



PRESENTATION

Kāinga Ora Customer Satisfaction

Annual Tracking Results Prepared for Kāinga Ora | September 2019 - June 2020

s 9(2)(a)





INTRODUCTION

Kāinga Ora is a Crown agent that provides housing services for people in need.

It provides high quality, subsidised rental homes to people in the greatest need for the duration of their need

It focuses on the efficient and effective management of state houses and the tenancies of those living in them.

Kāinga Ora owns or manages more than 64,000 properties nationwide, including about 1,500 houses for community groups providing residential services. More than 185,000 people live in these houses or flats.

Its Customer Services Centre can help with:

- getting a state house or flat repaired
- checking a tenant's account
- lodging complaints and providing feedback
- answering questions about damage and rental debts and credits
- getting in touch with organisations which can help a tenant with other issues

Methodology

Overall Approach



Computer Aided Telephone Interviews 2003
interviews from lists provided by Kāinga Ora

Fieldwork & Processing



Infield International

Conducted all fieldwork and processing. Fully ISO accredited under ISO20252. Data weighted to reflect actual tenant population.

Sampling



Random Quota Sampling

Soft quotas applied to 4 Kāinga Ora Regions, Gender, Age, Household composition and Ethnicity. Region 1 = Northland, West & Central Auckland; Region 2 = East & South Auckland; Region 3 = Central North Island; Region 4 = Wellington & South Island

Margin of Error



Margin of Error

On n=2003 margin of error is +/- 2%

Interviewing



20 Minute Interview

4 waves of Fieldwork

- September 2019
- December 2019
- March 2020
- June 2020

Report Structure

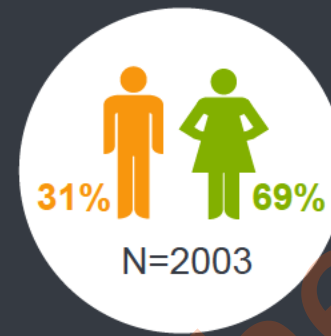


Report Structure

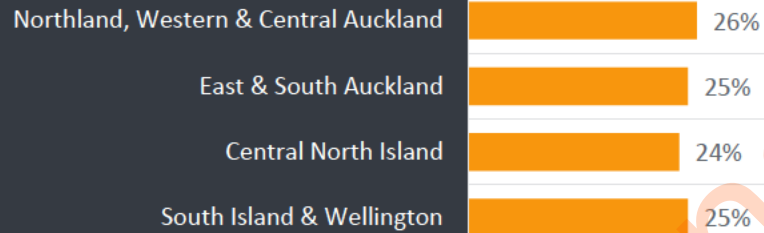
This report contains data from combined waves:

2019-2020: Sep 2019 | Dec 2019 | Mar 2020 | Jun 2020
 2018-2019: Sep 2018 | Dec 2018 | Mar 2019 | Jun 2019
 2017-2018: Sep 2017 | Dec 2017 | Mar 2018 | Jun 2018
 2016-2017: Sep 2016 | Dec 2016 | Mar 2017 | Jun 2017

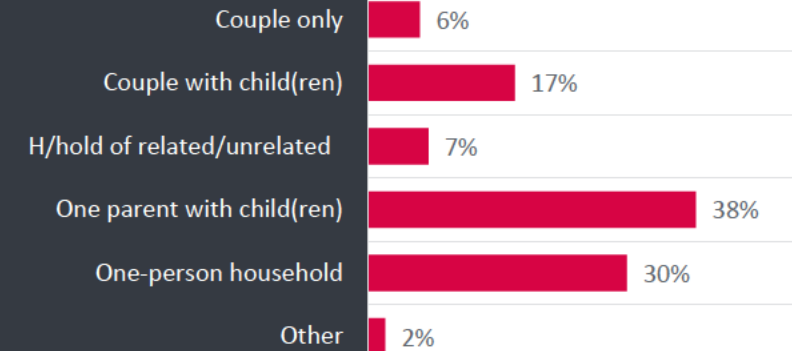
Demographics



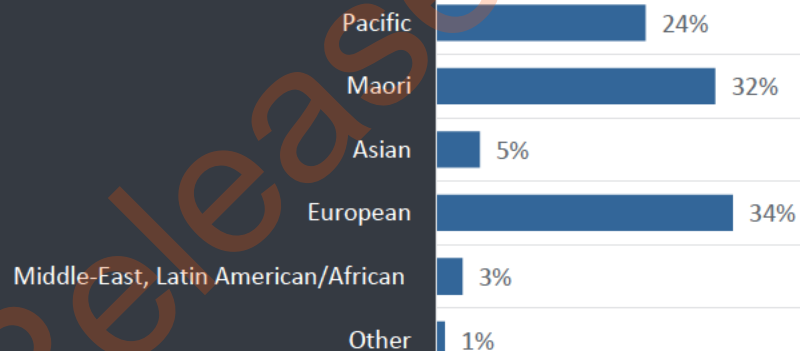
REGION



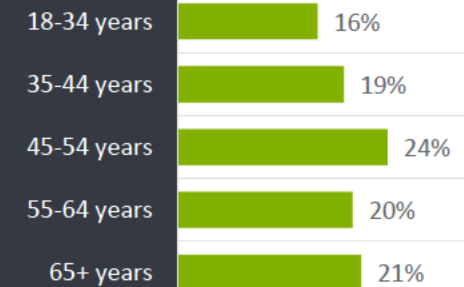
HOUSEHOLD STRUCTURE



ETHNICITY



AGE





Section #1

SATISFACTION WITH THE HOME



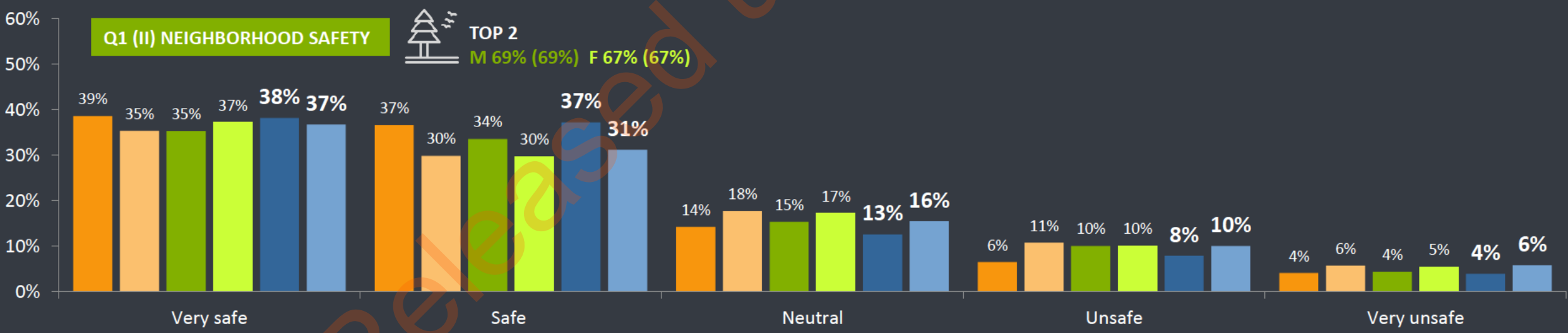
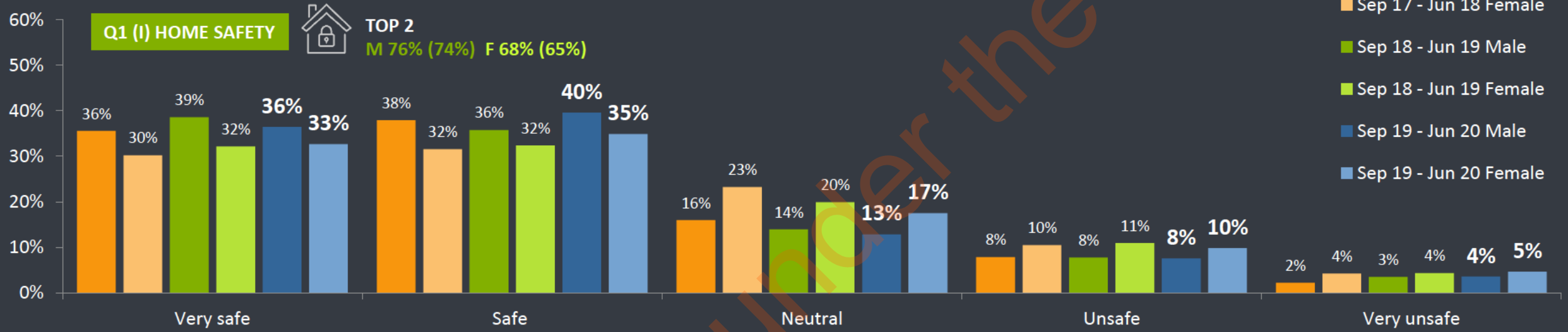
Summary

- **70%** find their home and neighbourhood very safe/safe and **50%** find their home warm, these 3 statements have remained steady compared to 2019, with a slight increase of 4% in the dryness of their homes to **67%**,



Q1(i-iv) General Home Satisfaction

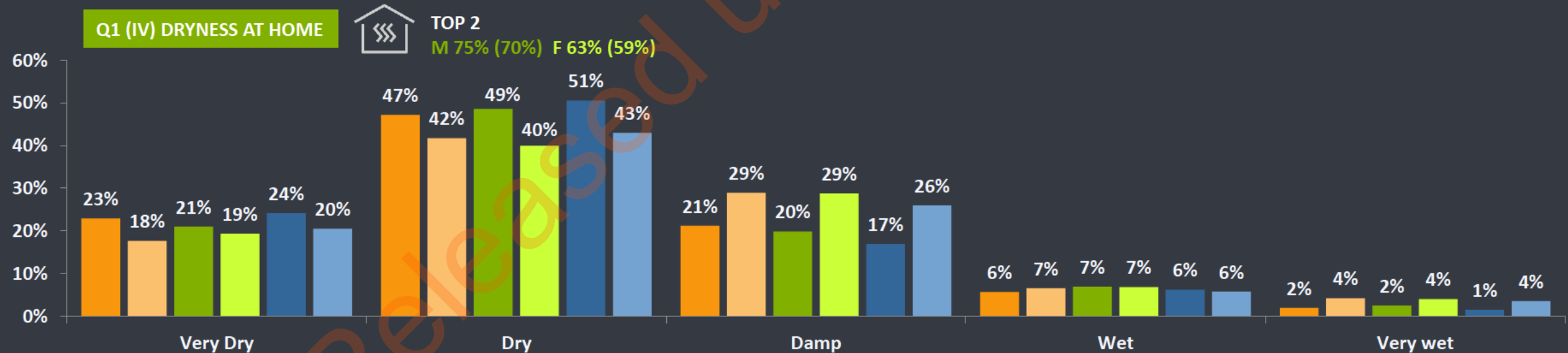
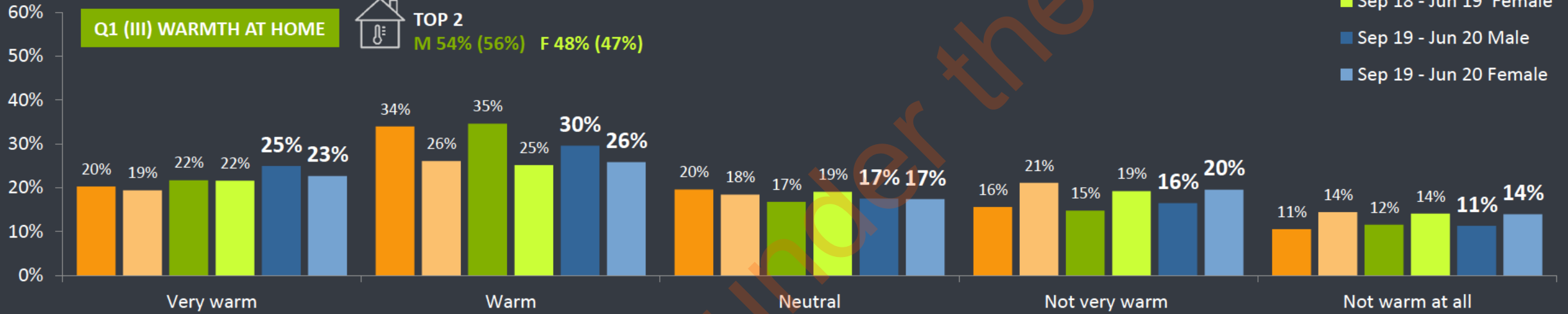
Statements by Gender | Top 2 Agree/Strongly Agree



