



Tenant Satisfaction Survey Report

May 2019

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Executive Summary

CORT Community Housing has a vision to provide good homes for all. CORT carries out this function by providing a best practice community housing service to people with the greatest housing needs. CORT has a strong focus on building an inclusive community and empowering its tenants. To evaluate its housing services, CORT undergoes an annual tenant satisfaction survey.

The 2019 tenant satisfaction survey was sent out to all of CORT's tenants, and was conducted to evaluate the housing services and properties provided by CORT Community Housing. The survey provided a safe forum for tenants to give feedback on CORT services and their current living situation. This report highlights the strengths and areas for improvement.

Methods: The design of the survey had a mixture of quantitative and qualitative questions, divided into four sections of evaluation – CORT as a whole, CORT staff, maintenance and repairs, and health and wellbeing. Paper copies of the survey and supporting documents were mailed out to all CORT tenants (totalling 305). Participation was voluntary and tenant anonymity and confidentiality was maintained throughout the whole survey process. Data was entered on an Excel spreadsheet and analysis was carried out.

Results: There was a 49.5% response rate. The findings from the analysis showed high tenant satisfaction with CORT services and properties. Approximately 80-90% of tenants agreed/strongly agreed on all statements, implying that the majority of tenants are happy with CORT's housing services. These results were consistent with previous tenant satisfaction surveys.

Key themes: CORT staff were perceived as friendly, helpful and highly professional; however, requests from tenants were not always answered. Tenants were more satisfied with maintenance and repair works in 2019 compared to 2018. The reasons for this satisfaction was the promptness and the quality of repairs carried out.

This report provides evidence that CORT has been successful in meeting the needs of their tenants. CORT's strengths are with their staff, their prompt action to fix damages and the good location of their properties. A number of survey replies from tenants expressed appreciation of their homes and thanks for the work carried out by CORT.

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1. Introduction

The tenant satisfaction survey is carried out annually to evaluate CORT Community Housing services and how successful they are in meeting the needs of their tenants. The aim of the survey is to gather and evaluate feedback to improve existing CORT services to better meet tenants' needs. This report will highlight the areas where CORT are performing well and also provide guidance for future improvements.

2. Methods

The survey provided a safe forum for tenants to express their concerns, highlight the positives and suggest recommendations about their current living situation with CORT Community Housing.

2.1. Ethics

Tenant anonymity and confidentiality was maintained throughout the survey process. The 'frequently asked questions' sheet provided information to tenants on how confidentiality and anonymity would be maintained. All supporting documents within the survey pack reinforced this notion. The tenant and their results were not identifiable in anyway, the survey was voluntary and participants had the option to leave any questions blank. CORT supported and followed all ethical procedures upon completion of the survey report.

2.2. Survey Design

To allow for comparisons, the 2019 survey followed a similar design to the 2018 survey. The evaluation of tenant satisfaction is divided into four main sections – CORT as a whole, CORT staff, repair and maintenance, and health and wellbeing. This year's survey contains a mixture of quantitative and qualitative questions.

There were 17 quantitative questions that required participants to tick one of 6 boxes, ranging from 'strongly agree,' 'agree,' 'neutral,' 'disagree,' 'strongly disagree,' and a 'don't know' option. Below each area of evaluation, participants had the option to provide a reason for why they ticked or responded the way they did. A qualitative question at the end of the survey allowed participants to add additional comments or concerns about CORT's properties and/or services.

General information about the participant, including their suburb location, number of people in their household, gender and age, were requested in the survey. This information is used to identify any key trends among different groups.

2.3. Survey Distribution

All 305 CORT tenants were invited to participate in the survey. Tenants were sent a survey pack that consisted of an invitation letter, frequently asked questions, voucher form, maintenance request form

and the survey itself.

The survey packs were mailed out to the tenants, along with a postage-paid-return-envelope. Tenants were informed to return their surveys by 26 April 2019. Participation was 100% voluntary.

Tenants who chose to participate and returned their survey by the preferred date, were given a \$20 voucher. Tenant confidentiality and anonymity was maintained throughout the survey process.

