

# Our 2016-7 Tasmanian Report Card



**1,464**

Housing Choices Tasmania now manages 1,464 tenancies across the State



**25**

Housing Choices Tasmania employs 25 full time staff in the State



**8,925**

Housing Choices Tasmania completed 8,925 maintenance requests supporting local contractors across Tasmania



**1,161**

Property Condition Surveys completed across Tasmania



**\$3.8m**

Spent on Repairs and Maintenance across Tasmania



**400**

Heat Pumps installed in homes across the north west of Tasmania

“We like the connectedness and friendliness of the area”

## Resident Satisfaction

↑ 89%

Satisfaction of Property

↑ 88%

Satisfaction of Maintenance

↑ 83%

Satisfaction of Listening to Residents

↑ 87%

Satisfaction of Location

↑ 88%

Satisfaction of Customer Service

*A*  
*Great effort*



89% Overall Resident Satisfaction 2016

100% Overall Partner Satisfaction 2016

If you want to know more, please contact:



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\* Source of information: Ernest & Young - SROI independent evaluation. Forecast positive changes for residents.