Q1(i-iv) General Home Satisfaction

Statements by Gender | Top 2 Agree/Strongly Agree

- Sep 17 - Jun 18 Male
- Sep 17 - Jun 18 Female
- Sep 18 - Jun 19 Male
- Sep 18 - Jun 19 Female
- Sep 19 - Jun 20 Male
- Sep 19 - Jun 20 Female



SECTION #1

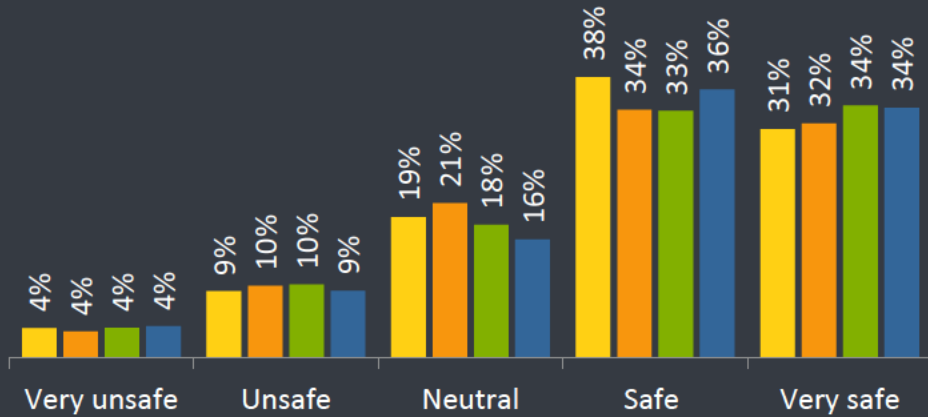
Q1(i-iv) Home Satisfaction

Statements | Top 2 Agree/Strongly Agree

Q1 (I) HOME SAFETY



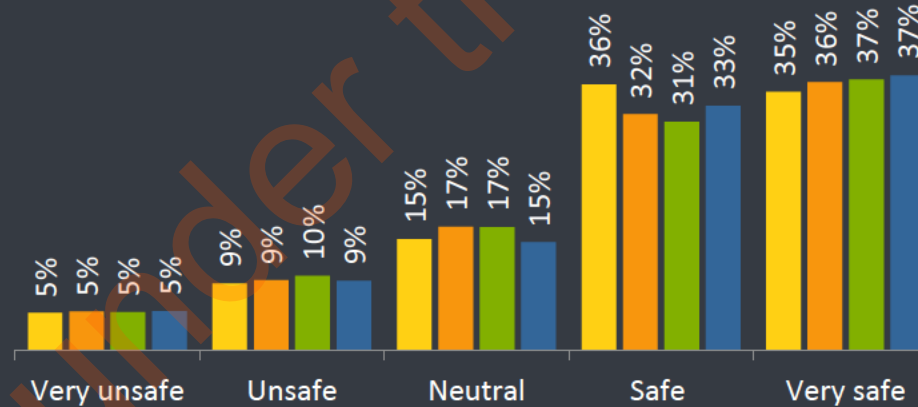
TOP 2: 70% (68%)



Q1 (II) NEIGHBORHOOD SAFETY



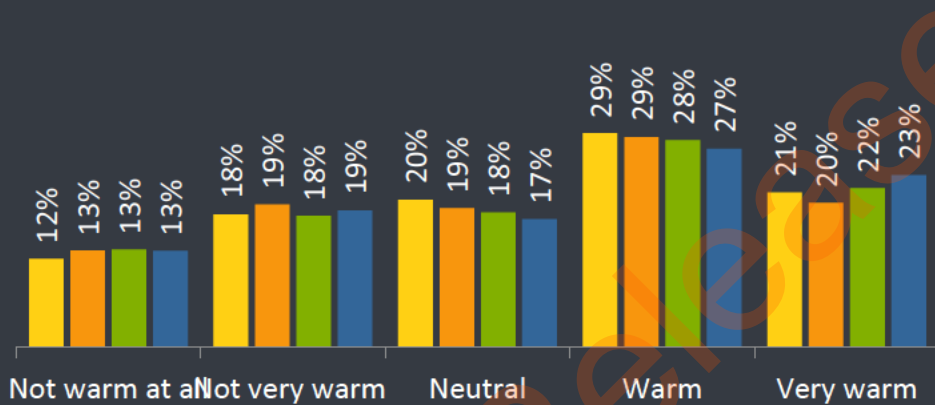
TOP 2: 70% (68%)



Q1 (III) WARMTH AT HOME



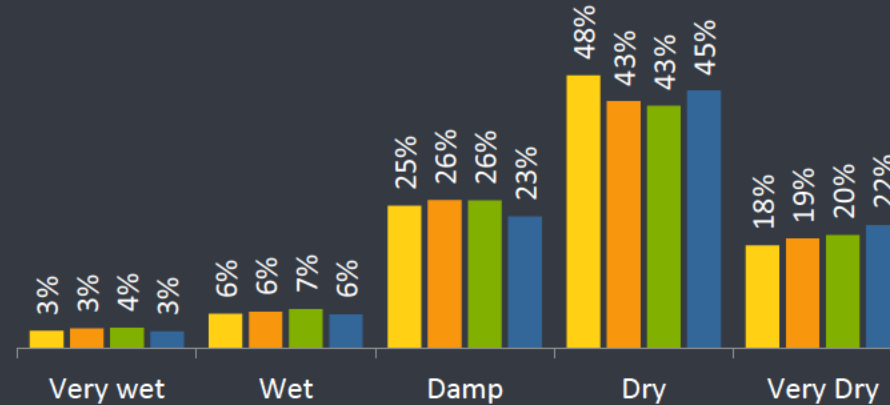
TOP 2: 50% (50%)



Q1 (IV) DRYNESS AT HOME



TOP 2: 67% (63%)



■ Sep 19 - Jun 20
■ Sep 18 - Jun 19
■ Sep 17 - Jun 18
■ Sep 16 - Jun 17



Section #2

SATISFACTION WITH SERVICES PROVIDED BY KĀINGA ORA



Summary

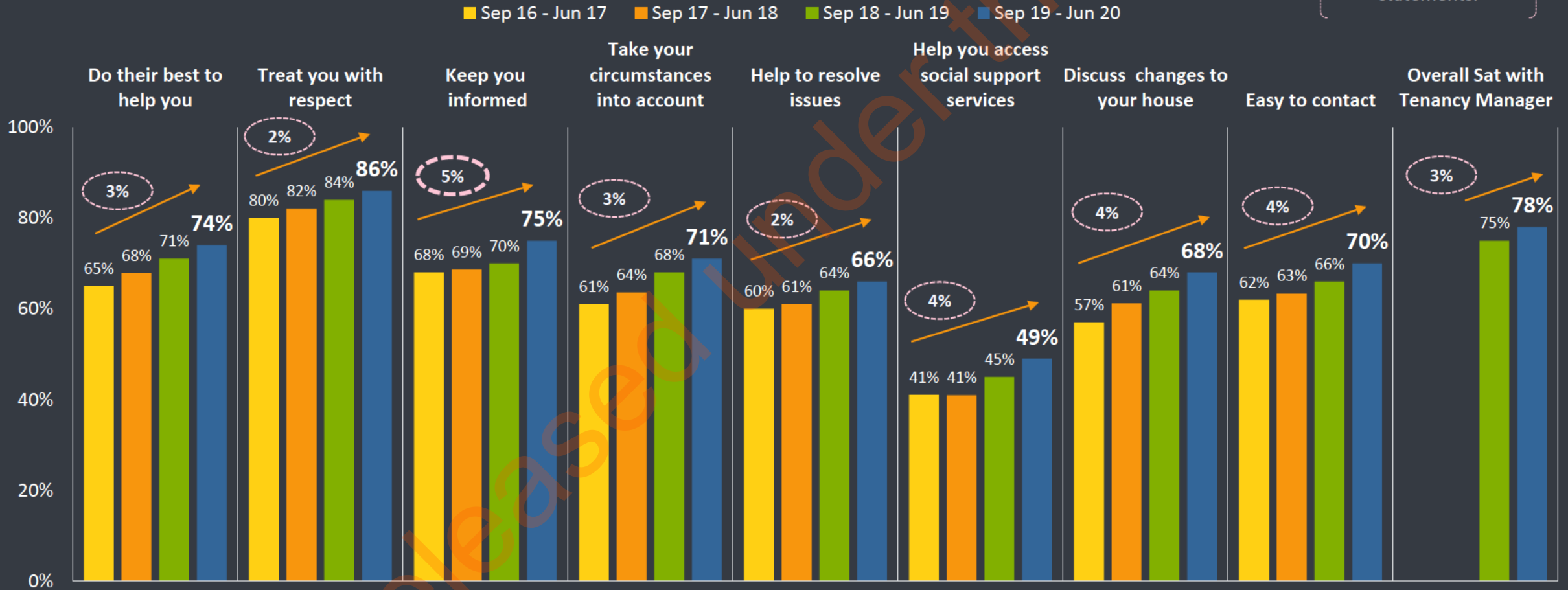
- An increase in the satisfaction score across all the Tenancy Manager statements.
- Out of the 9 statements “Keep me informed” has increased the most by 5% to 75%.
- “Treat you with respect” still has the highest satisfaction score at 92% compared to the other statements.
- Males seemed to be more satisfied with the Tenancy Manager performance. Males also gave the statement “treat you with respect” the highest satisfaction 88% compared to other statements.
- For the overall satisfaction of Tenancy Manager the 65+ age group still remains as the most satisfied with the Tenancy Manager compared to other age groups.
- Of all age groups the 35-44’s increased the most by 10%, 77% for overall satisfaction.



Q2 (i-viii) Tenancy Manager Satisfaction

Statements | Top 2 Agree/Strongly Agree

An increase across all statements.

