

SUMMER 2023

Thrive

community newsletter

Welcome to your summer edition of Thrive.

In this special edition we reveal the results of the 2023 Renter Satisfaction Survey and meet Ali, Unison's own international badminton star. Enjoy.

Message from James King, Unison CEO

Hi everyone,

I am pleased to deliver this special summer newsletter, focused on the results of this year's Renter Satisfaction Survey.

This year, I'm delighted to say we have had an unprecedented response. A massive 40% of Unison renters completed the survey.

To everyone who took the time to give feedback, I cannot thank you enough. Your feedback forms the backbone of our Strategic Plan and shapes our future together. It is the main instrument we use to give us clarity about what we need to improve on.

We know cost-of-living pressures are tough right now, so we were especially happy to give away \$100 Gift vouchers to 20 lucky renters who completed the survey. We know at this time of year money can be especially tight. We encourage you to discuss with your Place Manager any challenges you may have with rent payments as soon as possible.

In this newsletter, we summarise the results of the survey and outline how we plan to improve

our services. Since our last newsletter, we have completed and tenanted our new 42-unit Bell St property in Heidelberg Heights. The development is set to increase the supply of social housing in Banyule City Council area and house families with a history of homelessness. We have also started construction on our Make Room project, which addresses the critical needs of people experiencing rough sleeping and homelessness in the City of Melbourne. We are developing 50 self-contained studio apartments alongside a purpose-built rooftop garden with wraparound health and social supports to prepare and transition people into longer term sustainable housing.

As we gear up for 2024, I want to emphasise the significance of your ongoing involvement with Unison. This is your home, your community, and we are dedicated to not only listening but also taking action based on your valuable insights.

James





Renter Satisfaction Survey Results

Thank you again for participating in our recent Renter Satisfaction Survey. Your feedback is crucial to our continuous goal of improving our services.

What you said

We received feedback from 40% of you, nearly 950 renters! We're delighted to report that 76% of respondents are satisfied with Unison's services, while 10% provided neutral feedback. This indicates a significant number of renters who are very pleased with Unison and their living arrangements.

The main factors influencing satisfaction levels were communication, maintenance and repairs, and upholding tenant rights. We are dedicated to improving these aspects.

Here's what you are most satisfied with: You said our contractors are respectful and courteous, keeping the dirt and mess to a minimum. Additionally, you appreciate our staff who answer maintenance calls for their helpful and attentive service.

You also highlighted areas where we excel: providing excellent information for new tenants, ensuring a clear understanding of tenant rights and responsibilities with Unison, and maintaining good property conditions.

While feeling safe is still a concern for some renters, compared to last survey in 2021, positive improvements were noted in feelings of safety (+5%), renter involvement (+4%), and neighbourhood environment (+4%). So while we will continue to focus on these areas, it has been pleasing to see such improvements in your satisfaction since 2021.



Renter barbeques across 13 of our buildings offered an opportunity to fill out a Renter Satisfaction Survey and chat to our Place Managers.



Ways we are listening and improving

The survey revealed areas for improvement which we are now addressing. The lowest scores were in satisfaction with complaint handling, feelings of safety, and the perception of Unison listening to renter views and taking action. Promptly after receiving this feedback, we implemented changes to enhance our responsiveness to your views.

In 2024, we plan to enhance resident engagement with more social activities, such as BBQs, and introduce regular meetings at our larger buildings. New renters will receive a check-in four weeks after sign-up to ensure a smooth transition and facilitate a good relationship with their Place Manager.

We are revisiting our complaint management process to enhance your satisfaction. If you're dissatisfied with how your complaint is handled by your Place Manager, you can file a complaint through our website at unison.org.au. As of November, this financial year, 95% of complaints have been successfully addressed and closed within a month.

To bolster safety, we are reconsidering the tenant mix and taking a more proactive approach to address antisocial behaviour through tenancy action. If you have safety concerns or observe disruptive behaviour, please discuss it with your Place Manager.

Contact your Place Manager

Northern Suburbs Melbourne
Ph: 03 9288 9200

Melbourne CommonGround
Ph: 03 9349 0250

Western Suburbs Melbourne
Ph: 03 9688 8300

Kensington
Ph: 03 9371 2000



Get involved and have your say!

Only 37% of Unison renters are aware of our Tenant Advisory Group (TAG). We are reviewing TAG to determine the most effective means of gathering input from tenants across all our buildings. We encourage renters to actively participate in shaping their community.

Your feedback is crucial to us, and we are dedicated to enhancing your Unison experience. If you have ideas or concerns, please inform your Place Manager, who serves as your primary contact at Unison. If you're unsure who your Place Manager is, call or email your local office to find out.

Thank you for helping us improve our services and creating communities that thrive.

Meet Ali

Unison renter Ali is an international badminton star. Ali, a lower leg amputee, lives in a Unison disability modified unit, close to amenities, services and training facilities for his busy lifestyle.

"The off-street car park is a big help, the bench heights are good and the bathroom is spacious. The maintenance team are very responsive and pro-active. I am very lucky to have the Unison management team on site if I need assistance."

Gently spoken, Ali explains how his accident and connection to sport through his rehabilitation was an important journey in his life. "It was the first time I saw people like me, playing together and having fun. It was inspiring and really helped my recovery. I saw another life."

Ali now works with academics on design for people of all abilities and badminton coaches able bodied kids and kids with a disability. "I love to help give these young ones a safe space to grow and realise their full potential."

Read Ali's full story here <https://unison.org.au/news/renewal-a-story-of-another-life>



In financial hardship? Have a chat with your Place Manager

As we head into the festive season and with cost-of-living pressures being experienced by renters across Victoria, we encourage you to discuss with your Place Manager any challenges you may have with rent payments as soon as possible. We can discuss options and work with you to help with your rent payments and link you in with other services to help with your finances.

Free financial hardship assistance includes:

- Anglicare Victoria Financial Counselling: 1800 809 722
- Uniting Vic Tas Financial Counselling: 03 9192 8100
- Salvation Army Financial Counselling Team: 1800 722 363
- National Debt Hotline: 1800 007 007
- Gambler's Help (24/7): 1800 858 858

Need other type of support and someone to talk to?

Help is a phone call away 24 hours a day / 7 days a week.

- Beyond Blue: 1300 224 636 (24 hours)
www.beyondblue.org.au
- Suicide Call Back Service: 1300 659 467 (24 hours)
- Lifeline: 13 11 14 (24 hours)
www.lifeline.org.au
- 1800 RESPECT: 1800 737 732



Season's greetings from the team at Unison and we wish you all the best in 2024

Unison will be closed on the following public holidays:

- Monday 25 December 2023
- Tuesday 26 December 2023
- Monday 1 January 2024

Our offices will also be closed on 27, 28 and 29 December, except for our Seddon, Werribee, Barkly St. Footscray, Kensington, and Berkeley St. City offices.



Feedback

Unison is committed to providing quality services to our clients, renters and community. To help us do this, we welcome your feedback and contributions to this newsletter. Please email us at communications@unison.org.au to contribute.