2.4. Data Collection

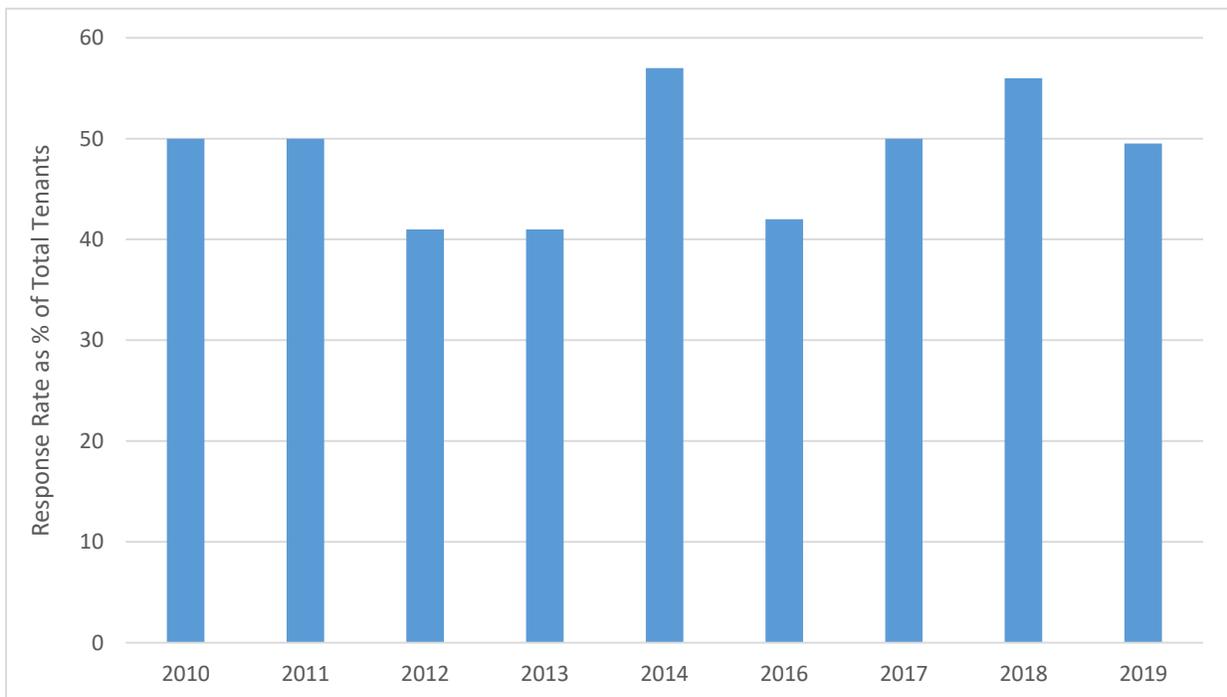
An Excel spreadsheet was created to record all survey responses in counts. This was later translated into percentages and recorded on frequency tables. Graphs were used to compare results to previous years.

3. Results

3.1. Response Rate

A total of 151 surveys were returned from the 305 surveys distributed. This is a response rate of 49.5%. Graph 1 shows the response rate for each year the survey has been conducted. There was a 6.5% decrease in the response rate compared to 2018. Although the percentage of people responding was less than 2018, the response rate for 2019 is close to the overall average response rate for the years 2010-2019.

Graph 1. Response rates from tenant satisfaction surveys 2010 - 2019



A large sample of CORT tenants participated in this year's survey and Graph 1 shows a breakdown of this

participation. There are a range of people from all locations, age groups, genders and households. The results are a reflection of the CORT community as a whole.

Table 1. Demographic response rates

| Demographics of Respondents | |
|--|--|
| <p>Suburb of your home:</p> <ul style="list-style-type: none"> • 97 from Central (64.2%) • 21 from West (13.9%) • 23 from South (15.2%) • 10 unknown (6.6%) | <p>Age:</p> <ul style="list-style-type: none"> • 5 aged 24 and under (3.3%) • 12 aged 25-34 years (7.9%) • 37 aged 35-44 years (24.5%) • 37 aged 45-54 years (24.5%) • 40 aged 55-64 years (26.5%) • 11 aged 65 and over (7.3%) • 8 Multiple age groups (5.3%) • 1 No answer (0.7%) |
| <p>Gender:</p> <ul style="list-style-type: none"> • 61 were female (40.4%) • 76 were male (50.3%) • 11 were completed by a couple (7.3%) • 3 identified as other (2%) | <p>Number of people in household:</p> <ul style="list-style-type: none"> • 88 were from 1 bedroom households (58.3%) • 32 were from 2 bedroom households (21.2%) • 27 were from 3 or more bedroom households (17.9%) • 4 were unknown (2.7%) |

3.2. Quantitative and Qualitative Analysis

The survey was divided into four main sections of evaluation. Each section was analysed individually. It looked at quantitative and qualitative results, comparisons from previous surveys and any major trends. Participants had the option to leave any questions blank. Blank answers are omitted from the final calculations.