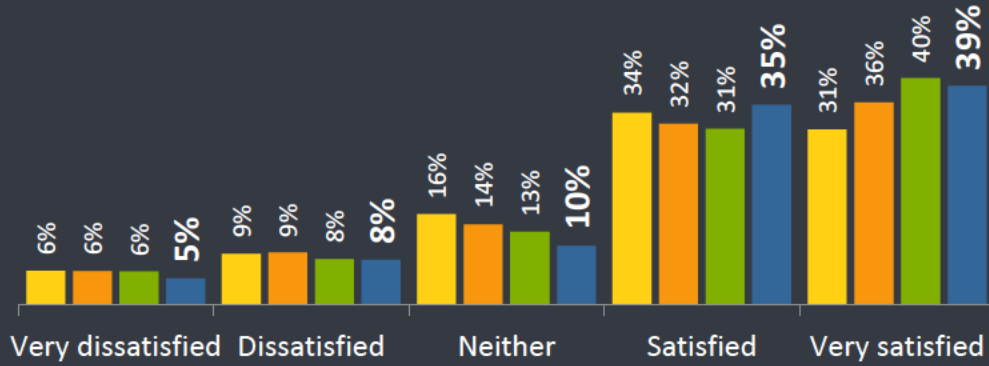


SECTION #2

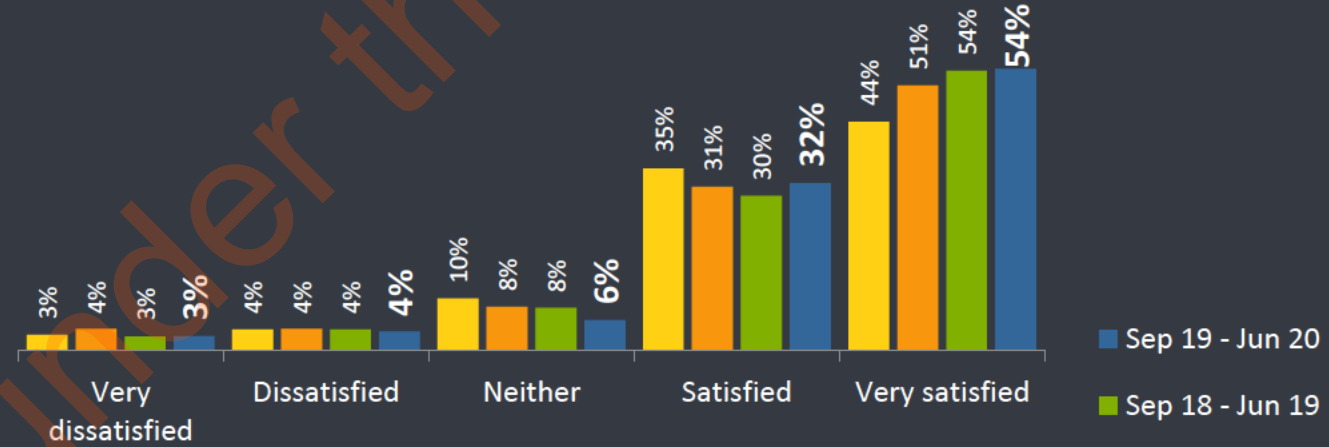
Q2 (i-iv) Tenancy Manager Satisfaction

Statements | Top 2 Satisfied/Very Satisfied

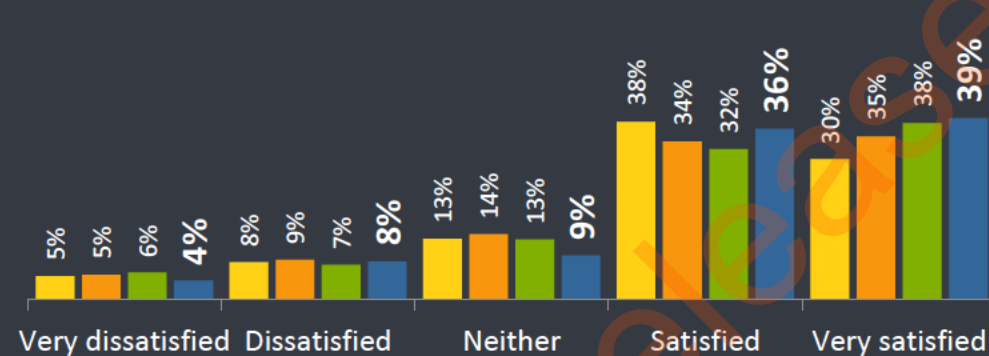
Q2 (I) DO THEIR BEST TO HELP YOU TOP 2 74% (71%)



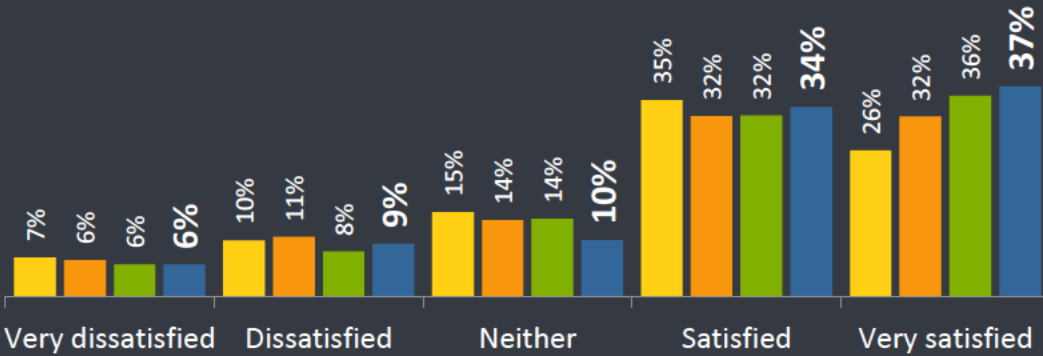
Q2 (II) TREAT YOU WITH RESPECT TOP 2 86% (84%)



Q2 (III) INFORMED YOU ABOUT ALL THINGS THAT AFFECT YOUR TENANCY TOP 2 75% (70%)



Q2 (IV) TAKE YOUR INDIVIDUAL CIRCUMSTANCES INTO ACCOUNT TOP 2 71% (68%)



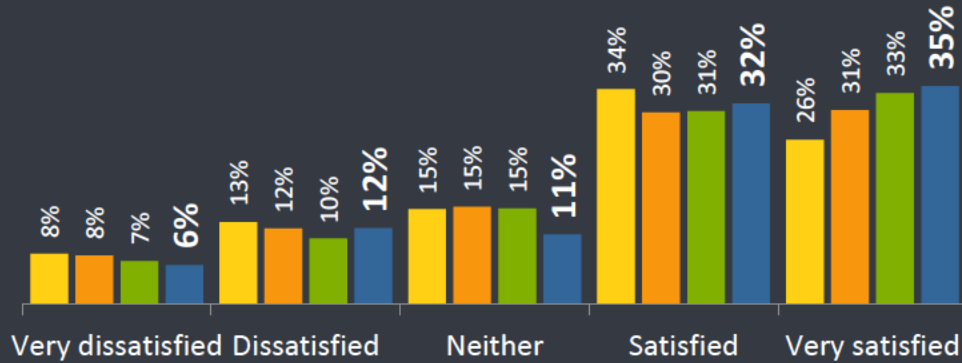
■ Sep 19 - Jun 20
 ■ Sep 18 - Jun 19
 ■ Sep 17 - Jun 18
 ■ Sep 16 - Jun 17

Q2 (v-viii) Tenancy Manager Satisfaction

Statements | Top 2 Satisfied/Very Satisfied

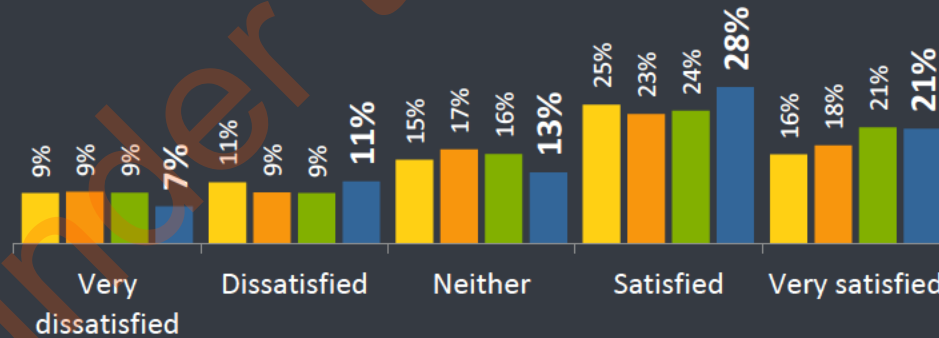
Q2 (V) HELP TO RESOLVE ANY ISSUES

TOP 2 66% (64%)



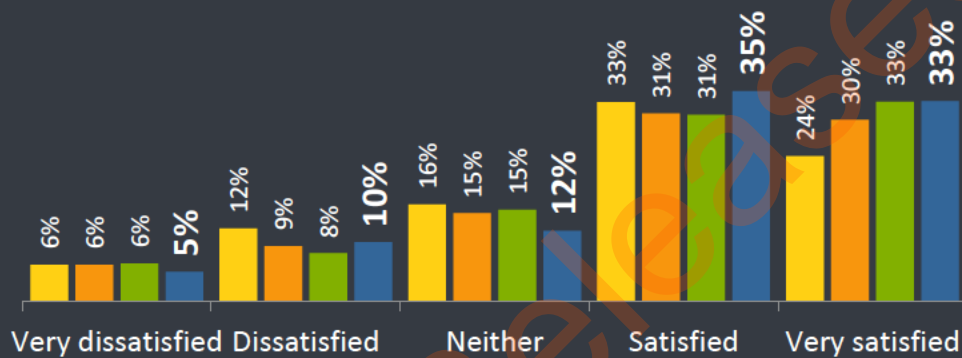
Q2 (VI) HELP YOU ACCESS OTHER SOCIAL SUPPORT SERVICES THEY FEEL MIGHT HELP YOU

TOP 2 49% (45%)



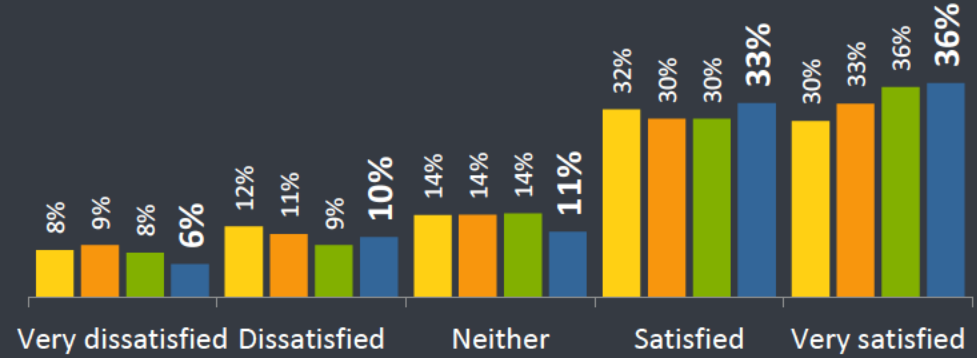
Q2 (VII) DISCUSS ANY CHANGES TO YOUR HOUSE OR PROPERTY WITH YOU

TOP 2 68% (64%)



Q2 (VIII) EASY TO CONTACT

TOP 2 70% (66%)



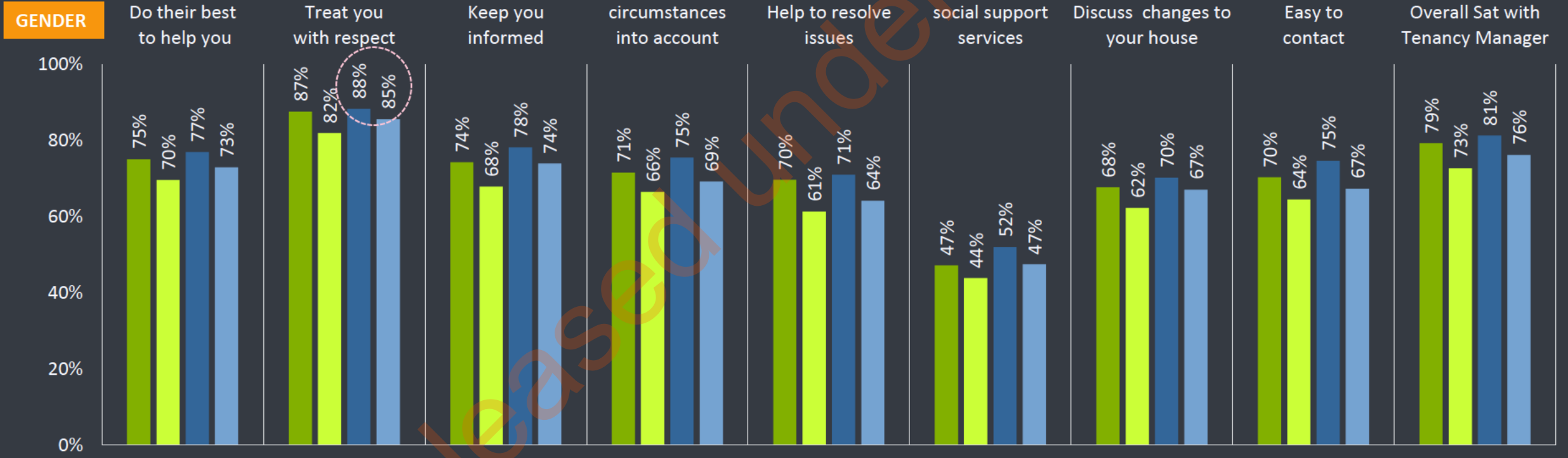
■ Sep 19 - Jun 20
 ■ Sep 18 - Jun 19
 ■ Sep 17 - Jun 18
 ■ Sep 16 - Jun 17

Q2 (i-viii) Tenancy Manager Satisfaction

Statements by GENDERS | Top 2 Agree/Strongly Agree

When you deal with your tenancy manager, how satisfied are you that they...

