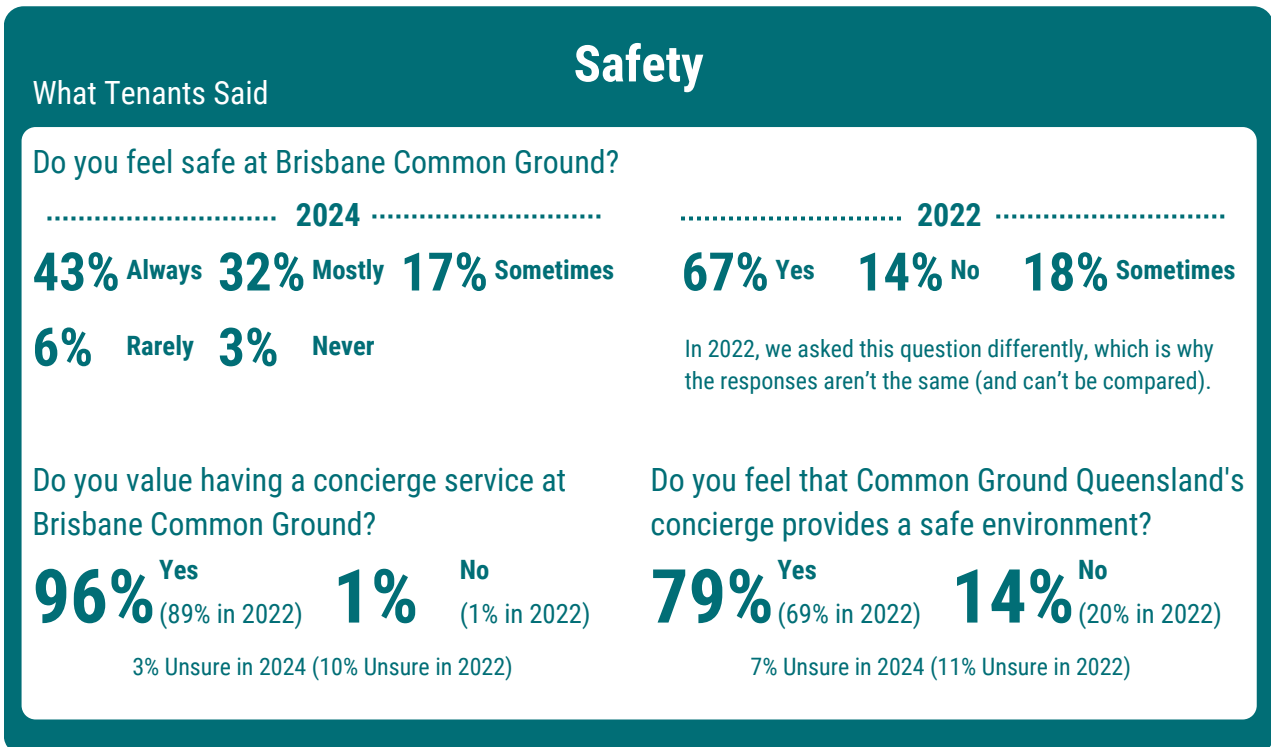
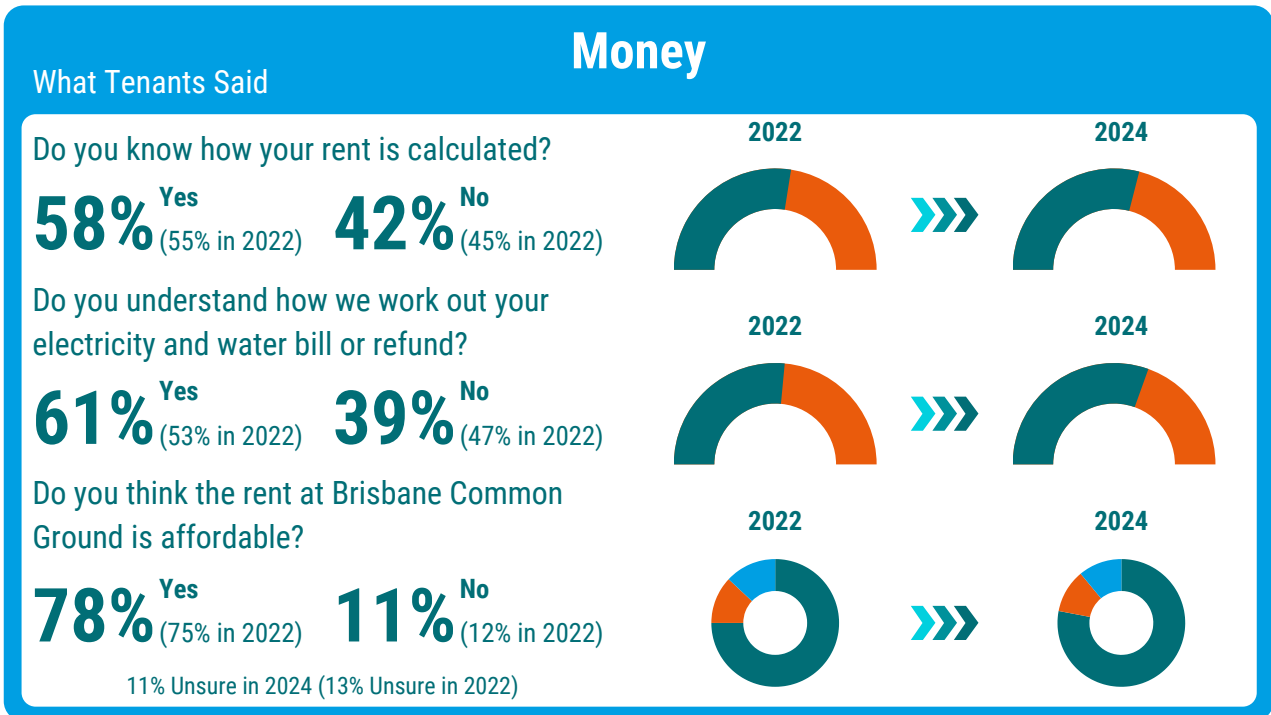


2024 Tenant Survey Feedback

2022 results shown in (brackets)

72 Respondents | 48% of all tenants in BCG
 (76 Respondents | 52% of tenants in 2022)



Housing

What Tenants Said

Satisfaction of overall quality of unit

86% Strongly Agree/Agree
(84% in 2022)



I would like to be living at BCG in 5 years

64% Strongly Agree
(51% in 2022)

I feel that BCG is my home

83% Strongly Agree/Agree
(74% in 2022)

Do you know how to make a complaint to CGQ?

92% Yes (82% in 2022) **8%** No (18% in 2022)

Do you understand how to make an appeal to CGQ?

53% Yes (49% in 2022) **47%** No (51% in 2022)

You can find out more about our Tenant Compliments, Complaints, Appeals and Feedback Process by requesting a Fact Sheet from us. Alternatively, you can scan the QR Code on the right.



Maintenance

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

79% Yes (69% in 2022) **14%** No (20% in 2022)

7% Unsure (11% in 2022)

You can find out more about our Maintenance Process by requesting a Fact Sheet from us. Alternatively, you can scan the QR Code below.



Community

I Find Other Tenants to be Good Neighbours

49% Strongly Agree/Agree
(49% in 2022)



There is a Good Neighbour Charter which you can request from us or access on our website by scanning the QR Code below.

