45%** said no (34% in 2020)

Do you understand how we work out your electricity and water bill or refund?

**53%** said yes (63% in 2020) **47%** said no (37% in 2020)

Do you think the rent at Brisbane Common Ground is affordable?

**75%** said yes (80% in 2020) **12%** said no (8% in 2020)

**13%** said they were unsure (12% in 2020)

### What we will do

Common Ground Queensland (CGQ) will:

- Develop and circulate new utilities (March 2023) and rent (April 2023) fact sheets
- Provide one on one session with tenants who would like to discuss their utilities (March 2023) and rent (April 2023) calculations/charges
- Convene a tenant forum dedicated to discussing utilities payments in April 2023

## SAFETY

### What tenants said

Do you feel safe at Brisbane Common Ground?

**67%** said yes (72% in 2020) **14%** said no (13% in 2020)

**18%** said sometimes (14% in 2020)

Do you value having a concierge service at Brisbane Common Ground?

**90%** said yes (83% in 2020) **1%** said no (10% in 2020)

**9%** said they were unsure (7% in 2020)

### What we will do

CGQ will confirm that action has been taken in response to tenant complaints regarding displays of unsafe behaviour at the time the issue is raised.

CGQ will circulate information to tenants on how to maintain safety in the building and in the community in February 2023.

# HOUSING

## What tenants said

## What we will do

Do you understand how to make a complaint to CGQ?

82% said yes (95% in 2020) 18% said no (5% in 2020)



CGQ will:

- Receive your complaint in person, by telephone, by email or in writing
- Confirm receipt of your complaint in writing within 2 business days
- Resolve your complaint within 14 business days where possible or let you know in writing if we need more time

More information about our complaints process is on the website.

- Tenant Compliments, Complaints and Appeals Policy
- Tenant Compliments, Complaints and Appeals Procedure
- Tenant Compliments, Complaints and Appeals Fact Sheet



# MAINTENANCE

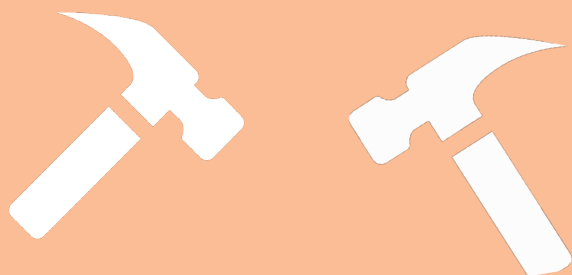
## What tenants said

## What we will do

Are you satisfied with the quality of maintenance provided by CGQ?

69% said yes (77% in 2020) 20% said no (7% in 2020)

11% said they were unsure (16% in 2020)



CGQ will;

- Allocate your job to a priority group depending on the urgency of the job.
- Circulate information to tenants regarding the timing of these priority categories in February 2023.
- Let you know when you make a maintenance request, what priority group we have allocated to your job, so you know how long it will take to fix.

When work has been completed in units, tenants are provided with a **maintenance feedback form** which tenants are able to return to CGQ.

CGQ will continue to use this information to review and improve our maintenance responses.