

CORT Community Housing

[COMMUNITY OF REFUGE TRUST]



Tenant Satisfaction Report

—
2020

1. Executive Summary

CORT Community Housing (CORT) is a community housing provider offering high quality homes for its tenants at an affordable rate. CORT's mission is to 'provide good homes for people who need them', and it focuses on people in urgent need of somewhere to live. The CORT Tenant Satisfaction Survey 2020 provides an anonymous forum for tenants to provide feedback on CORT services in the past year.

Methods: The survey design employed a mixture of quantitative and qualitative questions, divided into five sections of evaluation:

1. CORT in General
2. CORT Staff
3. Maintenance and Repairs
4. Health and Wellbeing
5. Further feedback

Paper copies of the survey and supporting documents were mailed out to all 357 CORT tenants. Participation was voluntary, and tenant anonymity and confidentiality was maintained throughout the whole survey process. Data was entered on an Excel spreadsheet and then analysed.

Results: 52 percent of surveys were returned. Satisfaction with CORT services was high across all measures. Between 81 and 95 percent of tenants responded positively to each statement in the survey. This reflects the high level of satisfaction with CORT community housing services. On most measures higher levels of satisfaction were recorded in 2020 than 2017, 2018 or 2019.

Key themes: Tenants appreciate CORT staff and feel that they really listen to their concerns, tenants are grateful for their new homes and see a CORT home as a new start in their lives. At the same time a small number of tenants feel that repairs and maintenance can take a while to get actioned, and that noise from neighbours makes them feel less secure in their home.

This report continues a pattern of CORT's annual assessment of their tenants' satisfaction. Year on year these reports show high levels of satisfaction with CORT services, and 2020 is no exception. Tenants are extremely grateful to live in a CORT home.

Note: *The Global Covid-19 pandemic and subsequent lockdown measures in New Zealand occurred during the dissemination and collection of the 2020 CORT satisfaction survey. While this report does not infer that the results of this survey were affected by the pandemic, it is nonetheless important to note the significant impact the had on Aotearoa/New Zealand during this period.*

2. Table of Contents

1. Executive Summary	1
2. Table of Contents	2
3. Introduction	3
4. Method	3
4.1 Ethics	3
4.2 Survey Design	3
4.3 Survey Distribution	4
4.4 Data Collection	4
4.5 Quantitative and Qualitative Analysis	4
5. Results	5
5.1 Response Rate	5
5.2 Demographics	6
5.3 Quantitative Analysis: 'CORT in General'	6
5.4 Qualitative Analysis: 'CORT in General'	9
5.5 Quantitative Analysis: 'CORT Staff'	10
5.6 Qualitative Analysis: 'CORT Staff'	12
5.7 Quantitative Analysis: 'Maintenance and Repairs'	12
5.8 Qualitative Analysis: 'Maintenance and Repairs'	15
5.9 Quantitative Analysis: 'Health and Wellbeing'	16
5.10 Qualitative Analysis: Health and Wellbeing	18
5.11 Qualitative Analysis: Further Feedback	19
6. Recommendations	21
6.1 Recommendations for CORT	21
6.2 Recommendations for Future Satisfaction Surveys	21
7. Conclusion	21
8. Appendices	22
8.1 2020 CORT Tenant Satisfaction Survey Form	22
8.2 All Qualitative Responses	24

3. Introduction

The Tenant Satisfaction Survey is carried out annually to evaluate CORT Community Housing’s services and assess 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. To evaluate these needs the areas of CORT services in general, CORT staff, maintenance and repairs, and tenants’ health and well-being are assessed. The survey provides a safe forum for tenants to express their concerns, highlight the positives and make recommendations. This report will highlight the areas where CORT is performing well and also provide guidance for future improvements.

4. Method

4.1 Ethics

Tenant anonymity and confidentiality was maintained throughout the survey process. The survey and survey report were completed independently of CORT. 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 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.

4.2 Survey Design

To maintain continuity, the 2020 survey followed the design of 2017–2019 surveys, although some small changes have been made to the sections on ‘CORT services in general’ and ‘tenants’ health and wellbeing’ during this time. The evaluation of tenant satisfaction is divided into five main sections: CORT as a whole, CORT staff, maintenance and repairs, tenants’ health and wellbeing, and a final section which invites any further comments.

This year’s survey collected a mixture of quantitative and qualitative data. There are 17 closed statements that require participants to tick one of 6 boxes in a Likert scale, ranging from ‘strongly agree’, ‘agree’, ‘neutral’, to ‘disagree’, ‘strongly disagree’ and a ‘don’t know’ option. Below each area of quantitative evaluation, a qualitative question was included to give participants the option of providing a reason for ticking or responding in the way they did. A final section, ‘Further feedback’ at the end of the survey allowed participants to add additional comments or concerns about CORT’s 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.

4.3 Survey Distribution

All CORT tenants (357 at 20 March 2020) were invited to participate in the survey. Tenants received a survey pack that consisted of an invitation letter, frequently asked questions, a voucher form and the tenant satisfaction survey.

The survey packs were mailed out to the tenants, along with a postage-paid return envelope. Tenants were asked to return their surveys by 3 May 2020. Participation was 100% voluntary.

Tenants who chose to participate and returned their survey by the specified date were given a \$20 voucher from one of six retailers in Auckland. Tenant confidentiality and anonymity was maintained throughout the survey process.