3.2.1. General Overview of CORT

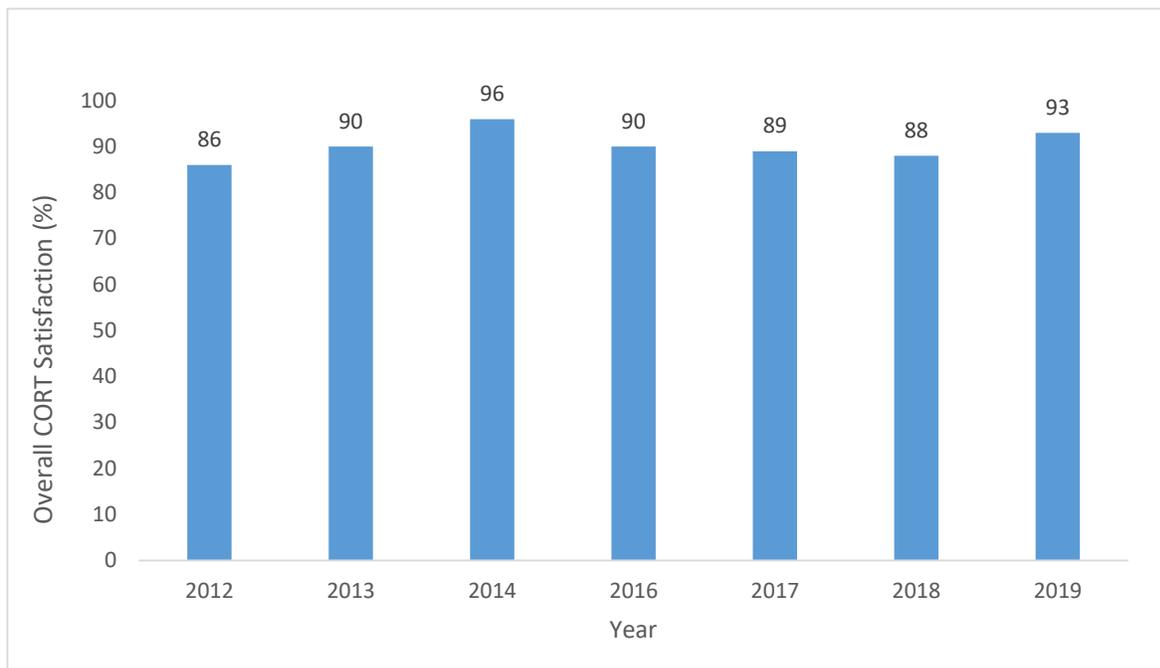
The general questions provided an overview of how tenants feel about CORT. They evaluate the tenants' satisfaction with their home, their location, and CORT as a whole. Table 2 shows the overall tenant satisfaction scores in percentages.

Table 2. Results from general questions

| I feel ... | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't know | # of no response |
|---|----------------|-------|---------|----------|-------------------|------------|------------------|
| Satisfied with my house and property | 56.9% | 35.1% | 4.6% | 2.0% | 1.3% | 0% | 0 |
| Satisfied with the suburb I live in | 49% | 33% | 9.2% | 4% | 4% | 0.7% | 0 |
| Satisfied with all CORT services | 57.6% | 35.7% | 4.6% | 1.3% | 0% | 1.3% | 0 |
| Informed about CORT services and activities | 60.2% | 32.4% | 4% | 1.3% | 0% | 2% | 0 |

There was an overwhelming positive response. 92% of tenants felt satisfied with their house and property (a 2% increase on 2018), 82% felt satisfied with their area they live in (down almost 10% compared to 2018) and 93.3% felt satisfied with CORT as a whole (up 5.7% from 2018 and the second highest rating of years surveyed). Aside from the tenant satisfaction in regards to the suburb they live in, there is overall a positive increase compared with the previous year's results, and suggests that CORT has improved an already high quality service from the perspective of their tenants.

Graph 2. Overall satisfaction with CORT 2012-2019



3.2.2. CORT Staff

CORT aims to support their tenants through fostering strong relationships. These questions provided a review of staff performance. They looked at communication, daily operations and the relationship between tenants and CORT staff. Table 3 shows the tenant satisfaction score in percentages in relation to CORT staff.

Table 3. Results about CORT staff

| I feel ... | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't know | # of no response |
|---|----------------|-------|---------|----------|-------------------|------------|------------------|
| It is easy to contact CORT | 56.3% | 35.1% | 4.6% | 2% | 0.7% | 0.7% | 0 |
| CORT staff members take the time to listen to me | 55.3% | 34.7% | 6% | 2% | 0.7% | 1.3% | 1 |
| CORT staff members are polite and friendly | 60.4% | 32.9% | 5.4% | 0% | 0% | 1.3% | 2 |
| Staff carried out the tasks that they agreed to | 50% | 36.2% | 8.1% | 3.4% | 1.3% | 1.3% | 2 |
| Staff members are considerate of my individual and family circumstances | 54% | 31% | 9.4% | 3.4% | 0.7% | 2% | 2 |

