2026 Tenant Survey Feedback

2024 results shown in (brackets)

96 Respondents | 65% of all tenants in BCG

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

Money

Do you know how your rent is calculated?

60% Yes (66% in 2024) 40% No (34% in 2024)



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

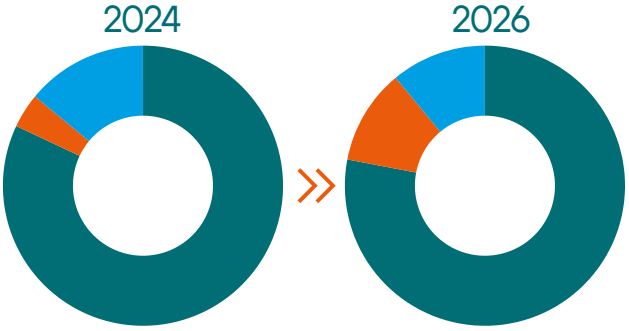
68% Yes (61% in 2024) 32% No (39% in 2024)



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

82% Yes (78% in 2024) 4% No (39% in 2024)

14% Unsure (11% in 2024)



Safety

Do you feel safe at Brisbane Common Ground?

29% Always (43% in 2024) 51% Mostly (32% in 2024) 7% Sometimes (17% in 2024) 11% Rarely (6% in 2024) 1% Never (3% in 2024)

Do you value having a Concierge Service?

88% Yes (96% in 2024) 4% No (1% in 2024)

8% Unsure (3% in 2024)

Do you feel like concierge provides a safe environment?

88% Yes (90% in 2024) 4% No (4% in 2024)

8% Unsure (3% in 2024)

Housing

Satisfaction of overall quality of unit

83% Strongly Agree/Agree
(86% in 2024)

I would like to be living at BCG in 5 years

65% Strongly Agree/Agree
64% in 2024)

Overall living experience at BCG

81% Very Satisfied/Satisfied
(85% in 2024)

I feel that BCG is my home

82% Strongly Agree/Agree
(83% in 2024)

Do you know how to make a complaint to CGQ?

85% Yes
(92% in 2024)

15% No
(8% in 2024)

Do you understand how to make an appeal to CGQ?

57% Yes
(53% in 2024)

43% No
(47% in 2024)

Maintenance

Has maintenance and trade persons treated you with respect and dignity?

74% Yes
(81% in 2024)

1% No
(7% in 2024)

6% Unsure
(6% in 2024)

19% Not relevant
(7% in 2024)



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

80% Yes
(79% in 2024)

6% No
(14% in 2024)

14% Unsure
(7% in 2024)

Community

I find other tenants to be good neighbours

62% Strongly Agree/Agree
(49% in 2024)

I find other tenants helpful

61% Strongly Agree/Agree
(43% in 2024)

Employment

Since living at BCG, have your employment opportunities improved?

27% Yes
(21% in 2024)

36% No
(28% in 2024)

8% Unsure
(6% in 2024)

28% Not relevant
(46% in 2024)