- Sep 18 - Jun 19 Male
- Sep 18 - Jun 19 Female
- Sep 19 - Jun 20 Male
- Sep 19 - Jun 20 Female



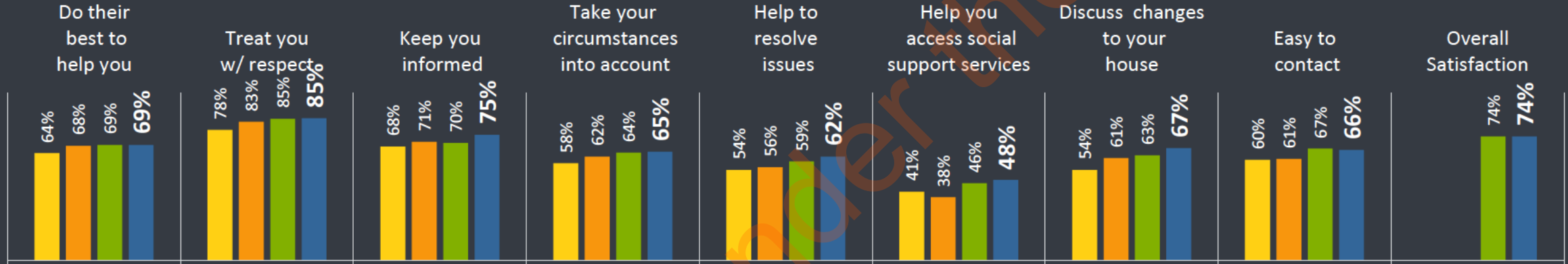
Q2 (i-viii) Tenancy Manager Satisfaction

Statements by AGE | Top 2 Agree/Strongly Agree

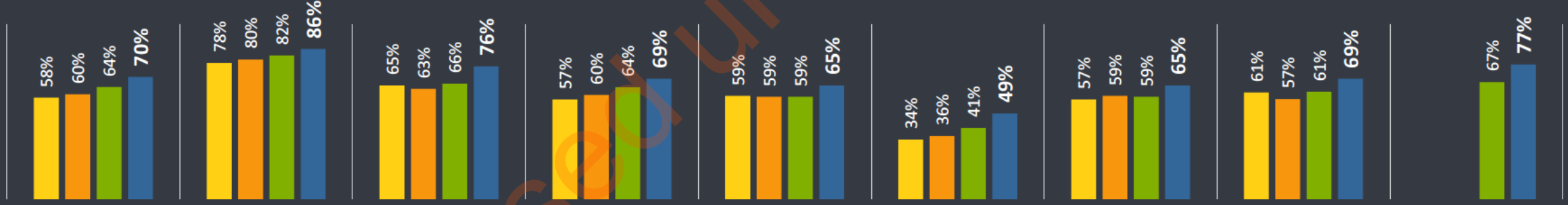
When you deal with your tenancy manager, how satisfied are you that they...

- Sep 16 - Jun 17
- Sep 17 - Jun 18
- Sep 18 - Jun 19
- Sep 19 - Jun 20

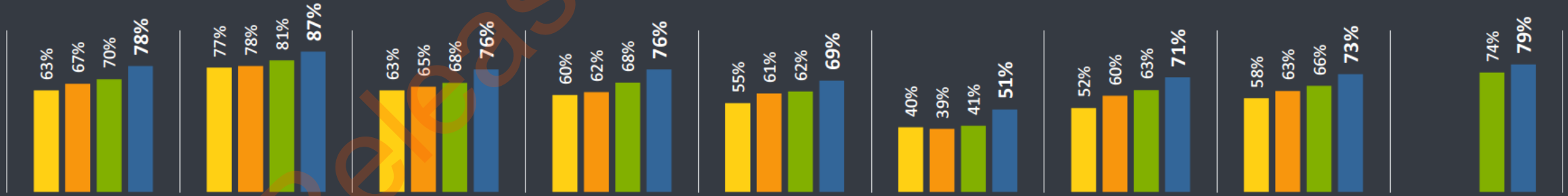
18-34



35-44



45-54



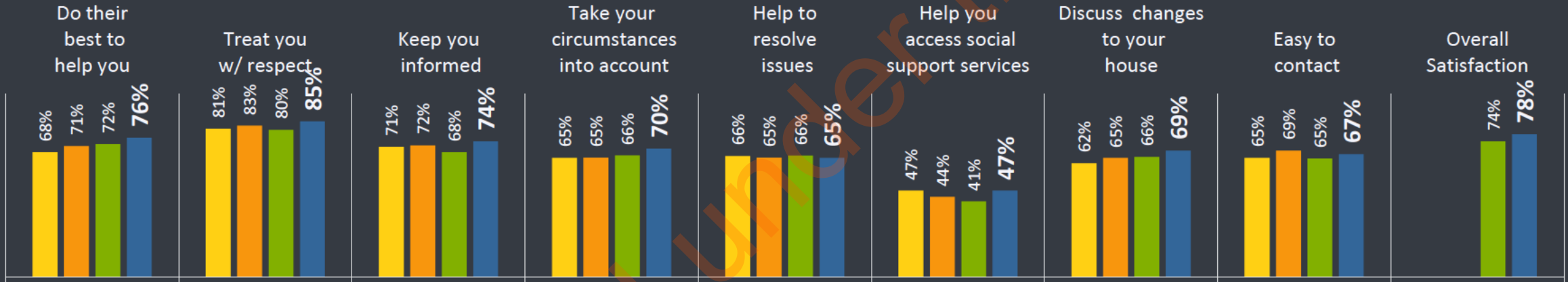
Q2 (i-viii) Tenancy Manager Satisfaction

Statements by AGE | Top 2 Agree/Strongly Agree

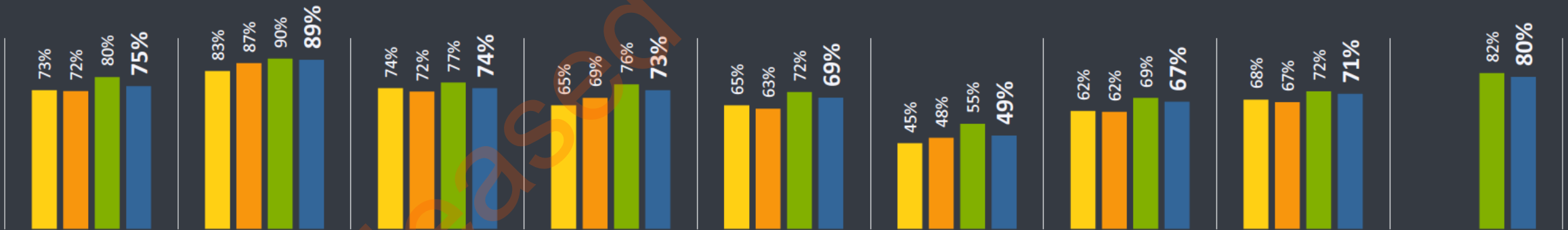
When you deal with your tenancy manager, how satisfied are you that they...

- Sep 16 - Jun 17
- Sep 17 - Jun 18
- Sep 18 - Jun 19
- Sep 19 - Jun 20

55-64



65 +





Section #3

MAINTENANCE AND REPAIRS



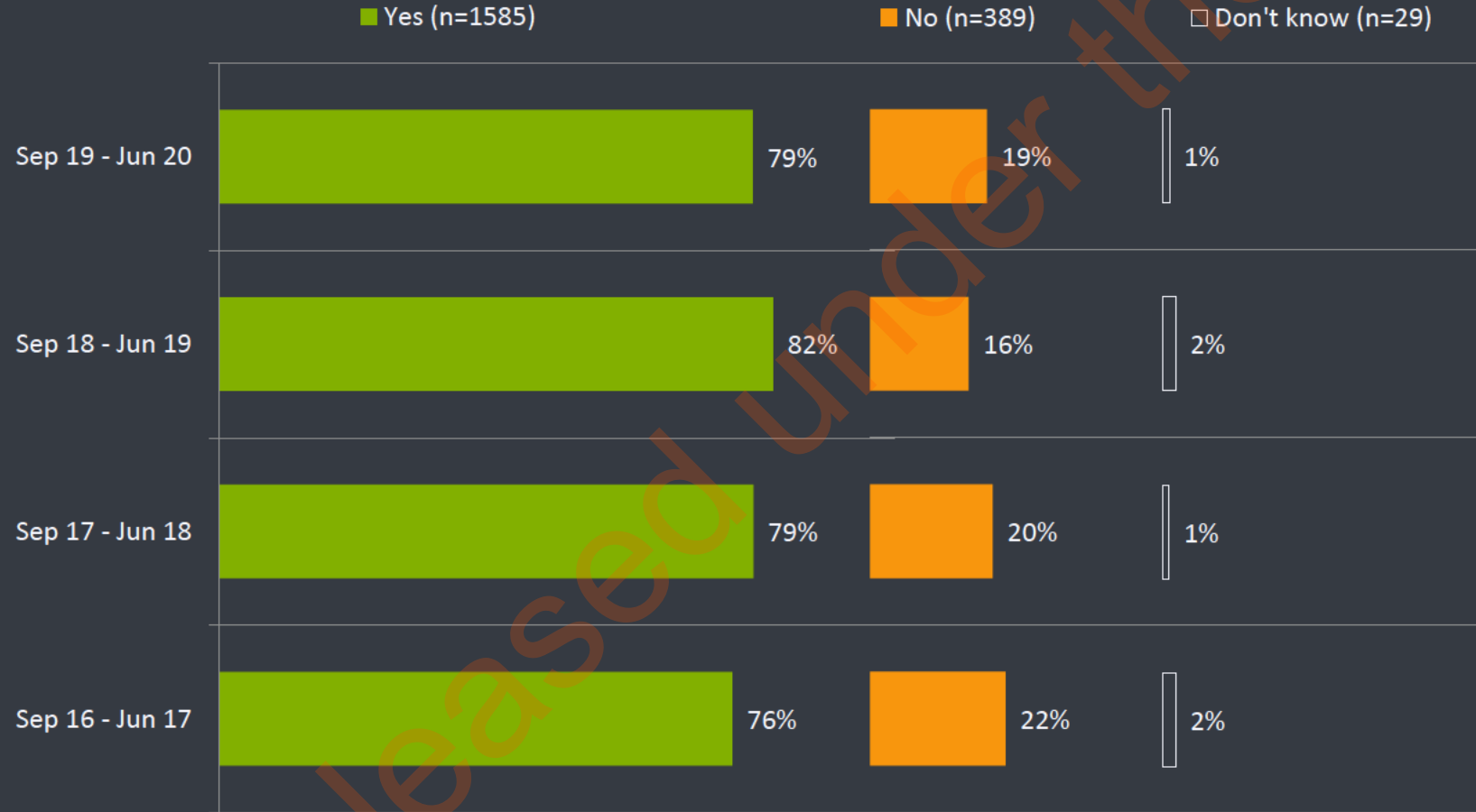
Summary

- A slight drop in having had any repairs done on their Kāinga Ora homes 79% (82%). Back to same percentage in 2017-2018. Steady overall.
- Satisfaction has picked up across the 3 statements from last annual reporting;
 - Quality & Completeness 71% (69%), with male more satisfied than female 74% vs 70%
 - Time taken to complete any repairs 75% (70%), again males more satisfied than females 78% vs 73%
 - Contractors were respectful 88% (87%), both male and female at 88%.
- Overall males seem slightly more satisfied with the maintenance and repairs done sitting at 74% whereas females at 70%.
- Central North Island has the highest satisfaction compared to the other 3 regions for the three statements on maintenance and repairs.
- While 65+ gave the highest satisfaction score for the three statements, satisfaction has gone down from last year. This age group usually feels more appreciative of the repairs done for them.
- 19% down for Couple only at 64% for Quality & completeness of repairs, where they had the highest satisfaction score in the last annual report (83%)