4.4 Data Collection

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

4.5 Quantitative and Qualitative Analysis

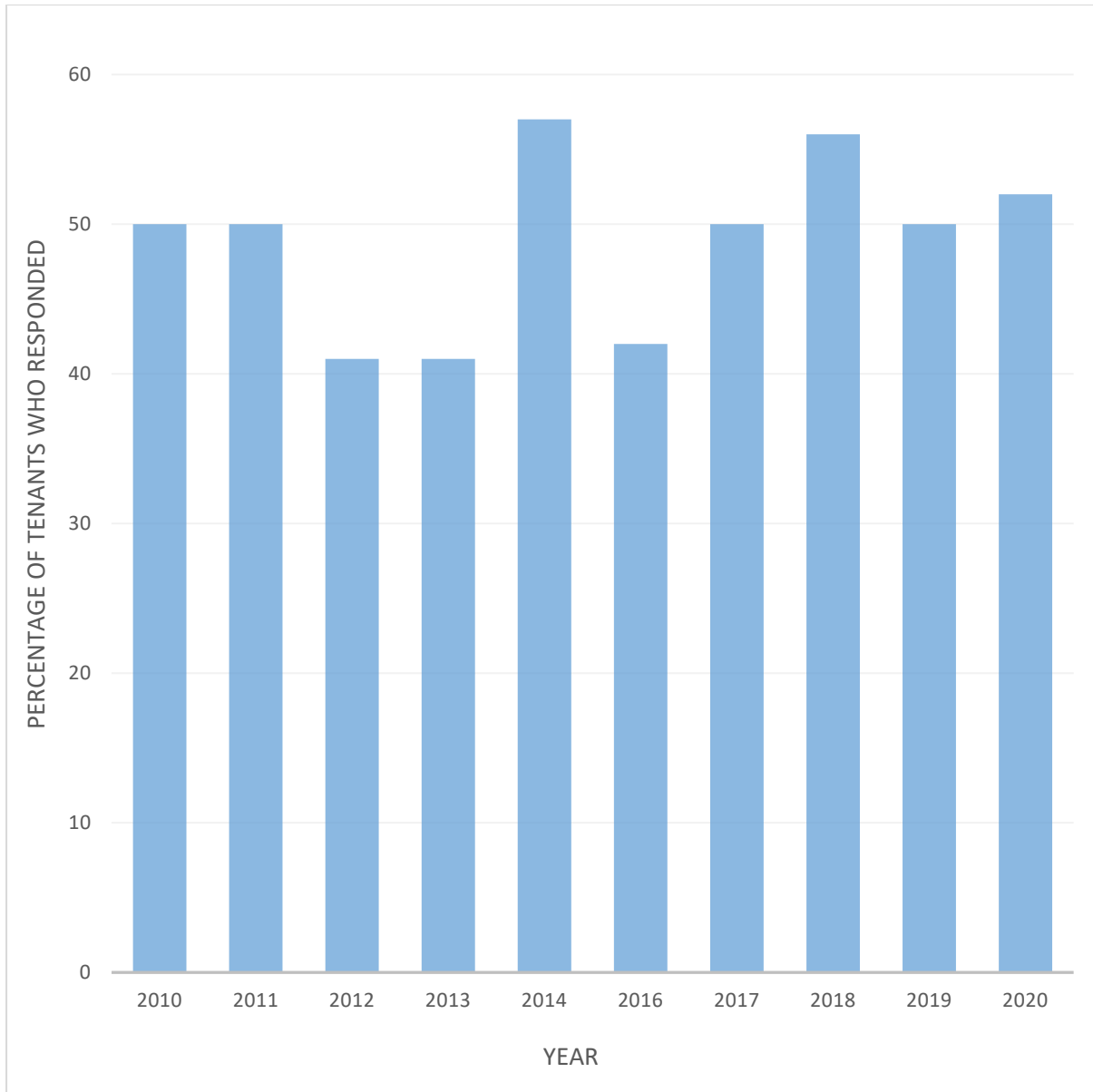
The survey was divided into five main sections of evaluation. The first four sections assessed both quantitative and qualitative data, comparisons with previous surveys and any major trends. The fifth section looked at qualitative results only. Participants had the option to leave any questions blank. Blank answers are omitted from the final calculations.

5. Results

5.1 Response Rate

A total of 185 surveys were returned from the 357 surveys that were distributed, (a response rate of 51.8%). Graph 1 shows the response rate for each year that the survey has been conducted. There was a 2% increase in replies compared with 2019. This is the third highest response rate in the last 10 years.

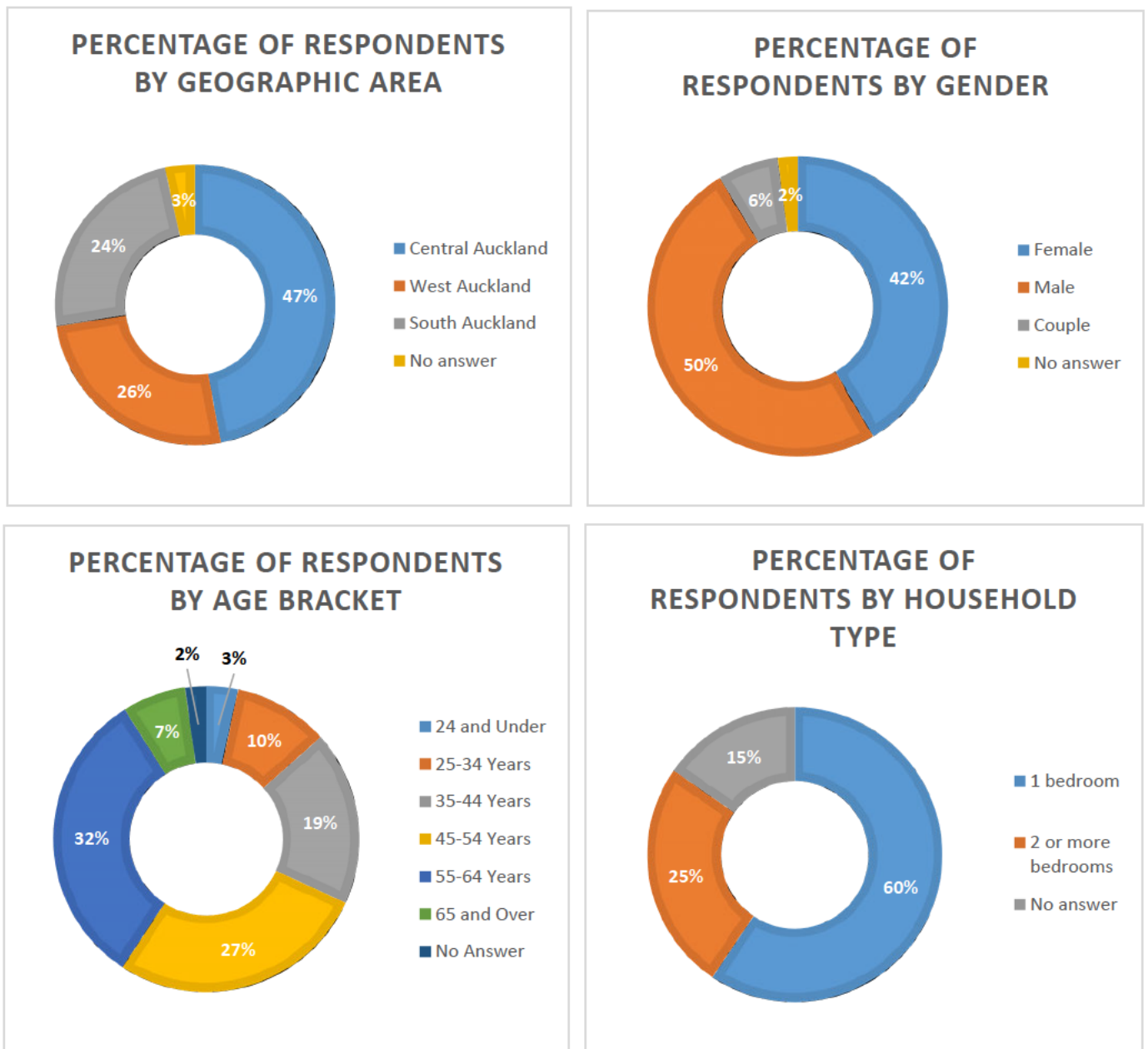
Graph 1. Response Rates from CORT Tenant Satisfaction Surveys: 2010-2020



5.2 Demographics

The graphs below show a breakdown of demographic groups across geographic location, gender, age, and number of people in the household:

Graph 2. Response Rates by Demographic Group



5.3 Quantitative Analysis: 'CORT in General'

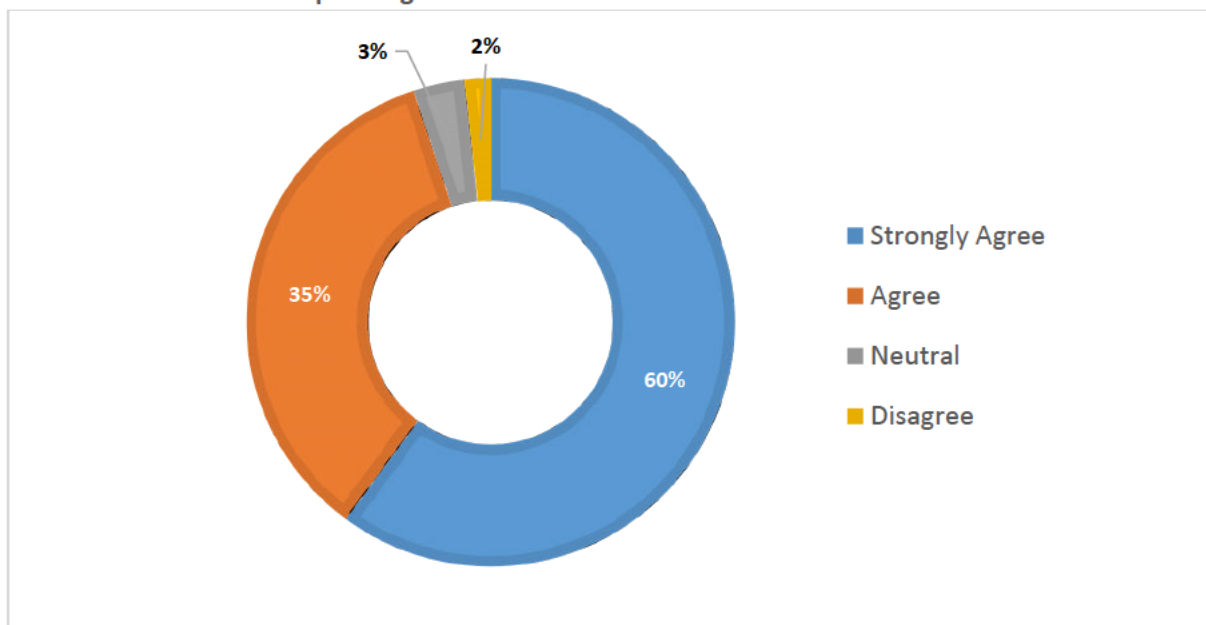
The survey's section on 'CORT in general' tests the broad aims of CORT as a community housing provider. It assesses whether tenants are satisfied with their properties, neighbourhood, CORT services and CORT communication lines. Table 1 shows the data in terms of percentages.

Table 1. Results from 'CORT in General'

I feel ...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Number not answered
Satisfied with my house and property	57.3%	34.8%	6.2%	1.6%	0%	0%	0
Satisfied with the neighbourhood I live in	53.9%	30.8%	10.1%	3.9%	0.5%	0.5%	0
Satisfied with all CORT services	60.1%	34.8%	3.3%	1.6%	0%	0%	0
Informed about CORT services and activities	56.7%	36.5%	4.5%	1.1%	0%	1.1%	0

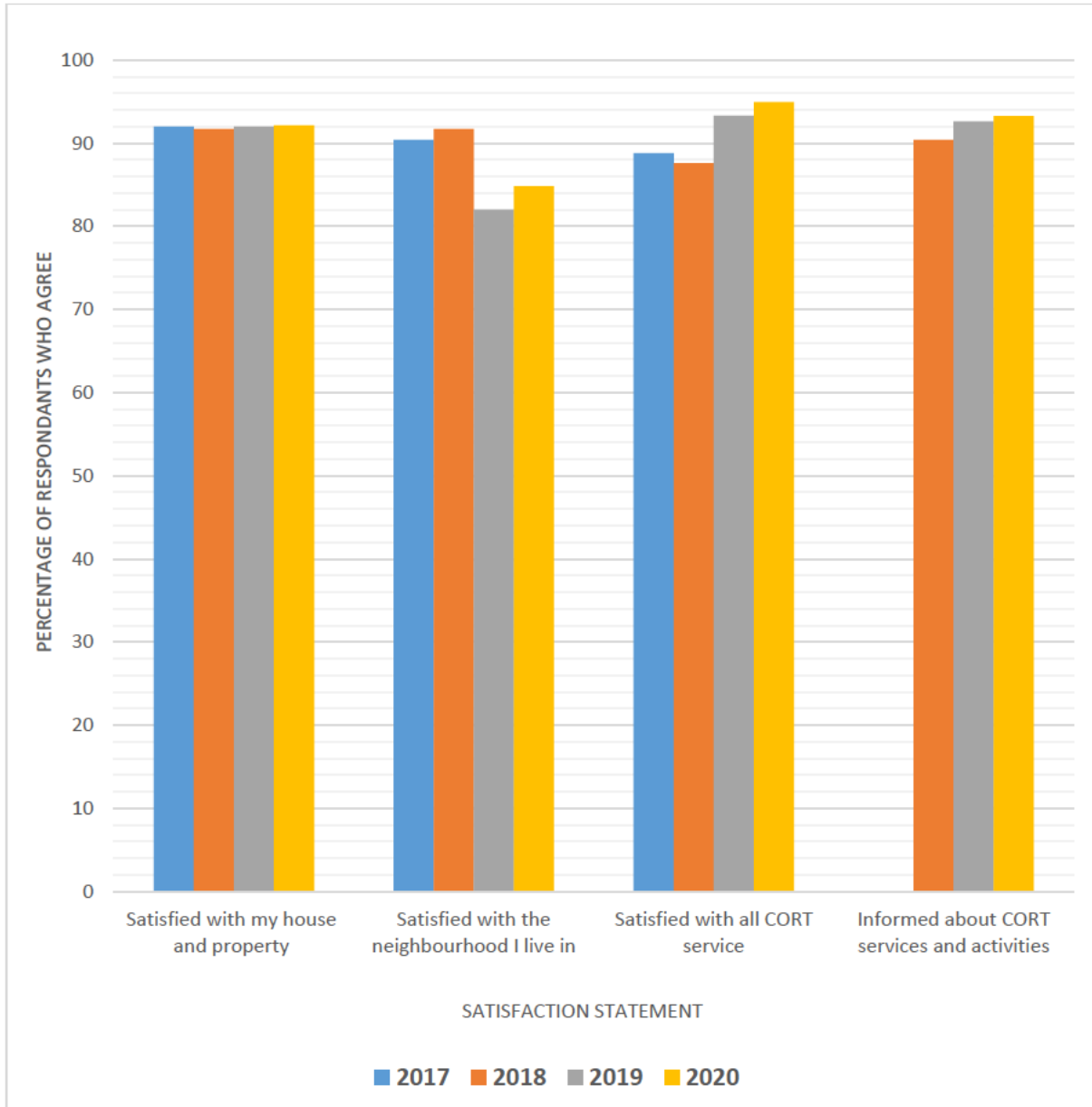
The general overview section presents a very positive picture of how satisfied CORT tenants are with their tenancy. There is between 84.7 to 94.9% agreement and 1.1 to 4.4% disagreement with the statements in this area of the survey. The high agreement rate shows that CORT is achieving its aims of providing a high quality of homes and services. The highest level of disagreement came in response to the statement 'I feel satisfied with the suburb that I live in'. These respondents were males from flats with more than three people and in the 35- to 45-year-old age bracket. There was no geographical skew, meaning that these responses were not dependent on the area where tenants live.