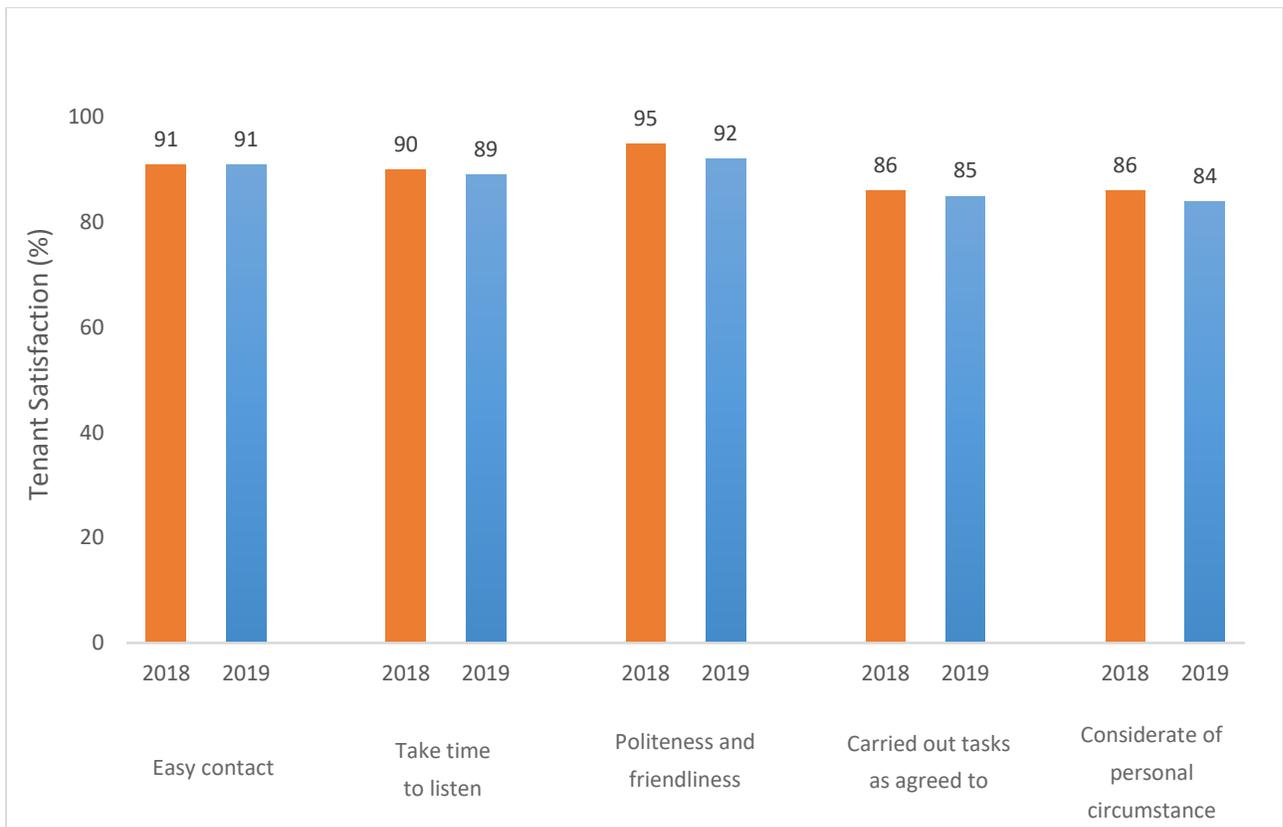
From the returned surveys, 91.4% of tenants felt that it was easy to contact CORT, 89.9% felt CORT staff members take the time to listen, 93.3% felt CORT staff members are polite and friendly, 85.9% felt CORT staff members carried out tasks when agreed to and 84.5% felt CORT staff are considerate of their personal circumstances. There is only a very slight difference between 2018 & 2019.

A large amount of tenants are satisfied with the performance of CORT staff members. Tenants described CORT staff as, 'polite,' 'friendly,' 'highly professional,' 'caring,' 'very nice,' 'good to talk to,' 'all awesome,' 'cordial and helpful,' 'look after you,' 'treated with respect' and 'responsive.' CORT staff members are perceived to be approachable, supportive and encouraging and many tenants felt comfortable talking to CORT staff about any queries. Tenants noted that CORT staff are responsive to phone calls and are quick to resolve any issues or concerns.

- 'The staff I deal with always going the extra mile. You just have to reach out. Some people find that hard.'
- 'positive feedback and support. There is always cultural & appropriate support.'
- 'CORT staff in my experience have always been very professional, and well informed about WINZ etc. and generally very helpful.'
- 'I am very satisfied with CORT services.'

The survey results for 2019 from approximately 90% of tenants has been relatively similar compared to the 2018 survey results.

Graph 3. 2018 and 2019 comparison of questions relating to CORT staff



The survey showed 4.7% of respondents felt CORT staff members did not carry out the tasks they agreed to. Tenants who felt dissatisfied with CORT staff members cited an inability to be able to contact CORT staff, or staff being unavailable for calls. They referred to situations when information was not communicated directly to them and an inability on CORT’s behalf to understand tenant/family situations.

- ‘usually answerphone is on, I usually do not get contacted back after leaving a message. Staff unavailable for calls.’
- ‘There are some suggestions that have been somewhat agreed to but may have been forgotten about.’
- ‘They put criminals next to those with family.’

3.2.3. Maintenance and Repairs

CORT aims to provide excellent care to their tenants and their homes through a well planned maintenance programme. These questions aimed to evaluate the maintenance and repair work carried out by CORT and the services performed by the tradesperson.