Repairs and Maintenance

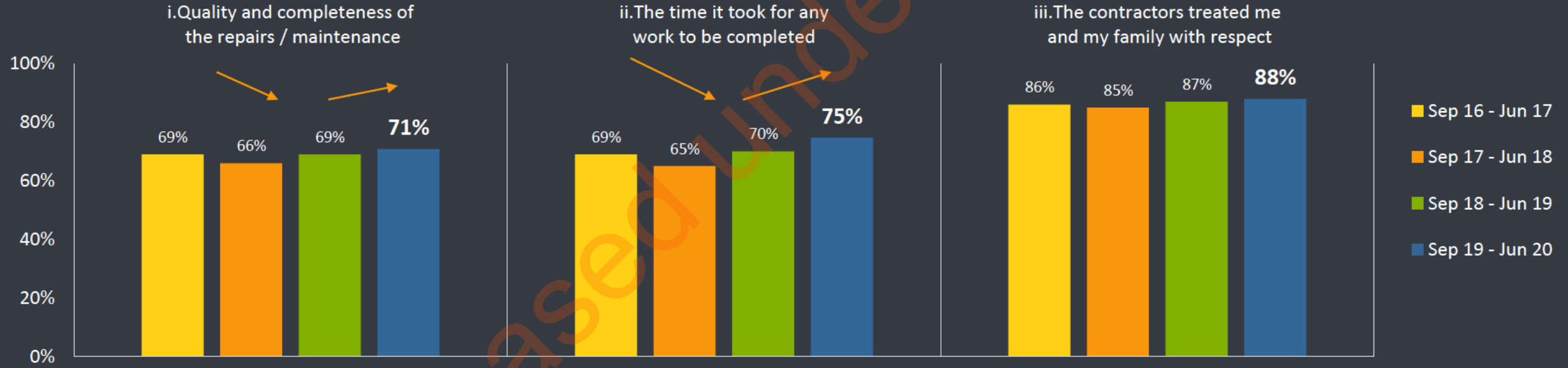
Q5. In the last 12 months, have you had any repairs or maintenance done on your Kāinga Ora home?



Q6(i-iii) Maintenance and Repairs Satisfaction

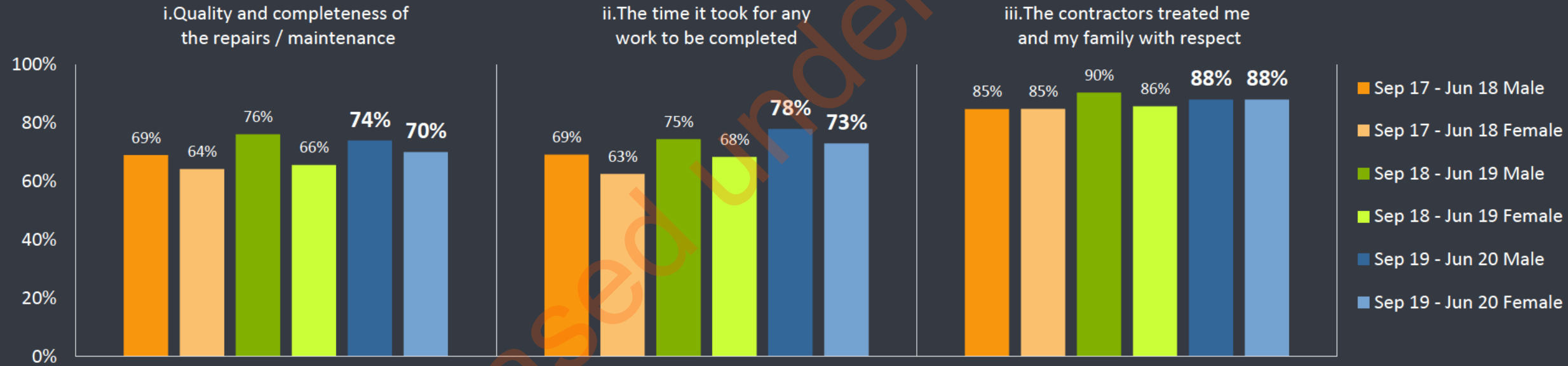
Statements | Top 2 Satisfied/Very Satisfied

The satisfaction for 'time it took for any work to be completed' has improved 10% since the 2017/18 period.



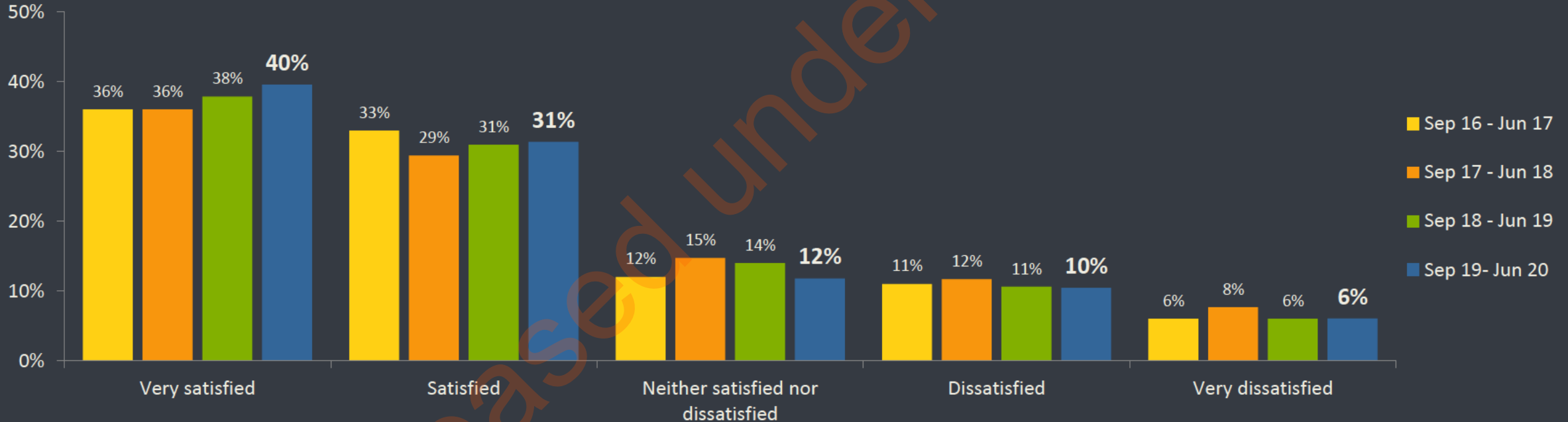
Q6 (i-iii) Maintenance and Repairs Satisfaction

Genders | Top 2 Satisfied/Very Satisfied



Q6 (i) Maintenance and Repairs Satisfaction

Quality and Completeness



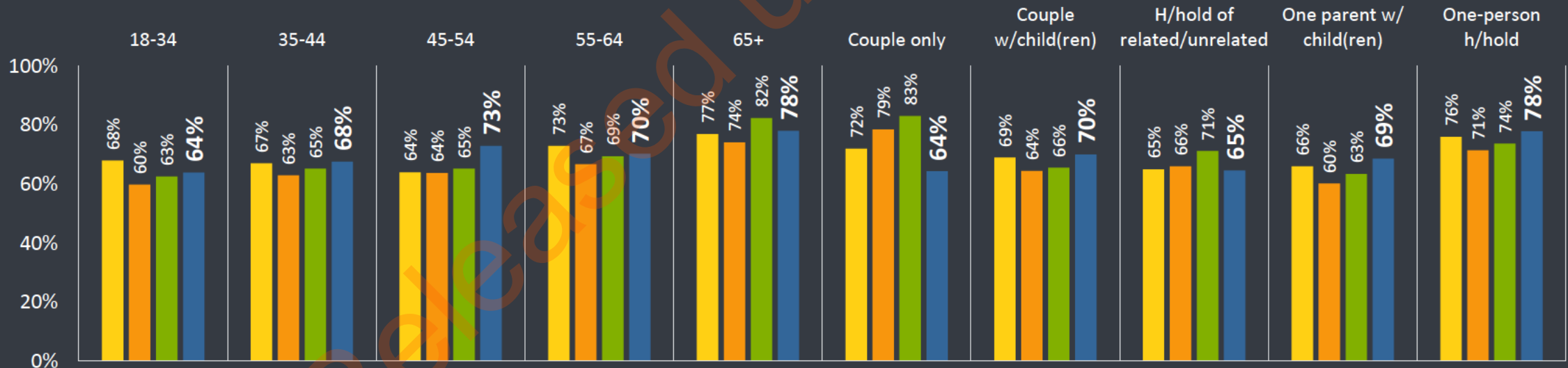
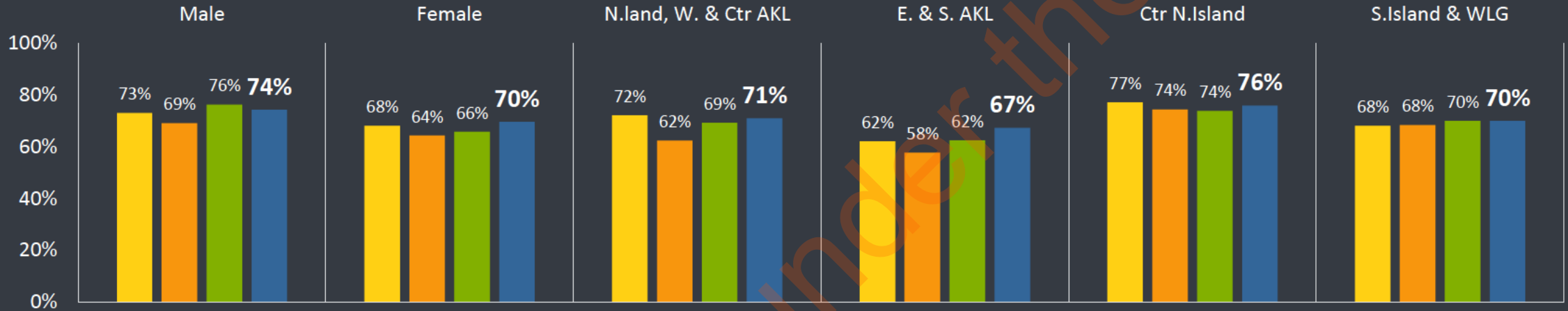
Q6(i). How satisfied were you with the quality and completeness of the repairs/maintenance.

Base: Have had repairs or maintenance done in the last 12 months n=1585 *was Section D Q14(i) now Section 3 Q6(i)

Q6 (i) Maintenance and Repairs Satisfaction

Quality and Completeness | Top 2

- Sep 16 - Jun 17
- Sep 17 - Jun 18
- Sep 18 - Jun 19
- Sep 19 - Jun 20

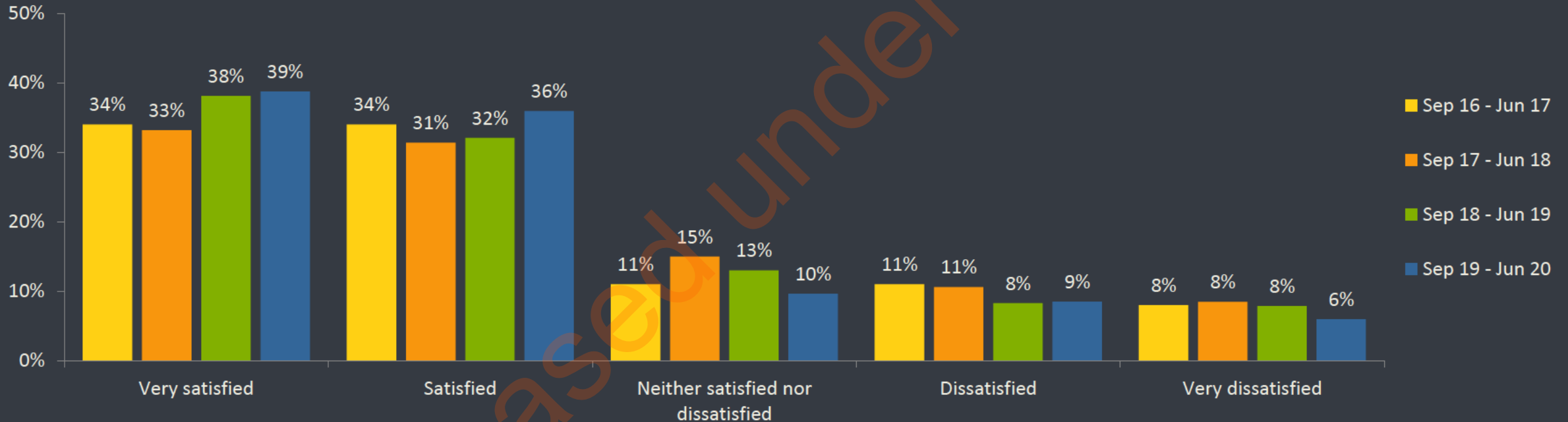


Q6(i). How satisfied were you with the quality and completeness of the repairs/maintenance by Gender

