

22 June 2023

s9(2)(a)



Thank you for your email to Kāinga Ora – Homes and Communities, dated 24 May 2023, in which you requested the following information under the Official Information Act 1982 (the Act):

“Under the OIA, I request the last four quarterly surveys of customers done by Kainga Ora – the raw questions, a summary of the answers, and any analysis done by KO on the surveys”

At Kāinga Ora, our whole way of working is set up to put our customers at the heart of everything we do and our people work hard to support them – whether they need us to arrange maintenance, answer questions about their tenancy, or be referred to services in their community.

To help ensure we have a clear understanding of how our customers feel about the services we provide, we undertake a survey each quarter with 500 of our public housing customers. These surveys take place through phone based interviews which are conducted by our external partner, Glasshouse.

The surveys allow us to measure trends over time and demonstrate our customers’ level of satisfaction with the services they receive from their Housing Support Manager, our Contact Centre and maintenance partners. In each survey we also ask about customers’ satisfaction with their home and community – for example, the warmth and dryness of their home. The survey results help highlight where we are getting things right and where we may need to undertake further work to meet customer expectations.

The survey is used to report on six Statement of Performance Expectations (SPE) measures and results for these metrics are published in our Annual and Quarterly Reports, which are available from our website at the following links:

<https://kaingaora.govt.nz/assets/Publications/Annual-report/Annual-report-2021-22.pdf>
<https://kaingaora.govt.nz/publications/oia-and-proactive-releases/proactive-releases/>

These results differ from those contained in the survey reports. Quarterly Reports provide information for the year to date and data may be derived from multiple survey periods. The Annual Report reflects survey data for the full year.

The surveys also include four open ended questions where we receive qualitative feedback from our customers around the services we provide. This allows us to understand in some detail what we are doing well and where we can improve. We then use this information to understand how we can continue to improve and enhance the services we provide our customers.

Our last four quarterly surveys were carried out in June 2022, September 2022, December 2022 and April 2023. For each survey I am releasing the questionnaire, summary report and the full report, which includes the in-depth analysis of the surveys, as listed in the attached Document Schedule.

Latest results from these surveys continue to show improvement in a number of areas, particularly in the provision of homes that are warm, dry and safe. In April 2023 74% of customers were satisfied or very satisfied with the dryness of their homes, which is the highest percentage since December 2020. Likewise 64% of customers told us that their home was dry or very dry, the highest percentage recorded to date. Customers have also told us that they are feeling safer in their homes. The percentage of customers who felt safe or very safe in their Kāinga Ora home has increased steadily over the past three quarters and now sits at 72%, the best result since September 2021. Overall satisfaction with the service received from Kāinga Ora (82%) has also improved over the past year.

In releasing the survey reports, I note that these differ from previously released results, as detailed above. The full reports also contain more detailed breakdowns of survey results (e.g. by demographic groups, location, satisfaction etc). Statistics for some of these sub-groups may differ from customers overall and there may be large variances between quarters. It is important to understand that these sub-groups often have very small sample sizes and the differences highlighted are unlikely to be statistically significant.

You have the right to seek an investigation and review by the Ombudsman of my decision on your request. Information about how to make a complaint is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

Please note that Kāinga Ora proactively releases its responses to official information requests where possible. Our response to your request may be published at <https://kaingaora.govt.nz/publications/official-information-requests/>, with your personal information removed.

Nāku noa, nā



Nick Maling
General Manager, National Services

General Manager, National Services

Table 1: Schedule of documents

Document number	Date	Description of document	Decision
1	25 May 2022	Questionnaire – Kāinga Ora Tenant Satisfaction Tracking Survey June 2022	Released in full
2	3 August 2022	Questionnaire – Kāinga Ora Customer Satisfaction Tracking Survey September 2022	Released in full
3	23 November 2022	Questionnaire – Kāinga Ora Customer Satisfaction Tracking Survey December 2022	Released in full
4	20 March 2023	Questionnaire – Kāinga Ora Customer Satisfaction Tracking Survey April 2023	Released in full
5	Undated	Customer Satisfaction Survey Summary Report June 2022	Released in full
6	Undated	Customer Satisfaction Survey Summary Report September 2022	Released in full
7	Undated	Customer Satisfaction Survey Summary Report December 2022	Released in full
8	Undated	Customer Satisfaction Survey Summary Report April 2023	Released in full
9	Undated	Kāinga Ora Homes and Communities Tracking Results June 2022	Released in full
10	Undated	Kāinga Ora Homes and Communities Tracking Results September 2022	Released in full
11	Undated	Kāinga Ora Homes and Communities Tracking Results December 2022	Released in full
12	Undated	Kāinga Ora Homes and Communities Tracking Results April 2023	Released in full