Graph 3. Agreement with 'I feel satisfied with all CORT services'



Graph 3 shows responses to the statement 'I feel satisfied with all CORT Services.' This shows a very high level of satisfaction (95%) with CORT as a whole.

Graph 4. Satisfaction with 'CORT in general': 2017-2020



Graph 4 shows the rates of agreement over the past four years for the 'CORT in general' section of the survey. Percentage agreement is on the Y axis and questions are on the X axis with each colour representing a different year between 2017 to 2020. The 2020 satisfaction survey returned the highest rates of satisfaction for three areas of this section. The statement on tenants' neighbourhood returned lower results than in 2017 and 2018, perhaps because the wording was changed in 2019 from 'area' to 'neighbourhood.' The statement about being informed was added in 2018 so there is no 2017 data for this question. The slightly increasing trend in satisfaction show that CORT has made small gains on top of a strong previous record.

5.4 Qualitative Analysis: 'CORT in General'

There were 37 written replies in the 'CORT in general' section of the tenant survey. 28 replies were positive and 10 contained recommendations for CORT. (This adds up to more than 37 as one reply was positive and also contained recommendations.) Themes from the qualitative data include a strong affection for the home and area that the tenants live in, and some privacy concerns.

Grateful for housing

Tenants were extremely grateful for the housing that they have been provided, exemplified by statements like 'I love my home, it makes me happy' and 'first time I ever stayed in a brand new house'. Tenants also loved the areas that they lived in 'I'm living in the best location' and 'it's a great place to live'. The good quality of their building was also commended in comments like, 'my new home is very well designed and built'.

Privacy issues with neighbours

For a small proportion of tenants, privacy is an issue because of the proximity and behaviour of other tenants in their block. Some tenants feel the flats they live in do not adequately separate people in the block: 'we all live close and privacy is virtually zero' and 'noisy neighbour next to me ... I feel I don't have privacy in my own home'. The tenants who offered these responses were highly correlated with those who scored low on question two 'satisfied with the neighbourhood I live in'. This correlation and the lack of correlation with specific Auckland geography indicates that tenants are commenting with their specific neighbours in mind, rather than the location of their house.

5.5 Quantitative Analysis: 'CORT Staff'

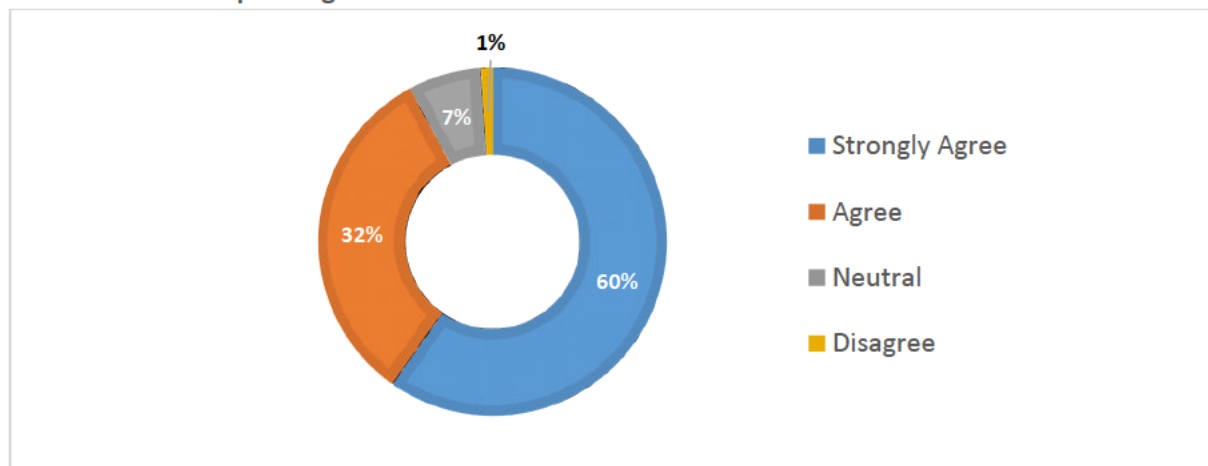
CORT aims to foster good relationships between its staff and tenants. This section assesses how tenants feel about their contact with CORT staff, whether staff listen to them, are polite and friendly, keep their word on completing tasks, and whether staff are considerate of tenants' circumstances. Table 2 shows responses from 'strongly agree' to 'strongly disagree'.

Table 2. Results for CORT staff

I feel ...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Number not answered
It is easy to contact CORT	62.3%	32%	5%	0%	0%	0%	4
CORT staff members take the time to listen to me	60.1%	32.6%	6.2%	1.1%	0%	0%	5
CORT staff members are polite and friendly	67.9%	27.5%	3.9%	0.5%	0%	0%	5
Staff carried out the tasks that they agreed to	58.7%	33.3%	3.9%	2.8%	0.5%	0.5%	4
Staff members are considerate of my individual and family circumstances	54.5%	34.2%	8.4%	1.6%	0%	1.1%	4

