

Our Customer Vision

Our customers and whānau live well, with dignity and stability, in connected communities



Our Desired Outcomes

- Stability**
State housing provides stable accommodation for customers and whānau who need it
- Safety and Security**
Customers and whānau feel safe and secure in their homes and communities
- Connection and Participation**
Customers and whānau are connected to their communities, and participate in community life

Our Goals

- Understand our customers and whānau**
We understand the needs of our customers and whānau and anticipate the needs of our future customers and whānau
- Empower our customers and whānau**
Customers and whānau are trusted, feel empowered, and are involved in collaborative decision making
- Deliver services and homes that meet customer and whānau needs**
Our tenancy services and homes meet our customers' and whānau's needs, now and in the future
- Connect customers, whānau and communities**
We build trust and connections between our customers and whānau and their communities
- Collaborate with social sector and Māori**
We work collaboratively with the social sector and rūpū māori to enable the delivery of services with our customers and whānau

What are the core services we need to achieve the customer strategy?

<p>Match to suitable house We use the right information to make a good match, and when offering the property both Kāinga Ora and the customer or whānau are satisfied that the match makes sense and will support a sustainable tenancy.</p>	<p>Help to settle in We help our customers and whānau through the process of preparing to move, the move itself and settling into their new home and community.</p>	<p>Provide fit for purpose homes We deliver quality services to customers and whānau particularly focused on maintenance, inspections, account and issue management, and we meet our legislative obligations.</p>	<p>Provide and coordinate support to live well We build our relationships with customers and whānau to understand their circumstances and goals, and jointly agree how we can support them and/or connect them with those who can.</p>	<p>Facilitate and invest to develop communities We support the development of the communities our customers and whānau live in, drawing on and building the capability of our customers and whānau or partnering with community providers including rūpū māori.</p>
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What changes do we need to make in order to provide the core services?

Differentiated services focused on people and whānau	Trusted internal support functions	Relationship driven model	Trusted external partners	Enhanced capacity and capability in community development	A dedicated function to learn, evaluate and improve	Policies and processes that empower our front line
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Shaping our culture and capability

How are we going to deliver these changes?

<p>Design differentiated services focused on customers and their whānau</p> <p>Using human centred design techniques, we will reimagine key customer journeys that will redefine our relationships with our customers. We'll also invest design effort to enhance the value we deliver through all customer journeys and define how we will embed well-being and connection to communities throughout our interactions with our customers.</p>	<p>Embed customer-focused operational excellence</p> <p>With clarity about our future state customer experience, we will design the supporting business model to ensure that we can effectively embed the desired customer experience. We will include business processes, policies, technology roadmap, roles and skills required, and measures of success.</p>	<p>Build our customer experience capabilities</p> <p>We will design and build the customer experience capabilities and practices that we'll need to have in place to ensure a sustained focus on improving our customer experience.</p>	<p>Equip our customer-facing teams to strengthen customer relationships and empower our customers</p> <p>Building high-trust relationships and empowering our customers are core to our strategy. We will equip our people to best deliver our target experience through every interaction with our customers every day. Aligned with our people strategy, we will build our leadership and team capability and provide tools to make it easier for our people to do their job.</p>
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What will success look like?

Future Benefits

- Stability**
 - Reduced customer churn/avoidable transfers
- Safety and Security**
 - Increased customer safety and security
 - Reduced anti-social behaviour issues
- Customer Satisfaction**
 - Increased customer satisfaction
 - Earlier issue resolution
- Customer Independence**
 - Customers and whānau live independent lives
 - Customers and whānau have more pride in their homes
- Connecting and Participating**
 - Increased take up of social and health services
 - Increased connections to iwi and hapū

Target Operating Model Review

Programme Workstreams



Generalised customer approach



Highly Customised customer approach