



UNCLASSIFIED



Tenancy Services

Client Satisfaction Survey - High Level Results

June 2017

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Executive summary

- › The June 2017 client satisfaction survey was conducted from 15 June to 29 June 2017.
- › 215 people completed the survey out of 238 people who started the survey meaning 23 skipped or cancelled the survey before completion. This is from a sample of 4,181 mediation clients who were emailed (the sample list was made up of those who attended mediation services in the last three months). The survey was also advertised on the Tenancy Services website with 7 out of the 238 respondents starting the survey via the website.
- › The March 2017 survey covered both mediation clients as well as the landlord's database therefore had higher response numbers (sent to a sample of 19,862 in March vs 4,181 in June).
- › Satisfaction is based on people selecting 3, 4 or 5 out of 5 for the survey driver statements.
- › The below table compares the survey email statistics to that of the industry average for government:

	Industry average	Survey email
Open rate	26.33%	39.73%
Click-through	2.32%	15.17%
Unsubscribe	0.13%	0.13%

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Overall client satisfaction

Overall, client satisfaction for June 2017 was 79%, with 238 respondents and out of those 189 satisfied. This is an 11% decrease in overall satisfaction compared to the March survey. This could be due to the smaller distribution list (and lower response rates as a result).

Tenancy mediation satisfaction

Overall satisfaction of our clients based on their last interaction with our mediation services (in person and over the phone) was positive with 87% of respondents selecting 3, 4 or 5 out of 5 for our services. This is only a 1% decrease from the March 2017 survey.

Survey date	Mediation respondents	Satisfaction (%)
June 2017	127	87%
March 2017	420	88%
November 2016	190	83%
May 2016	(unknown – low respondent numbers)	81%

Mediation client satisfaction driver statements (Mar-17 vs Jun-17)

	Mar-17	Jun-17	% Change
I was satisfied with the time taken to schedule the mediation date	64.99%	79.52%	14.53%
I felt confident that I knew what to expect going into the mediation	68.59%	88.18%	19.59%
Any written information I received prior to the mediation was helpful	65.55%	77.95%	12.40%
The mediator's explanation of mediation gave me confidence in the process	74.40%	89.76%	15.36%
I understood the role of the mediator in the mediation process	84.62%	91.33%	6.71%
I was satisfied that the mediator was impartial during the mediation	79.02%	85.82%	6.80%
I feel I had a fair opportunity to present my case during the mediation	80.49%	89.76%	9.27%
I feel I had my views taken into account throughout the mediation	77.02%	88.18%	11.16%

Overall satisfaction for the financial year (2016/2017)

- › Overall satisfaction: 84.5%
- › Tenancy Services mediation satisfaction: 87.5%

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