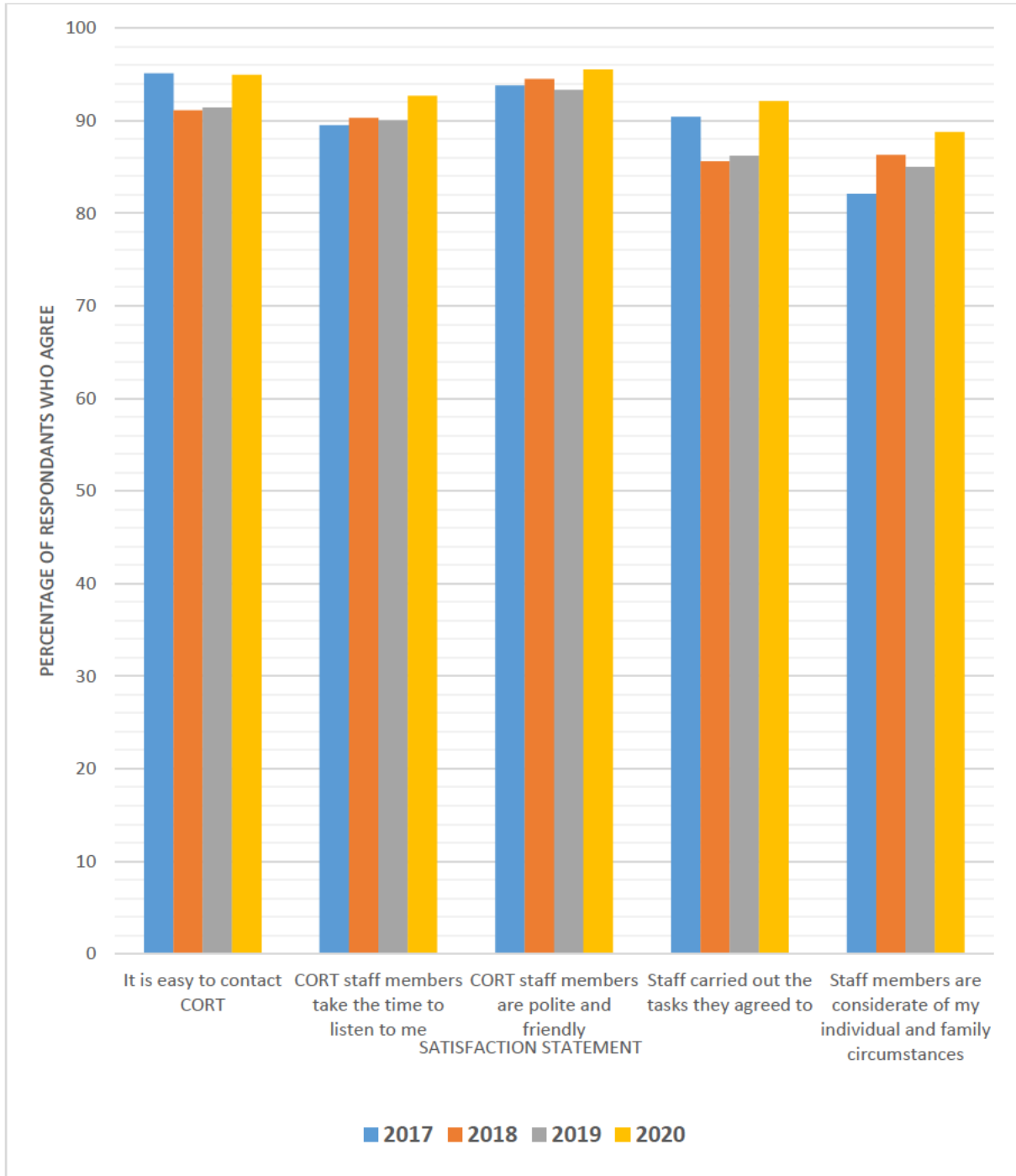
Table 2 shows a very positive response to CORT staff. Agreement with the survey statements is between 88.7 and 95.4 percent; disagreement ranges from 0 to 3.3 percent. Disagreement is highest in response to 'staff carry out the tasks they agreed to'. Agreement is highest for 'staff members are polite and friendly' at 95.5 percent. The statement, 'Staff members are considerate of my individual and family circumstances' has a high neutral response rate. This suggest that the statement is difficult for tenants to measure or not fully understood.

Graph 5. Agreement with 'CORT staff members take the time to listen to me'



Graph 5 shows responses to the statement 'CORT staff members take the time to listen to me'. The level of approval (92%) was very high. There were no 'strongly disagree' or 'don't know' responses to this question.

Graph 6. Satisfaction with CORT Staff: 2017-2020



Graph 6 shows that the rates of agreement over the past four years in the 'CORT staff' section of the survey. The percentage in agreement is on the Y axis and questions are on the X axis with each colour representing a different year between 2017 and 2020. The data shows that satisfaction with CORT staff has been on an upward trend for over the past 4 years.

5.6 Qualitative Analysis: 'CORT Staff'

The survey's qualitative data on CORT staff included 51 written responses. 38 responses were positive and 11 made recommendations for improvement. Themes were that CORT staff are caring, friendly, and listen to their tenants. On the other hand, some tenants commented that some tasks that were requested can take a while to be attended to, which can be frustrating.

Tenants are thankful for help from CORT

CORT tenants are extremely thankful to their tenancy managers for listening to them and taking the time to address issues that tenants are facing: 'CORT staff are great to talk to and are very supportive' and 'employees are really kind and always pay attention to me.' It is also clear that staff provide more than just high quality tenant services but connect with their clients on an emotionally supportive level, shown through replies such as 'CORT staff have been genuinely caring,' and 'I feel that when I'm unloading at times the CORT staff hear me.'

Communication on small maintenance issues

Improved communication on maintenance issues is an issue for CORT to improve on, for example, 'extractor fan was going to be installed in the kitchen' and 'waiting for a back door key', or 'I was promised a lemon tree'. These comments suggest miscommunication on minor maintenance issues. Tenants also wanted to contact staff more easily. One tenant recommended, 'I think it would be good if there was an 0800 number'.

5.7 Quantitative Analysis: 'Maintenance and Repairs'

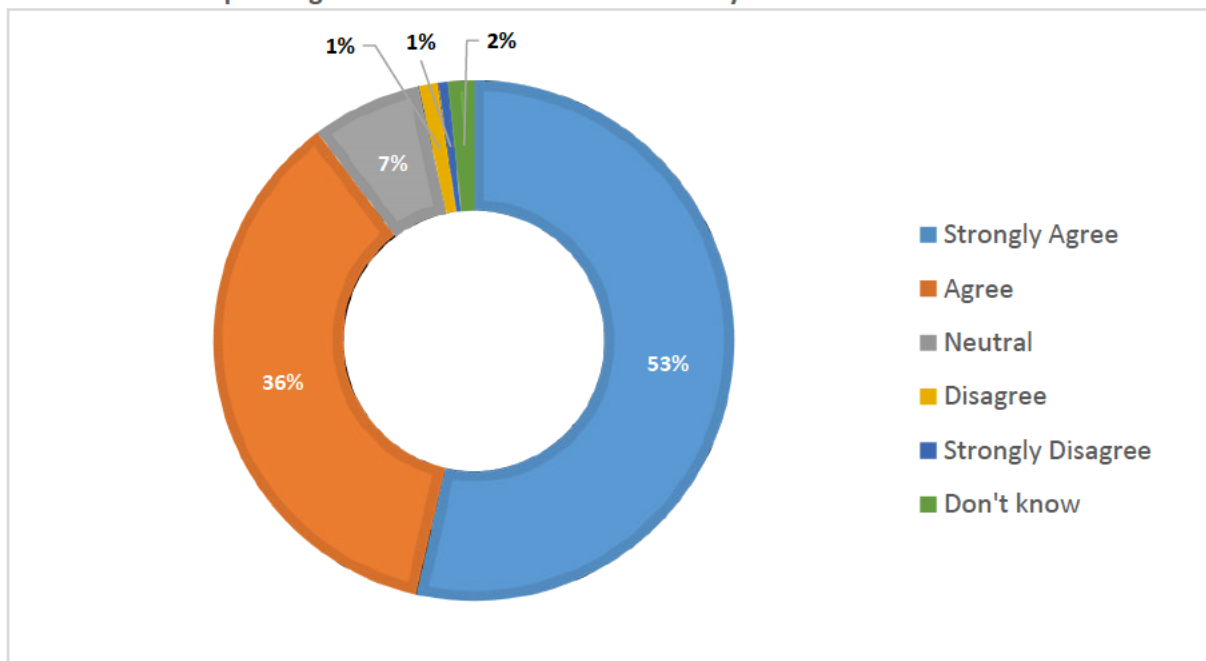
CORT aims to provide excellent care for their tenants and their homes through a well planned maintenance programme. These questions evaluate the maintenance and repair work carried out by CORT and the services performed by contractors.