Table 4. Results from maintenance and repair questions

| I feel ... | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don’t know | # of no response |
|------------|----------------|-------|---------|----------|-------------------|------------|------------------|
|------------|----------------|-------|---------|----------|-------------------|------------|------------------|

| | | | | | | | |
|--|-------|-------|------|------|------|------|---|
| CORT maintains my home to a reasonable standard | 50.6% | 40.3% | 8.3% | 0% | 0% | 0.7% | 7 |
| Satisfied with the last repair work or maintenance done at my home | 51% | 34.9% | 9.8% | 1.4% | 0% | 2.8% | 8 |
| Satisfied with the tradesperson who did the maintenance | 51.4% | 36.8% | 8.3% | 0.7% | 0% | 2.8% | 7 |
| The repairs were done in a reasonable amount of time | 50% | 35.4% | 8.3% | 2.1% | 1.4% | 2.8% | 7 |

A majority of tenants felt satisfied with the maintenance and repair work done by CORT. 90.9% of tenants felt CORT maintains their home to a reasonable standard, 85.9% felt satisfied with the last repair work or maintenance done at their home, 88.2% felt satisfied with the tradesperson, and 85.4% felt the repairs were done in a reasonable amount of time.

A lot of responses were positive, and CORT scored higher this year in maintenance standards. Some of the tenants commented that the tradespeople were ‘fantastic’, ‘very friendly and nice to talk to,’ ‘very polite’.

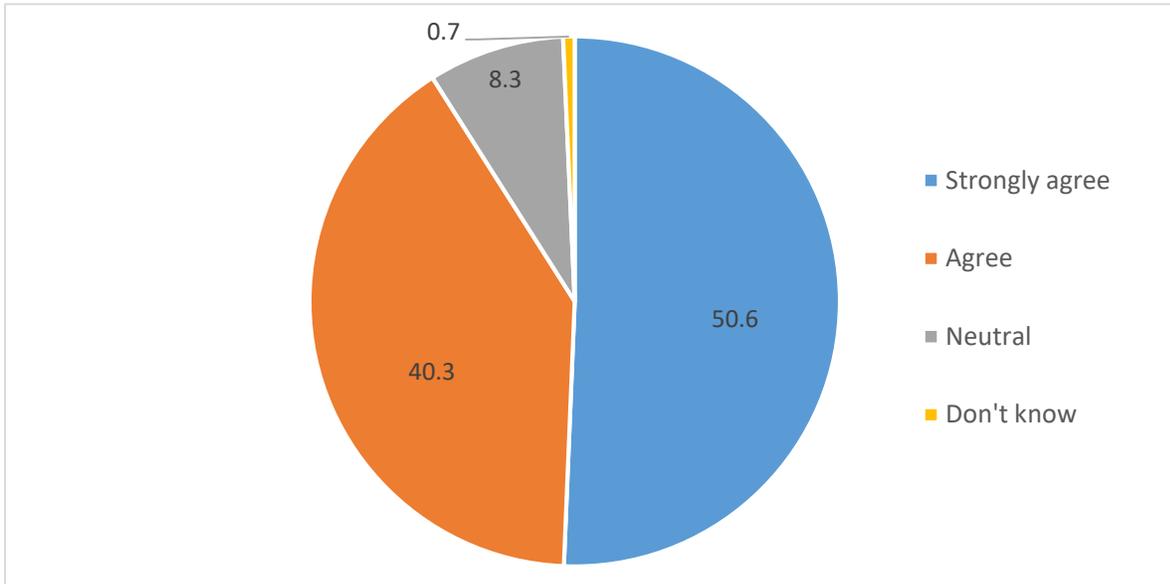
- ‘CORT staff have been exceptional in the maintenance and standard of repairs done in my flat.’
- ‘When I contact CORT about repair work I find CORT get things done right away.’
- ‘I have been satisfied with all tradespeople CORT has commissioned. Good value people who knows what they’re doing. Keep them on!’

Some tenants commented that they were still waiting for repairs to be completed, that there was not clear communication regarding repairs, or feel that their maintenance issue may have been forgotten about.

- ‘They are so busy that not immediate service.’
- ‘Maintenance manager has forgotten to make repair arrangements after verbal agreement.’
- ‘Would appreciate advanced notice of when a tradesperson may show up’
- ‘Still waiting on repairs please help.’