Base: Have had repairs or maintenance done in the last 12 months n=1585 *was Section D Q14(i) now Section 3 Q6(i)

Q6 (ii) Maintenance and Repairs Satisfaction

Time Taken to Complete



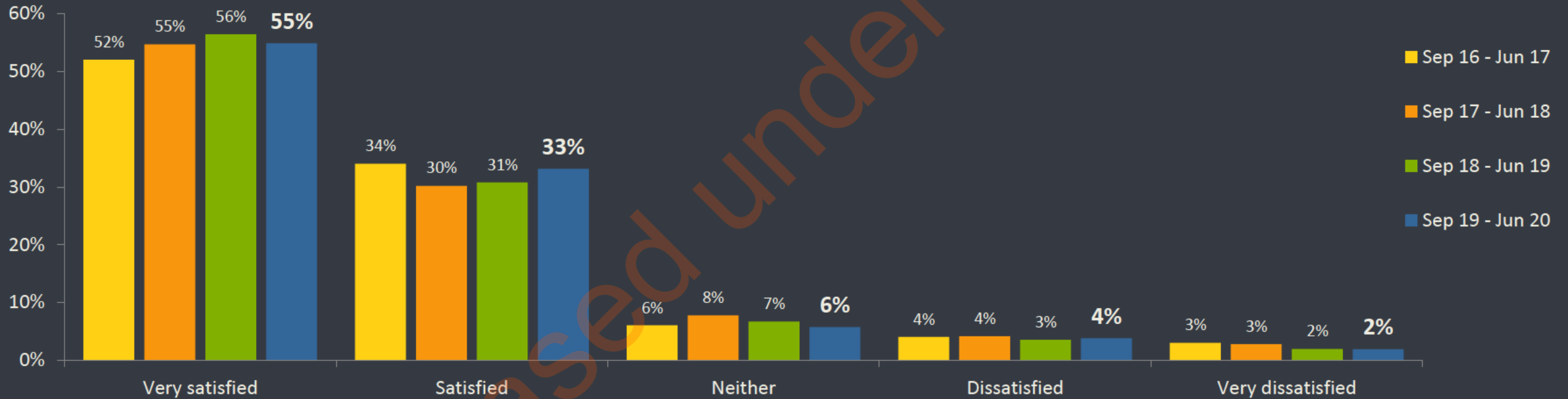
Q6 (ii) Maintenance and Repairs Satisfaction

Time taken to Complete | Top 2



Q6(iii) Maintenance and Repairs Satisfaction

Contractors Treated You and Your Family with Respect

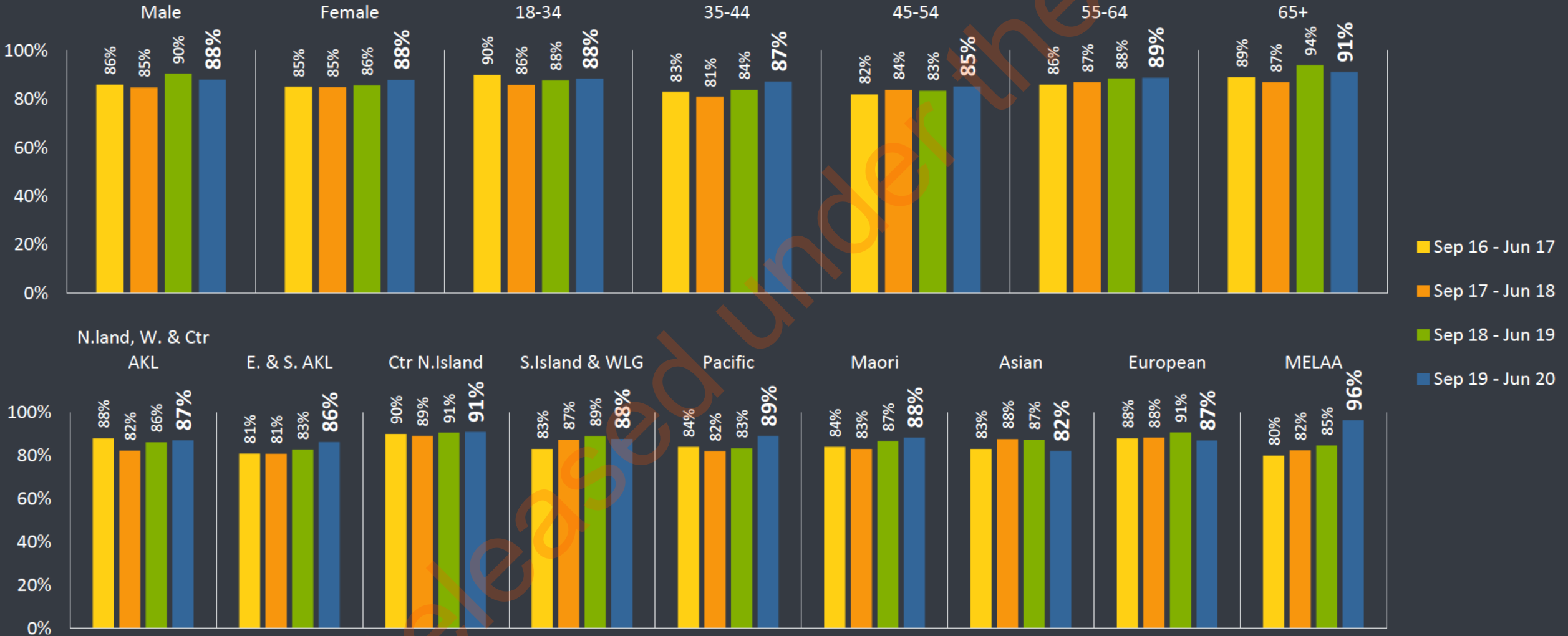


Q6(iii). How satisfied were you that the contractors treated you and your family with respect

Base: Have had repairs or maintenance done in the last 12 months n=1585 *was Section D Q14(iii) now Section 3 Q6(iii)

Q6(iii) Maintenance and Repairs Satisfaction

Contractors Treated You and Your Family with Respect | Top 2





Section #4

OVERALL SATISFACTION



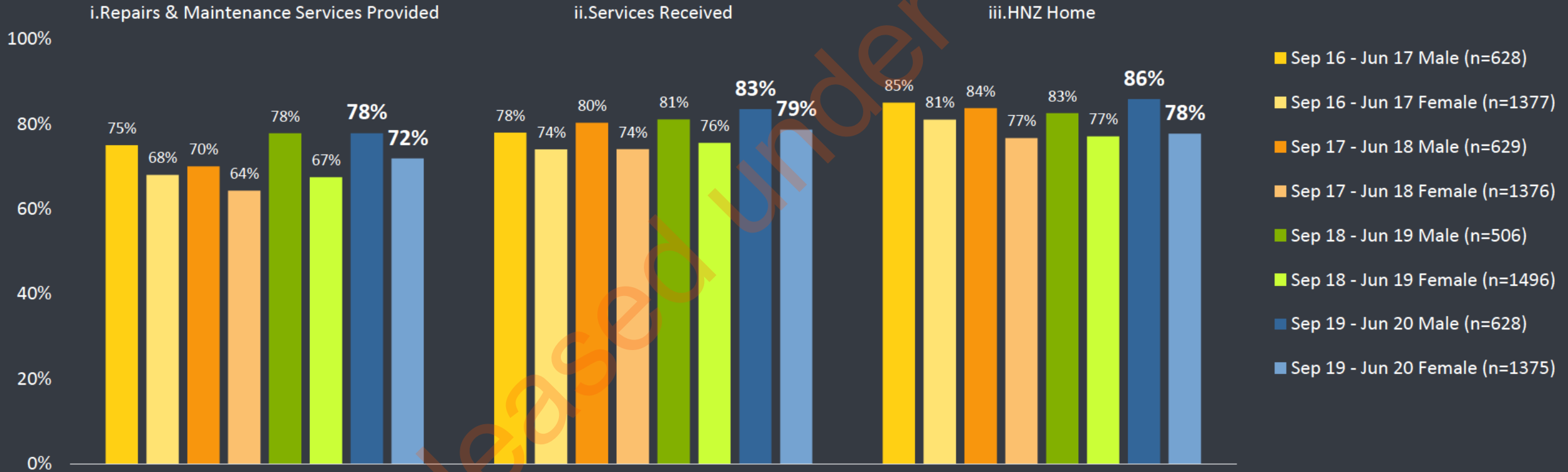
Summary

- Males are more satisfied overall. An increase in satisfaction from last annual report for all the overall satisfaction statements.
- Again 65+ is the most satisfied amongst the age groups and it has stayed steady from last annual report's result.
- Steady result across the age groups from last annual reporting with a slight drop in the 55-64 age group for the 'services they have received' 78% (80%). The age groups happiest with Kainga Ora are the 55-64 and 65+.
- All regions have increased in their overall satisfaction for 'services received'.
- For 'services received' Couple only has dropped by 8% sitting at 79%, also the lowest compared to the previous 3 years. H/hold of related/unrelated down by 11% now at 73%. Couple with child(ren) is at 79% an increase of 9%, the highest since 2016-2017.
- Central North Island and South Island & Wellington tenants seem to be more satisfied with their Kāinga Ora homes both at 83%. The other two regions remained steady. Couples only and one person h/hold up slightly and are also the most satisfied.



