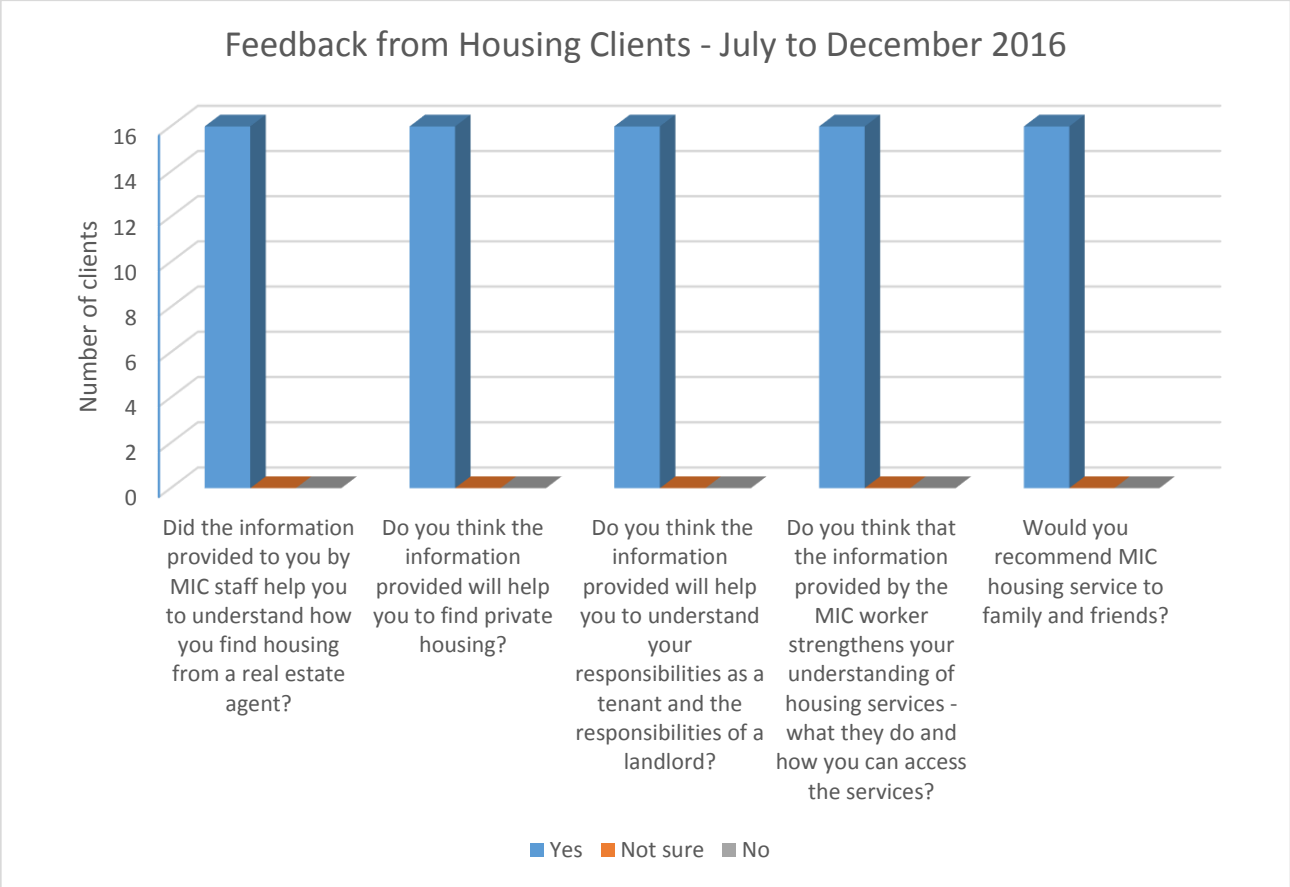
Housing Clients Feedback – July to December 2016

Under the Settlement Grants Program the MIC provides assistance to eligible clients to secure appropriate and affordable private rental accommodation.

26 households were assisting to look for private rental in the period July to December 2016. This involved lodging 54 rental applications.

All clients are offered the opportunity to provide feedback on the services they received from the MIC at the time of the service. In addition to this, the MIC conducts a telephone survey of a number of randomly selected clients who have accessed Settlement Services in the past six months.

Below are the results of this survey, specifically undertaken with clients who received assistance with housing.



Comments

- Very good, I like
- Happy with all MIC services, It's very good.
- Happy with the services. Two times we moved house, we find house quickly. everytime, within a few days. We certainly recommend MIC. Thank you MIC.
- I'm so happy with service. I hope you will still help us.
- Happy with MIC services
- It was very good
- Everything was very good
- Everything was good, without MIC I could not do any of it
- MIC help me and guide me and because of the experience in future I can look for a house by myself. Very helpful and very useful.
- Yes, I am happy with the services
- Yes, need help, someone really patient and use interpreter. For those who can't speak English.
- Everything is good, excellent
- Everything is good