Table 3. Results for maintenance and repairs

I feel ...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Number not answered
CORT maintains my home to a reasonable standard	53.7%	36.4%	6.9%	1.1%	0.5%	1.1%	5
Satisfied with the last repair work or maintenance done at my home	53.2%	28.3%	10.4%	1.7%	1.2%	5.2%	5
Satisfied with the tradesperson who did the maintenance	53.2%	32.4%	7.5%	1.2%	0.6%	5.2%	5
The repairs were done in a reasonable amount of time	49.7%	31.2%	10.4%	2.3%	1.7%	4.6%	5

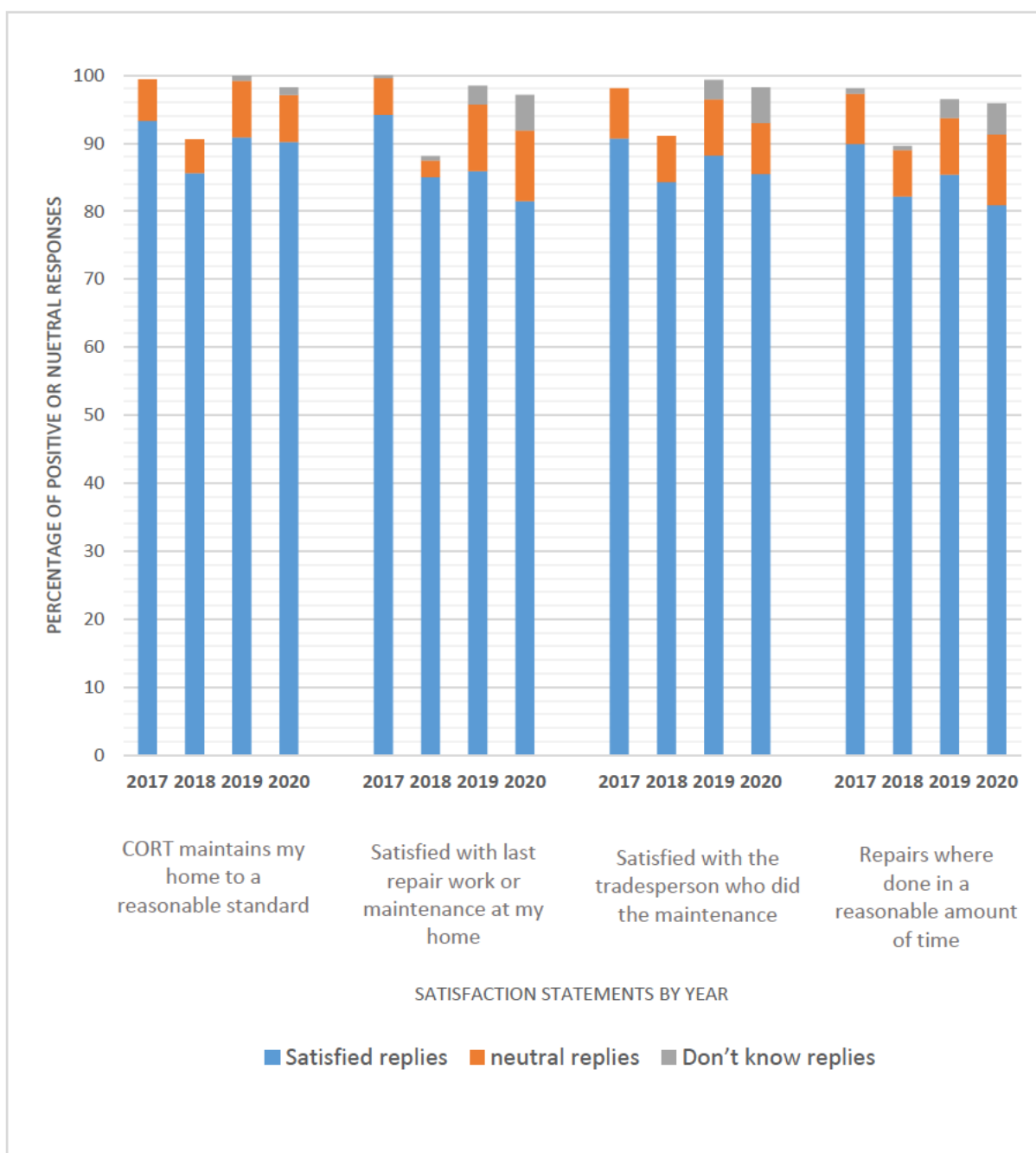
There is a high level of agreement that CORT maintains its properties to a satisfactory level. Agreement ranges from 80.1 to 90.2%, and disagreement from 1.6 to 4%. The high total number of neutral and 'don't know' responses may indicate tenants who had no need of repairs or had recently moved into their home, and found the question not applicable.

Graph 7. Agreement with 'CORT maintains my home to a reasonable standard'



Graph 7 shows that a very high majority of respondents (89%) felt that their home was maintained to a high standard.

Graph 8. Satisfaction with maintenance and repairs: 2017-2020



Graph 8 shows the rates of agreement over the past four years for the ‘maintenance and repairs’ section of the survey. Percentage of agreement is on the Y axis and questions are on the X axis. Each year is labelled. Although the level of satisfaction is still high, the 2020 survey showed a very slightly lower satisfaction level (1–2%) on all questions compared with 2019.

Note: In 2020 the number of responses of ‘don’t know’ and ‘neutral’ is noticeably higher than last year. This may be because of the 94 new homes built by CORT in the last year (representing almost a third of CORT’s housing stock). This made questions on maintenance not applicable to many tenants. The Covid lockdown may also have affected maintenance results.

5.8 Qualitative Analysis: 'Maintenance and Repairs'

Tenants submitted 59 written responses to the CORT maintenance section of the survey. 36 replies were positive and 13 recommendations for improvement were given. Most tenants agree that CORT addresses maintenance issues quickly, and completes repairs and to a high standard. However, a very small number of tenants indicated that tradespeople did not relate well to tenants and some repairs had not been completed in a timely manner.

CORT quickly addresses repairs needed

The written responses on maintenance and repairs shows that CORT replies quickly to maintenance requests and satisfies any other reasonable requests from their tenants. Tenants commented that were 'happy how fast CORT community housing gets things fixed or repaired', and were pleased with the 'prompt maintenance service'. Tenants also appreciated the fact that repair services are organised by CORT staff, so that tenants don't have to battle to get repairs done: 'they are always offering to pitch in and help'.

Repairs were to a high standard

The tradespeople that CORT contracts to repair their properties complete high quality work in tenants' homes. Tenants reported this in comments like 'maintenance and repairs are very good', and 'the new garden lady did a brilliant job', or 'the repair man did a good job', and contactors are 'always very professional'.

Tenants' relationships with CORT contractors

A few written replies highlight how some tenants feel they are not respected by contractors who maintain CORT properties. One tenant commented that he was 'accused of "doing the haka" which has racist connotations to it'. Another tenant felt that their contractor treated them differently because of their illness: 'feeling he knows I'm mental so treated me differently in a neglectful way'.

Some repairs still require following up

A few tenants expressed concern that jobs they requested from CORT tenancy managers have not been followed up such as 'extractor fan in kitchen not yet installed' or 'our oven is still not working properly'. This suggests that contacting CORT on maintenance issues may be difficult because of technological barriers or because tenants lacked understanding about the process of getting repairs done.