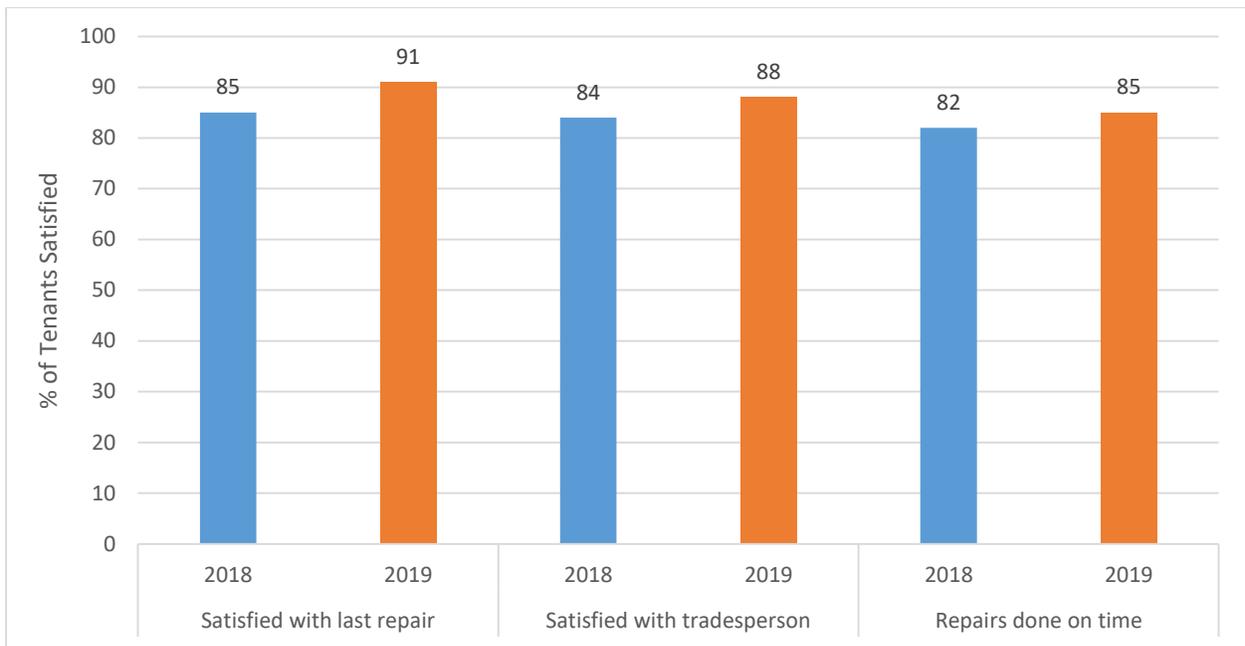
Over 90% of tenants agreed/strongly agreed that CORT maintains their home to a reasonable standard compared to 85.6% of the 2018 survey responses. Tenants have stated ‘very prompt when it comes to maintenance issues’ and another mentioned ‘CORT maintains my property to a TOP/PERFECT level!’

Graph 4. Percentage of tenants who felt CORT has maintained their home to a reasonable standard



Following the 2018 survey results, Survey 2019 has shown an increase in tenant satisfaction with their last repair, the performance of the tradesperson and the length of time repairs were completed. This shows that CORT has improved an already high quality of service as per the previous year in taking care of their properties and being quick to resolve any maintenance issues.

Graph 5. 2018 and 2019 comparison of questions relating to maintenance and repairs



3.2.4. Health and Wellbeing

CORT has a strong focus on the health and wellbeing of their tenants. These health and wellbeing questions aim to identify whether CORT services are a positive contributor to the tenants' overall wellbeing. It opens up the conversation to allow tenants to express their views.

Table 5. Results to health and wellbeing questions.

| My current housing situation ... | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't know | # of no response |
|--|----------------|-------|---------|----------|-------------------|------------|------------------|
| Contributes positively to my overall wellbeing | 53.1% | 31.5% | 9.8% | 3.5% | 1.4% | 0.7% | 8 |
| Contributes to my happiness | 52.1% | 32.3% | 8.4% | 2.8% | 1.4% | 2.8% | 9 |
| Allows me to feel safe at home | 52.1% | 30.9% | 10.5% | 2.8% | 1.4% | 2.1% | 9 |
| Allows me to pursue other goals in life | 49.2% | 30.9% | 11.2% | 6.3% | 0% | 2.1% | 9 |

84.6% of tenants stated that their current living situation contributes positively to their overall wellbeing. 84.4% of tenants felt their living situation contributes to their happiness, 83% felt safe in their home, and 80.1% felt empowered to pursue other goals in life. This implies housing often has an impact on health and wellbeing.

Comments of gratitude were directed towards CORT, where tenants are very thankful for the opportunity

to live in CORT Community Housing. There seemed to be a strong sense of happiness from CORT's tenants, and an acknowledgement of peace of mind and healthier mental wellbeing.

- 'I don't feel as much stress as before since I moved here. I am happy.'
- 'I feel well living with CORT.'

3.2.5. Happiness and Wellbeing Factors

Location of home

The location of the tenants' properties was mentioned as a contributor to happiness and wellbeing. 91.7% of tenants are satisfied with the location of their home. The comments referred to the area they lived in as being 'safe,' and 'peaceful.' Tenants said they were able to become a part of a community neighbourhood and had easy access to public transport, medical care, shops, activities and schools.

- 'My overall wellbeing reflects on where I live, I have an amazing unit, feel very secure here, plus we are very central to all the amenities. Good neighbours makes a difference.'
- 'I catch the ferry to Uni, just what an amazing start to my day, I love this house/neighbourhood!'

Of the tenants who felt satisfied in the area they live in, majority were from Central Auckland, 66.9%, followed by West Auckland, 15.3%, South Auckland 11.3% and 6.5% who did not specify which area they lived in.

Twelve tenants were dissatisfied with the area they lived in, half of these people were living in Central Auckland, five identified as living in South Auckland, putting the dissatisfaction of tenants living in that area at 21.7% compared to 6.18% in Central Auckland and 4.76% in West Auckland.

The majority of tenants surveyed who disagreed/strongly disagreed with being satisfied with the neighbourhood they live in were either unhappy with other "CORT" neighbours or cold & damp homes.