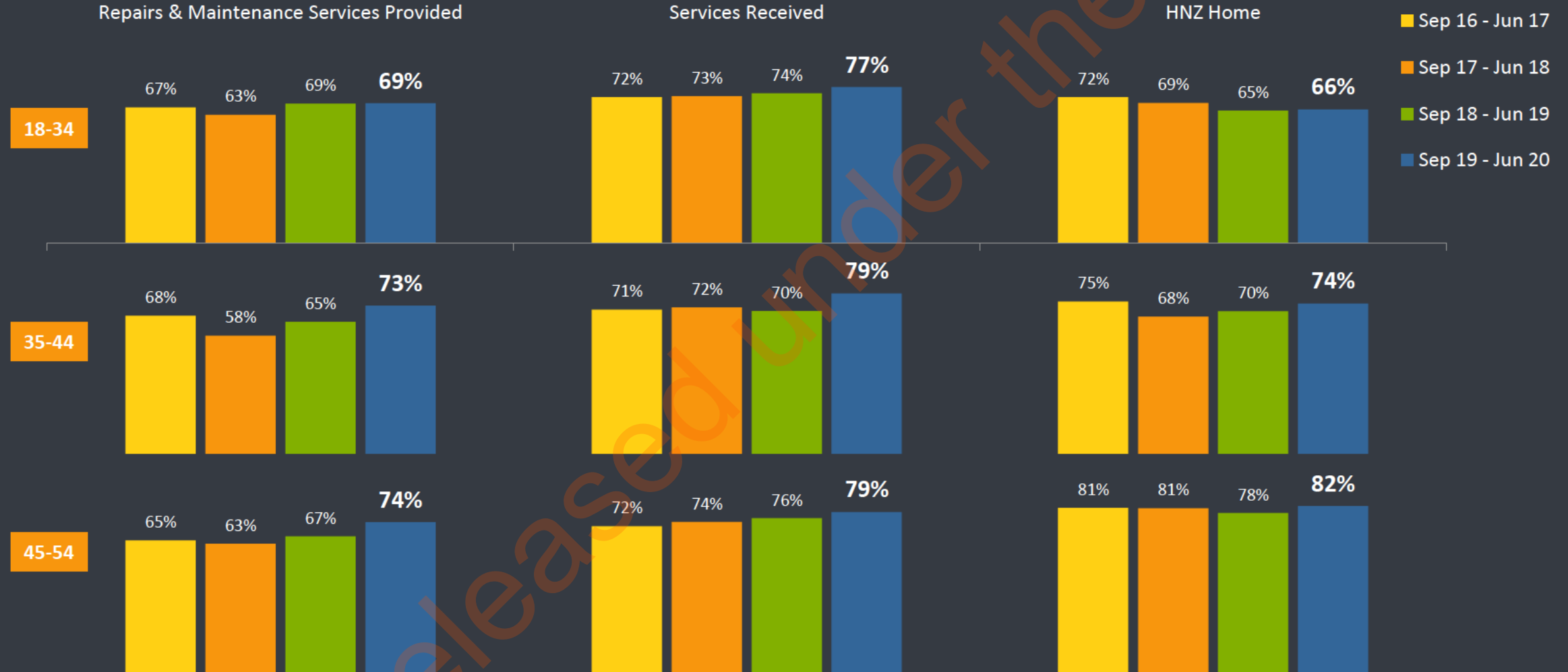
Q7(i-iii) Overall Satisfaction

Statements Gender | Top 2 Agree/Strongly Agree



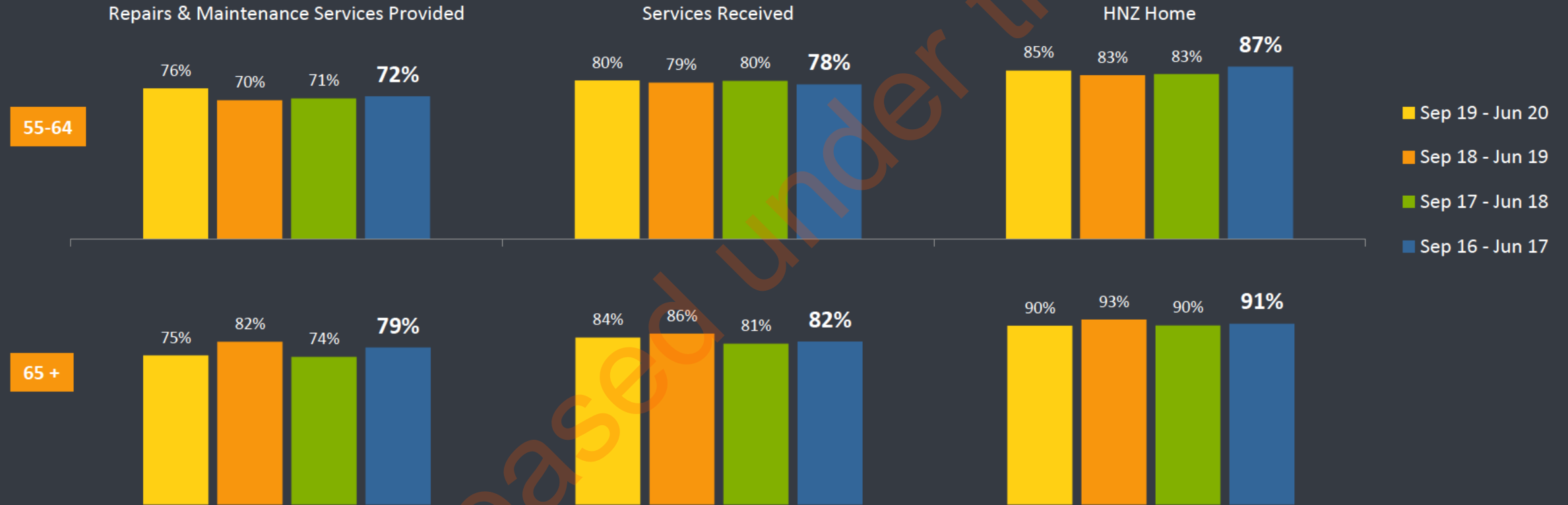
Q7(i-iii) Overall Satisfaction

Statements Age | Top 2 Agree/Strongly Agree



Q7(i-iii) Overall Satisfaction

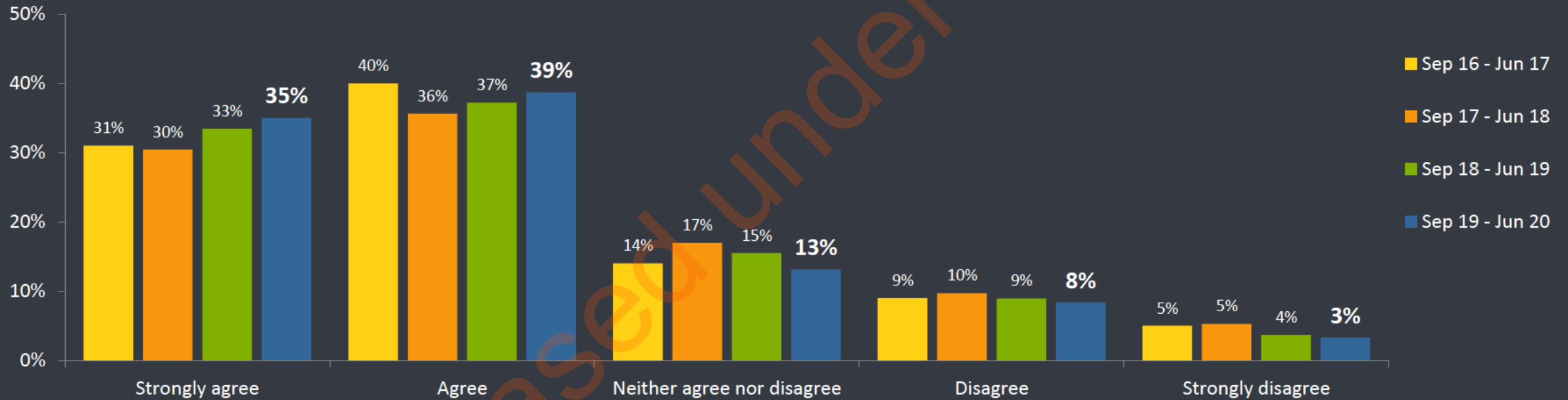
Statements Age | Top 2 Agree/Strongly Agree



Released under the OIA

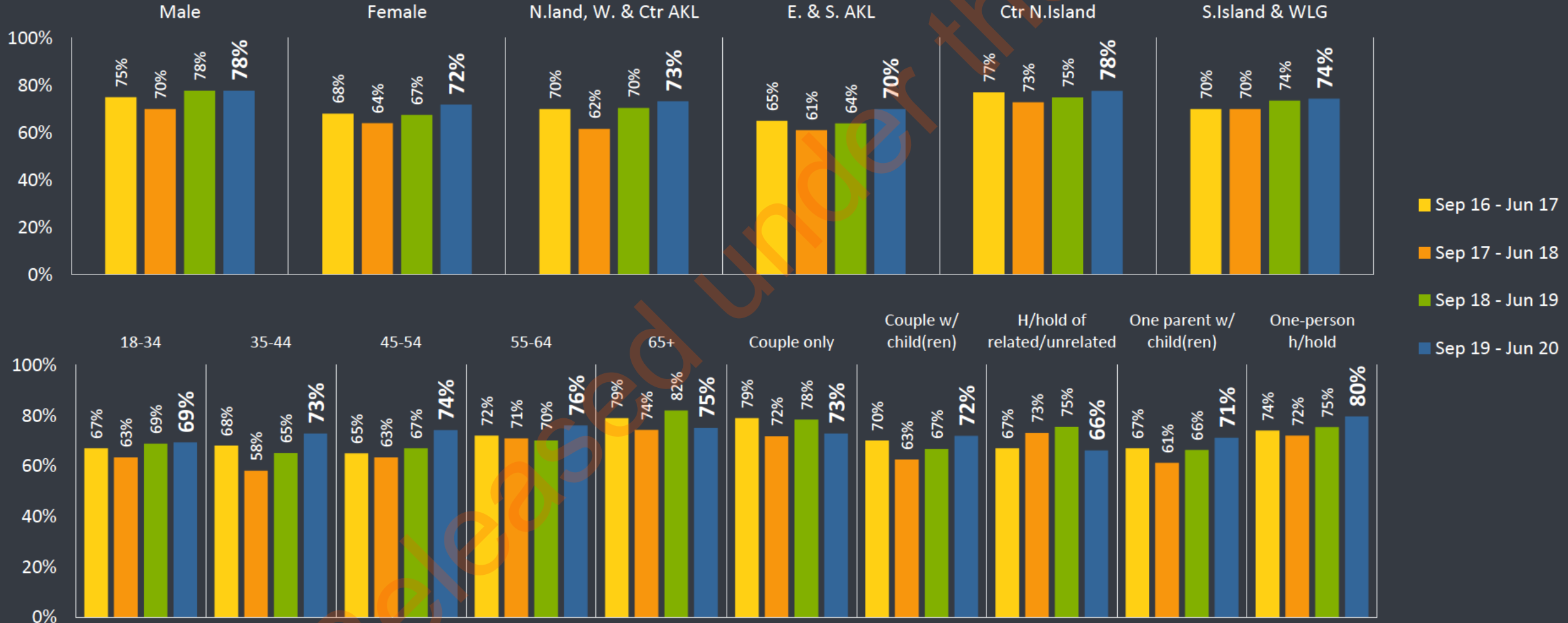
Q7(i) Overall Satisfaction

Repairs and Maintenance Services Provided



Q7(i) Overall Satisfaction

Repairs and Maintenance Services | Top 2



Q7(i). Overall, I'm satisfied with the repairs and maintenance services provided
 Base: All respondents n=2003 *was Section A Q1_1 now Section 4 Q7(i)

SECTION #4

Q8(i) Top 5 Reasons

What is driving Overall Satisfaction and Dis-satisfaction with Repairs and Maintenances in the last year

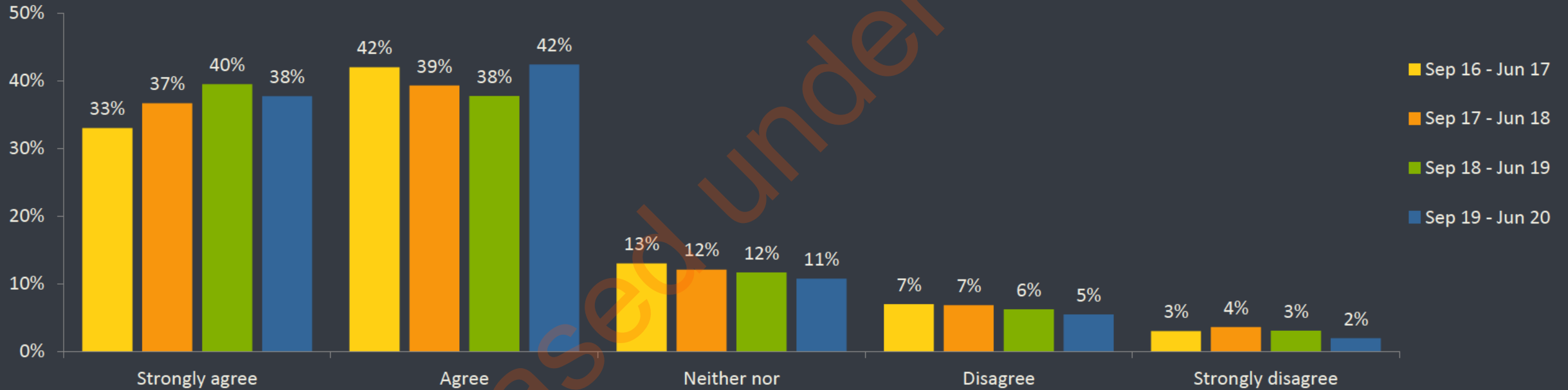
STRONGLY AGREED / AGREED N=1477		%
Contractors come quickly/promptly/on time/when they say they will	23%	(31%)
Contractors do a good/great/quality job	17%	(32%)
Kāinga Ora fast/quick/prompt to get things fixed/repaired/maintained	11%	(18%)
Contractors polite/friendly/respectful	9%	(10%)
Happy with maintenance/repairs (unspecified)	5%	(9%)