5.9 Quantitative Analysis: 'Health and Wellbeing'

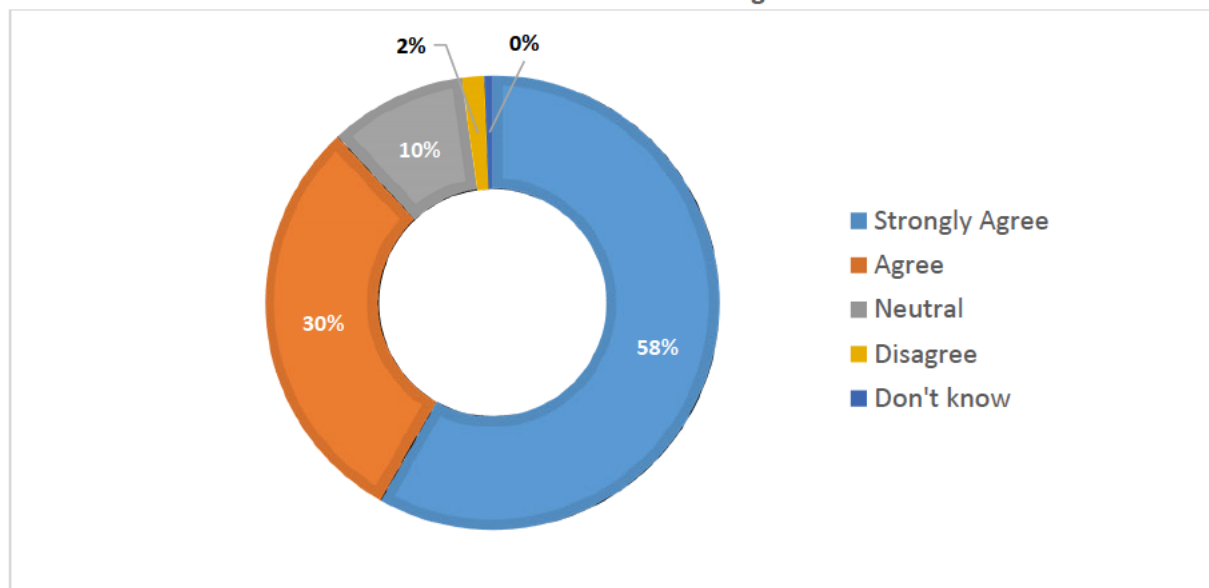
CORT has a strong focus on the health and wellbeing of their tenants. CORT's strategic plan includes aims to 'implement sustainability to improve quality of life' and 'increase tenants access to opportunities which promote wellbeing'. These health and wellbeing questions aim to identify whether CORT services are a positive contributor to the tenants' overall wellbeing.

Table 4. Results for Health and Wellbeing

My current housing situation ...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Number not answered
Contributes positively to my overall wellbeing	58.4%	36.4%	6.9%	1.2%	0.6%	1.2%	10
Contributes to my happiness	57.8%	27.7%	12.7%	1.7%	0%	0%	10
Allows me to feel safe at home	55.5%	30.1%	8.1%	3.4%	2.3%	0.6%	10
Allows me to pursue other goals in life	52.6%	30.1%	13.3%	4%	0%	0%	10

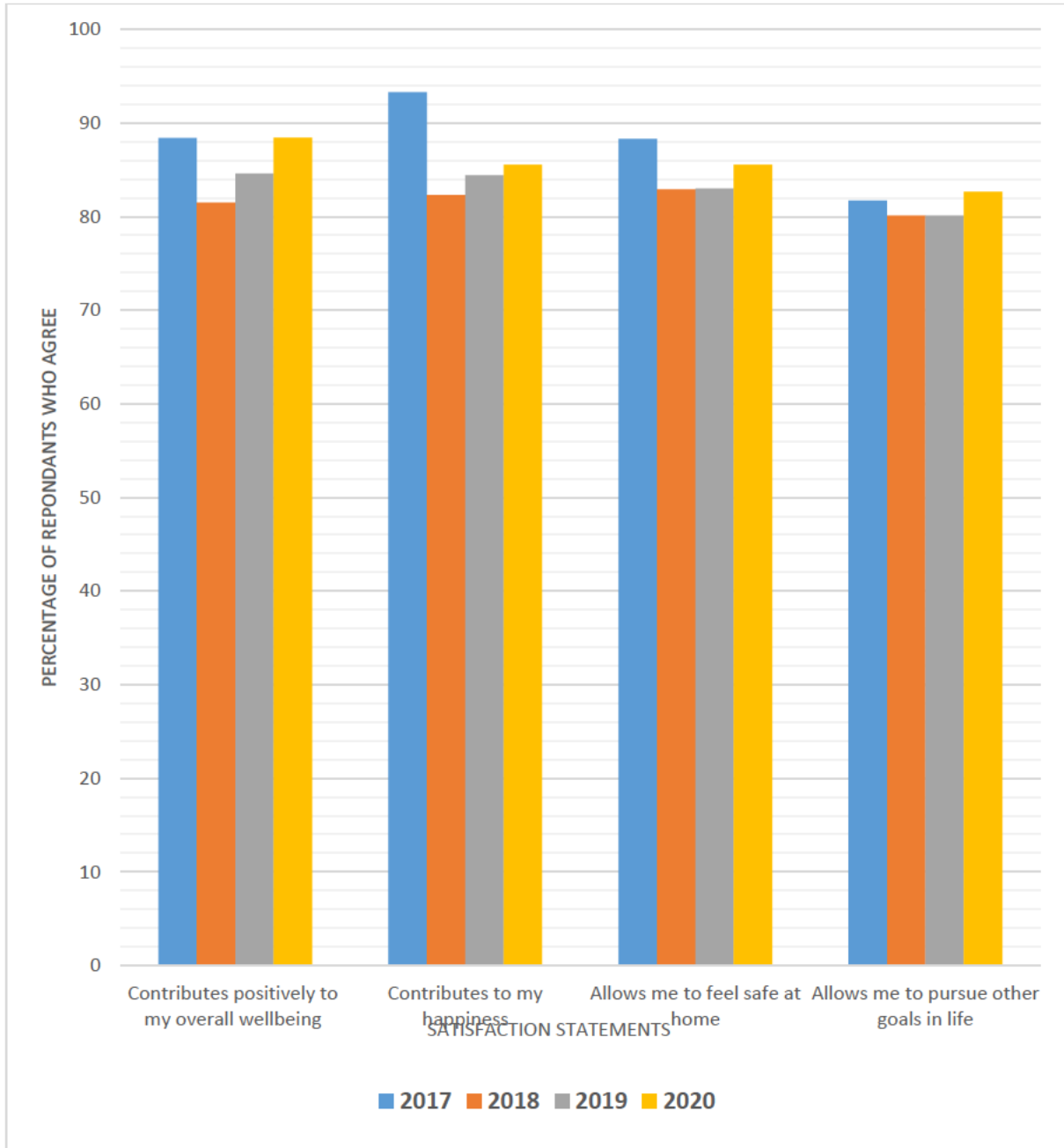
The health and wellbeing section for the survey has a high rate (82 to 88%) of 'agree' and a low 'disagree' rate (1.7 to 5%). However, two of the sections have high neutral responses as seen in previous years of the survey. These suggest that tenants find it difficult to measure any impact on something as personal as their health and well-being.