- 'Living in a leaky building. My bed has been in my living room for so long as my bedroom is often musty and damp. I haven't been able to invite people over – just not appropriate'
- 'House is very cold.'
- 'It is difficult sometimes with neighbours with high mental health needs.'

Safety at home

Tenants have mentioned that some areas have high crimes rates. They do not feel totally secure in their home, with 4.2% of tenants feeling unsafe in their home. Some properties may not have locks on windows and loud neighbours can cause anxiety. Disagreements between neighbours can also create tension.

- 'Had problems with a gang member next door to me which makes me feel unsafe'
- 'I don't feel mentally safe in the building I live in as the discriminate against me for having a mental illness.'
- 'Just having no-known people coming in our properties and too many movements at night time'

- 'I live in a rough neighbourhood – parties, drug houses and have been burgled.'

The identifiable trend among the tenants who felt unsafe in their current living situation was that they tended to live alone or with one other person. 15 tenants (10.5%) felt 'neutral' which suggests there is potential for improvement in this area.

The majority of tenants, 83%, felt safe in their homes. Physical security and peacefulness was a common theme that emerged from the respondents who mentioned that their home was safe.

- 'My overall wellbeing reflects on where I live, I have an amazing unit, feel very secure here, plus we are very central to all the amenities. Good neighbours makes a difference.'
- 'I feel happy and very secure and safe.'
- 'I feel really safe and more established about aspects in life.'
- 'It takes time to really know the circumstances on your on-going life to know what safety in your own home what is really all about. But having support makes a whole difference.'
- I feel good with CORT looking after me, and really like the flat I am living in. And I feel safe.'

Physical quality of home

The quality of CORT's properties has contributed positively to the health of the majority of tenants. CORT has offered ventilation systems, cleaning services and doubled glazed windows to maintain healthy homes, with maintenance carried out regularly. This has improved the physical and mental health for many tenants.

- 'Good house cleaning and monitoring keeps maintained quite well can afford maintenance.'
- 'Safe housing and easy to clean, maintain.'
- 'The house is clean and tidy and a good environment to live in. Having a good house gives me good health.'

Affordability

The survey showed, 4.9% of tenants did not think that their current living situation contributed positively to their health and wellbeing. The ability to pursue other goals and feel more in control of their life was not seen as being associated with the tenant's current living situation. Tenants who were dissatisfied mentioned that other factors, including income was a factor of individual empowerment to pursue other goals. Despite appreciation of the home they live in, some tenants are struggling financially in a city with a high living cost.

- 'I am struggling.'
- 'CORT housing is expensive but good neighbours.'

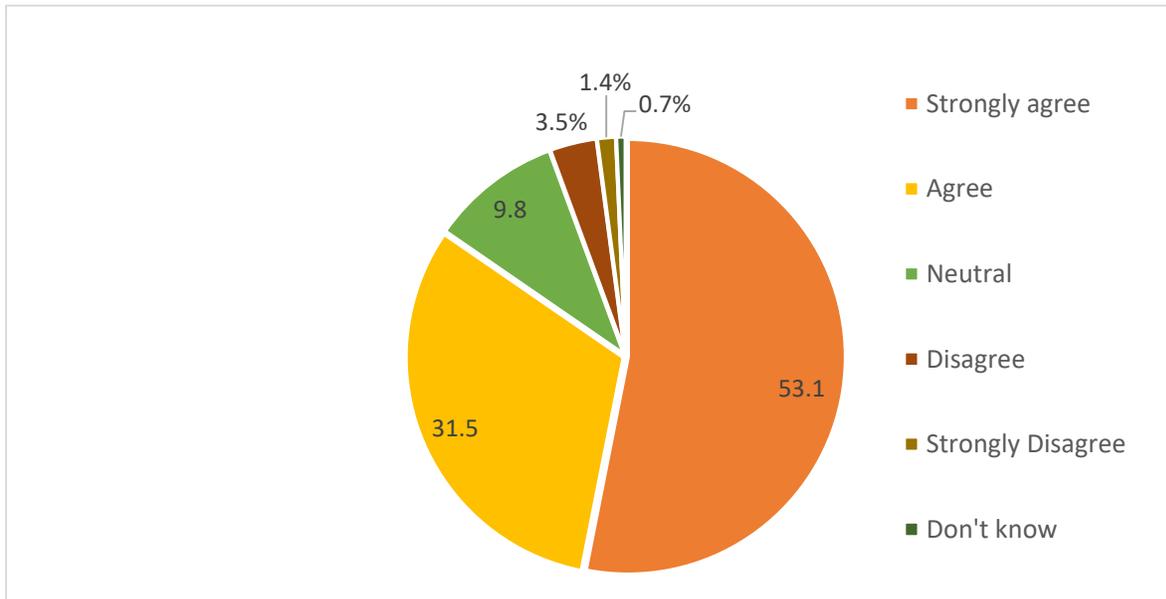
CORT aims to provide affordable housing and many tenants are appreciative of the relatively low rental cost of CORT homes. Tenants expressed gratitude at having a place to call home in the current housing climate.

- 'Love being a CORT tenant. It's not easy surviving in Auckland but CORT allow me to live.'