NEITHER/NOR N=263		%
Maintenance requests take too long/length of time to do repairs/long time to do job	30%	(36%)
Poor standard of maintenance/repair/not done properly/poor quality workmanship	31%	(42%)
Maintenance required in home	17%	(16%)
Contractors do/did not come when they said they would/late	4%	(5%)
Lack of communication/don't return calls	4%	(6%)

STRONGLY DISAGREED / DISAGREED N=235		%
Maintenance requests take too long/length of time to do repairs/long time to do job	30%	(47%)
Poor standard of maintenance/repair/not done properly/poor quality workmanship	41%	(45%)
Maintenance required in home	19%	(22%)
Mould/damp/cold in house/lack of insulation	4%	(11%)
House unsafe for children/family/health issues	5%	(9%)

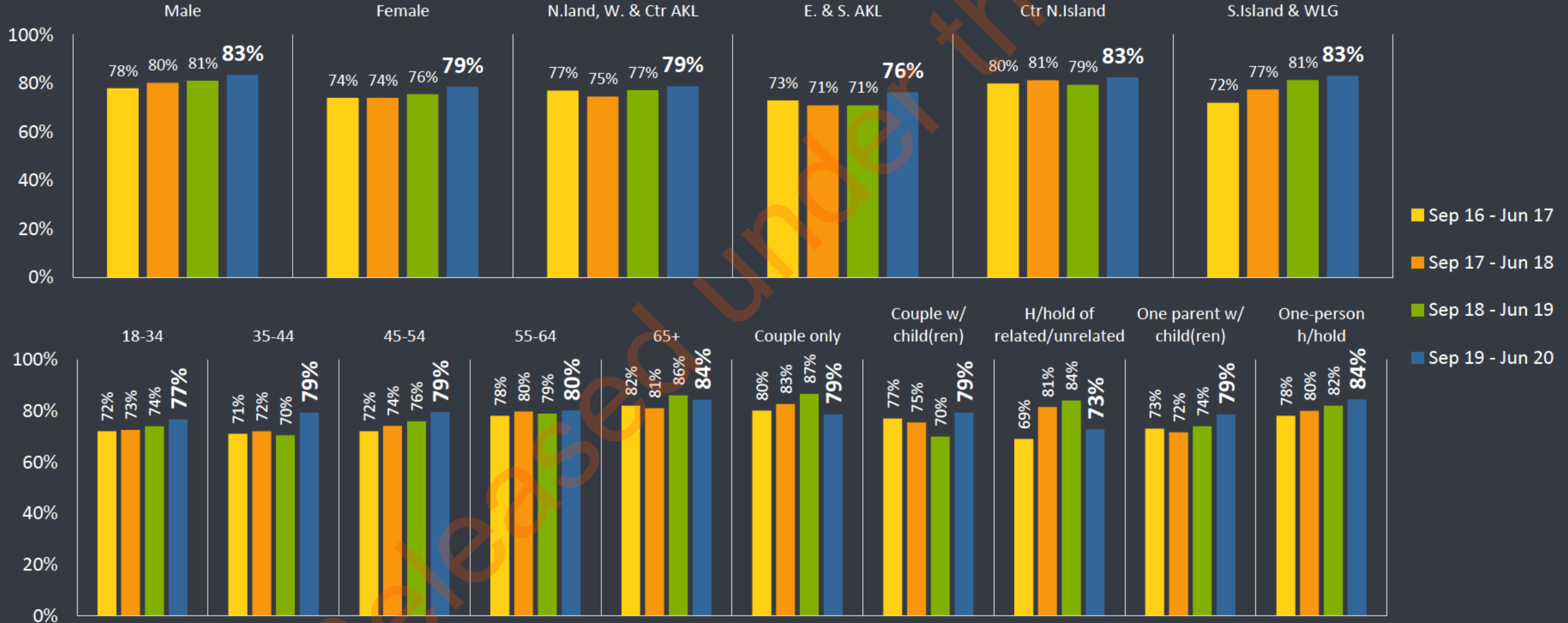
Q7(ii) Overall Satisfaction

Services received from Kāinga Ora



Q7(ii) Overall Satisfaction

Services received from Kāinga Ora | Top 2



SECTION #4

Q8(ii) Top 5 Reasons

What is driving Overall Satisfaction and Dis-satisfaction with Services received

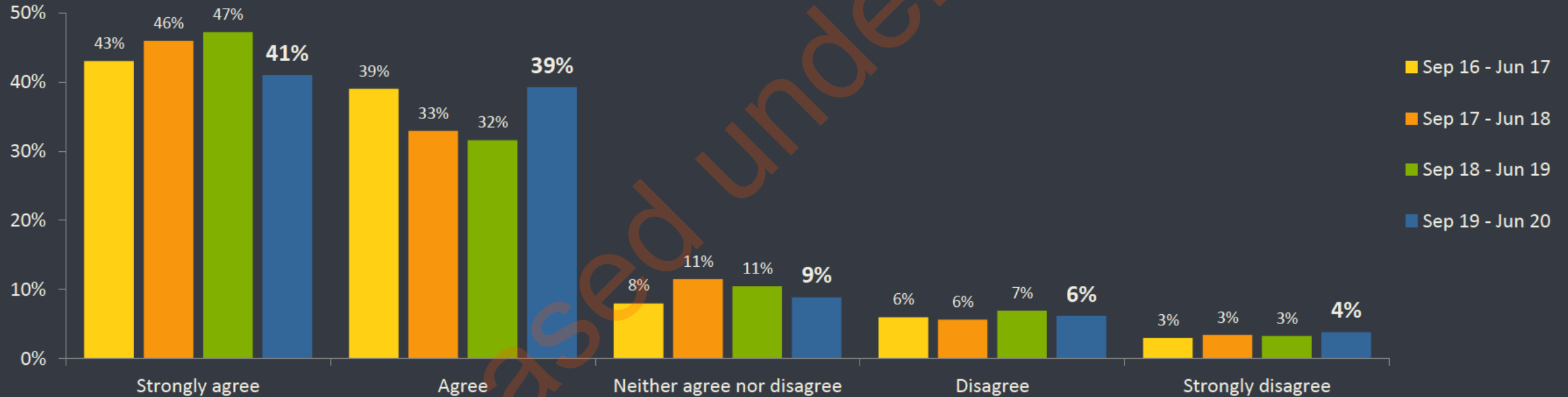
STRONGLY AGREED / AGREED N=1605		%
Kāinga Ora staff obliging/helpful/approachable/willing to listen/friendly		22% (27%)
Good service/Customer service from Kāinga Ora		14% (13%)
Kāinga Ora fast/quick/prompt to get things fixed/repaired/maintained		10% (16%)
Contractors come quickly/promptly/on time/when they say they will		8% (12%)
Never had any problems with Kāinga Ora		5% (8%)

NEITHER/NOR N=216		%
Maintenance requests take too long/length of time to do repairs/long time to do job		22% (29%)
Lack of communication/don't return calls		10% (12%)
Poor standard of maintenance/repair/not done properly/poor quality workmanship		9% (14%)
They could do better/some things good some things bad		3% (5%)
Tenancy/property manager unhelpful/negative/difficult to talk to		7% (10%)

STRONGLY DISAGREED / DISAGREED N=148		%
Maintenance requests take too long/length of time to do repairs/long time to do job		29% (38%)
Tenancy/property manager unhelpful/negative/difficult to talk to		9% (10%)
Lack of communication/don't return calls		18% (10%)
Maintenance required in home		20% (15%)
Poor standard of maintenance/repair/not done properly/poor quality workmanship		16% (15%)

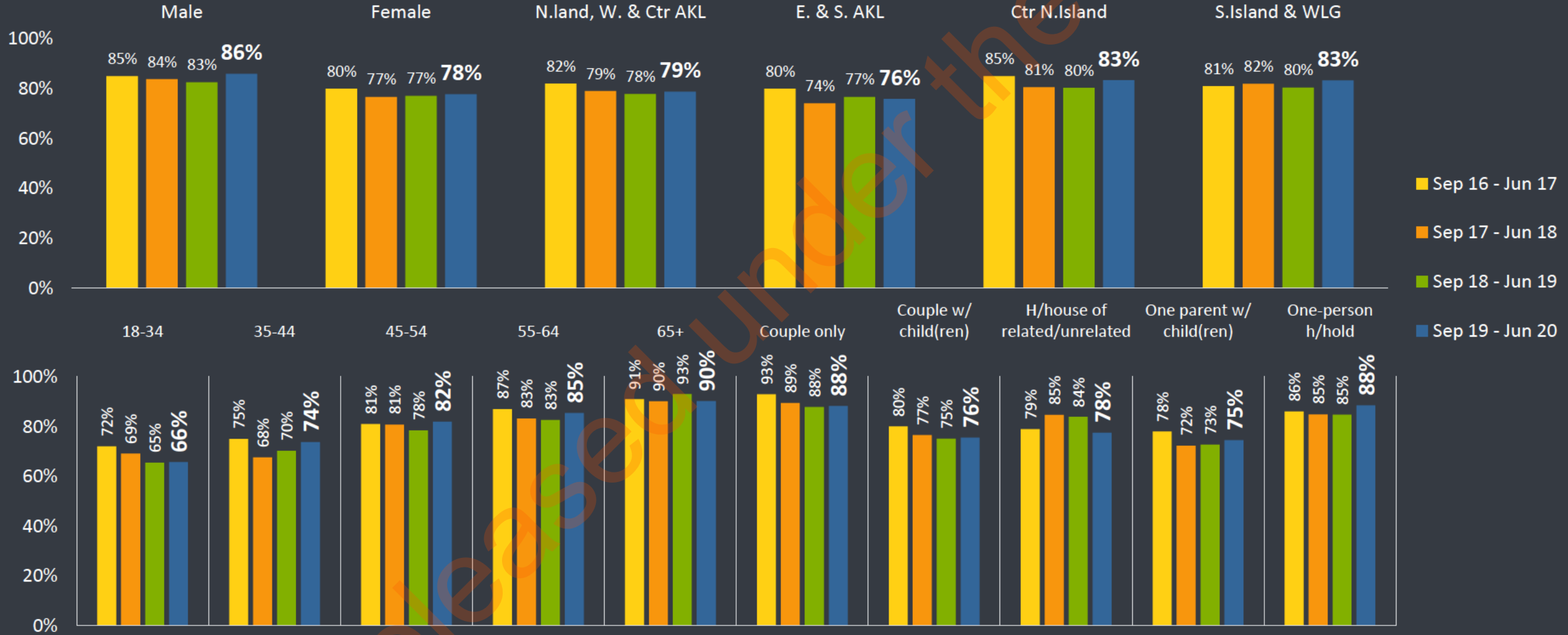
Q7(iii) Overall Satisfaction

Kāinga Ora Home



Q7(iii) Overall Satisfaction

Kāinga Ora home | Top 2



SECTION #4

Q8(iii) Top 5 Reasons

What is driving Overall Satisfaction and Dis-satisfaction with their Kāinga Ora Home in the last year.

STRONGLY AGREED / AGREED N=1607	%
House is comfortable/warm/happy with house/home	40% (52%)
Happy with location/area/close to shops/work/family/school	17% (22%)
Gave us a house/put a roof over our heads	13% (16%)
House is fenced/safe/safe for children /family	10% (11%)
Long time tenant/been with Kāinga Ora a long time	5% (9%)

NEITHER/NOR N=178	%
Maintenance required in home	24% (31%)
Mould/damp/cold in house/lack of insulation	14% (34%)
Gave us a house/put a roof over our heads	15% (7%)
Maintenance requests take too long/length of time to do repairs/long time to do job	6% (11%)
House unsafe for children/family/health issues	8% (10%)

STRONGLY DISAGREED / DISAGREED N=201	%
House unsafe for children/family/health issues	22% (28%)
Mould/damp/cold in house/lack of insulation	23% (40%)
Maintenance required in home	24% (29%)
Maintenance requests take too long/length of time to do repairs/long time to do job	5% (9%)
House too small for family	13% (15%)



NEW KNOWLEDGE

Thank You



Contact

s 9(2)(a)

Released under the OIA