- ‘Thank you for this miracle I call home. Given the current situation out there and where I have been – it is appropriate to call this A MIRACLE.’
- ‘My overall wellness and mental health is great as CORT has been an outstanding advocate in social housing, providing a roof and comfortable home for me when there is so much homelessness in Auckland! Thank you CORT for being there!’

Overall, 84.6% of tenants felt their current living situation has contributed positively to their overall wellbeing. Graph 6 shows the breakdown in percentages.

Graph 6. Percentage of tenants who felt their home contributes positively to overall wellbeing.



Community Engagement

Community is important to tenants. Being a part of a collective develops safe neighbourhoods and enduring relationships. CORT has recognised this need and continues with monthly newsletters, tenant workshops and social events to bring the community together. Tenants enjoy these events and look forward to more opportunities to meet new people. Loneliness and isolation can be prevalent in one unit households. Comments and suggestions include:

- ‘Very hard to meet neighbours.’
- ‘Another thought I had was creating like a Facebook group where we can share produce from our gardens with each other and share different crops and plants among the land’

CORT provides opportunities that allow easy access to different events. A car-pool system or pre-organised shuttle are options to transport tenants to their event locations. Social events are hosted in different locations to allow everyone to have a chance to attend.

- 'I love CORT's social events.'
- 'I really enjoy the CORT Ponsonby BBQ's and look forward to them. The other CORT events are good also.'
- 'The most entertaining, coolest, community place I've ever been with whom has a lot of activities for us and our kids. Primo.'

4. Recommendations

From the survey, it is evident that CORT consistently maintains a high quality of service. A positive trend was consistent throughout all four sections of evaluation. 80-90% of tenants agreed/strongly agreed to the 17 quantitative statements. This shows that the majority of tenants are satisfied with CORT services and properties.

However, there are still areas of improvement that CORT can consider to enhance their services:

- Look into ways to make tenants of 1 & 2 bedroom/tenant homes feel safer at home and in their neighbourhood, and engage with their neighbours in a more positive way.
- This year's results indicated a slight reduction in tenant satisfaction regarding CORT staff's responsiveness. It is recommended that CORT review current staff response procedures to ensure the quality of this service.
5-11% of tenants gave 'neutral' and 'don't know' answers to questions about CORT staff. There is potential to improve in this area:
 - Easy to contact CORT 8%
 - Take the time to listen 10%
 - Polite and friendly 6.8%
 - Carried out tasks agreed to 14.1%
 - Considerate of individual and family circumstances 12.4%
- 11.2-13.3% of tenants gave 'neutral' and 'don't know' answers to questions regarding how their current housing situation contributes to their happiness. There is potential to improve in this area:
 - Contributes positively to my overall wellbeing approximately 15%
 - contributes to my happiness 15.4%
 - Allows me to feel safe at home 16.8%,
 - Allows me to pursue other goals 19.6%

4.1. Recommendations for Future Evaluations

To improve future evaluations, these factors can be considered for the next tenant satisfaction report:

- Continue to promote the importance of the survey to tenants to increase response rates
- Contact tenants who have difficulty writing/reading via telephone to assist with filling in the form.
- Investigate the possibility of anonymous face-to-face follow up with tenants to review the survey process. From this, gain a better understanding reasons for tenants not responding.

- Offer the option of filling/returning the survey in online

5. Conclusion

This report has identified an overwhelmingly positive response from CORT tenants. Tenants feel satisfied with the services and housing that CORT has provided. An increase in their quality of life has been mentioned by tenants after they have moved into CORT housing properties.

- ‘Just a big Thank You for being a major factor in my pursuit of happiness.’

CORT is succeeding in all four sections of evaluation. CORT’s major strengths are the politeness and friendliness of CORT staff members (93.3%), CORT services (93.3%), and CORT’s home maintenance standards (90.9%)

- ‘I feel blessed to have a house from CORT and CORT staff and service are really good.’
- ‘CORT is a wonderful organisation! I shudder to think what my life would be like without CORT!!.’
- ‘Whenever I have contacted CORT the staff members were really helpful and so polite and friendly.’
- ‘I’ve been contacted and treated very sincerely with CORT staff and have been supported with my requests or needs.’
- ‘My home is very well cared for by all CORT staff around household repairs.’
- ‘I am grateful for the way I have been treated by CORT and its staff.’
- ‘CORT is doing a wonderful job. Peter and his staff provide brilliant initiative for users.’
- Just awesome to be part of the community even though we have our own problems that goes on but at least we have people like you that takes the time to listen and to help and also awhi us all the way through. Thank you Jade and Steve’
- ‘I especially want to commend the service provided by Michael the Property Manager and Elizabeth the Tenancy Manager. Their attitude and competence has been outstanding.’
- ‘I enjoy talking to my Property Manager Elizabeth. She is very kind and polite to me.’
- ‘Fantastic service and very loving and caring staff for our needs. Very professional especially Jade Thorne.’
- ‘Jade is nice to me.’
- ‘Gary from CORT was amazing – very helpful and friendly.’