Graph 9. Agreement with 'My Current Housing Situation Contributes Positively to My Overall Wellbeing'



Graph 9 shows responses to the statement 'CORT contributes positively to my overall wellbeing'. A very high percentage of respondents (88%) agree/strongly agree with this statement.

Graph 10. Satisfaction with Health and Wellbeing: 2017-2020



Graph 10 shows the rates of agreement over the past four years for the tenants' health and wellbeing' section of the survey. Percentage agreement is on the y axis and questions are on the x axis with each colour representing a different year between 2017 and 2020. Overall satisfaction was highest in 2017. Restructuring the questions in 2018 may have affected the level of responses since then.

5.10 Qualitative Analysis: Health and Wellbeing

The survey received 57 written responses for the health and wellbeing section of the report. 45 of these were positive and 12 were recommendations for improvement. The themes that emerged were that tenants felt their homes were safe, good for their health, and provided a new start. A small number of tenants commented on the noise from neighbours.

Safety

Tenants indicated that their CORT homes are a refuge and make them feel safe. This is reflected in answers like 'I can call my home my own and retreat to where I feel safe from out in society', or 'I feel very secure knowing I can have this flat as long as CORT exists,' and 'I feel very safe here and above all the staff make me feel wanted.'

Tenants' health

Tenants indicated that having a CORT tenancy had positive effects on their health. Living in a CORT house reduced tenants' stress levels because it reduced overcrowding – leading to reports of better health: 'stress of living with flatmates can trigger illness, so living by myself is definitely a privilege'. Tenants also report that the physical state of the buildings led to better health outcomes: 'It's a healthy home and good for my health'. Others were more general in their approach: 'CORT contributes positively to my overall wellbeing'.

A new start

CORT homes provide a turning point in many tenants lives. This is reflected in the comments from tenants who describe securing a CORT house as a new start: 'After being homeless last year for 8 months I have been daily thankful to CORT for my new home and it is very well designed and built,' and 'Just getting into a settled feeling. This seems to be quite new for me. I feel much better about my orientation, and family life,' or 'I feel I have been getting back my independence. I have adequate amenities to function in a normal lifestyle.'

Loud neighbours

Noise from other tenants and neighbours is an issue for some CORT residents. This complaint is expressed as 'my neighbour can be loud and obnoxious'. Tenants would also like more independence from their neighbours: 'Intruding neighbours are a nuisance,' or 'A few residents display antisocial behaviour and/or so do their visitors.'

5.11 Qualitative Analysis: Further Feedback

The final section of the survey requests 'any further feedback or comments' in order to give tenants an opportunity to add any additional impressions they have about CORT services. This question collected 82 written comments. 65 of them were positive and 16 made recommendations for suggested improvements.

The general spirit of replies in this section reflects overwhelming positivity and thankfulness for the CORT staff and organisation. Positive themes include the way in which CORT provides a new start for tenants, benefits for health, the feeling of safety in CORT houses, the caring nature of CORT staff, and general thanks for CORT.

New start

As seen earlier in the report, CORT tenants feel that CORT has provided a new start in life. This stems from feelings of safety and stability in the houses provided. Housing has enabled tenants to make progress with what they want to do in their lives. Comments like 'CORT allows me to pursue other goals in life', and 'I can now focus on establishing my career in building trade and having a nice place to live in', and 'gratefulness that CORT is affordable, new, and in a great area which has completely changed our lives'. Another tenant commented,

'When we apply to stay here we were in very horrible situation. After we stay here my life changed a lot and it's getting better.'

Positive effects on tenants' health

Tenants affirm that the housing provided by CORT has positive effects on their health. Some of this stems from the fact that tenants feel that they are safe and have an organisation that is there to help them maintain their housing status. Typical comments are: 'CORT housing has given me the opportunity to feel safe and give me back some confidence', and 'I'd like to thank the CORT team, they have helped me feel well and stay well, thank you'.

Safety

Safety is a key concern of tenants in CORT houses. Tenants feel safe in their homes in two respects; they feel that they are physically safe because of the high quality of their housing. They also value the guarantee that their housing won't be taken from them, leaving them stranded: 'CORT provides confidence within myself that I have somewhere to call home'; 'I feel reassured that I am safe and this home is permanent', and 'CORT has provided me a lovely and safe place to live'.

CORT tenancy managers

CORT staff's attitude to its tenants is caring, supportive and accepting. Tenants' appreciation is reaffirmed in their written comments: 'I have never had landlords who care so much'; 'CORT really cares', 'CORT really cares about me and my home', 'CORT is a wonderful organisation', and 'CORT addresses issues of discrimination in the provision of affordable housing for those of us with experience of mental illnesses'.

Personal tributes include:

- You are all the A team!

- My present landlord, E———, with grace and empathy and her reassurance that I am safe and this home is permanent, has a positive effect on my mental health.
- ‘Me and my girls are happy with our house area and the service that has been given by our tenancy manager, E———. She’s awesome.’
- ‘Our tenancy manager E ——, is always efficient and helpful and considerate.’
- ‘E—— is always helping me.’
- ‘Thank you, CORT and staff, for being so understanding and for being so helpful plus the furniture from J——
- ‘Thanks to J—— for inviting me to the CORT community.’
- ‘I would like to congratulate CORT, especially M——, on a job well done.’
- ‘M——, is a very positive and outgoing person and does her best to provide for me.’

General thankfulness

There is a recurring theme of general thankfulness that runs through most of the written responses in this section. These affirm the positive relationship between the CORT and its tenants: ‘Thank you CORT for all you do’; ‘Best housing provider’; ‘Basically I’m thrilled to have this CORT flat’, and ‘I thank you from my heart’.

6. Recommendations

CORT has maintained a high level of tenant satisfaction in 2020, reflected in the overall average of 89 percent in the survey results. At the same time a few sections of this report have highlighted areas where CORT can improve its services – for example in the maintenance of its homes and in reducing the annoyances of neighbours.

6.1 Recommendations for CORT

To improve its services, CORT could:

- invest in building materials (e.g. sound insulation) to minimise the noise from neighbouring properties
- research ways to increase the ease with which tenants can request and track maintenance requests
- screen and educate their contractors so that they can interact appropriately with CORT tenants

6.2 Recommendations for Future Satisfaction Surveys

To improve future evaluations of tenant satisfaction, CORT could:

- edit the maintenance section of the survey with an initial statement, ‘Please fill out this section if you have had repairs in the last 12 months.’
- consider changing the wording of ‘neighbourhood’ back to ‘area’
- acquire questionnaire software so that student researchers can easily use demographics data such as gender and geography
- take on a student in the second half of the year to measure satisfaction after winter when homes are more vulnerable to weather damage

7. Conclusion

The Tenant Satisfaction Survey 2020 shows that CORT has maintained a high level of tenant satisfaction with its services. Satisfaction has risen in all areas except for maintenance and repairs, where the data may be skewed by the large number of newly built properties. Increases in satisfaction are small because CORT has developed a record that is hard to beat.

In their written responses at the end of each section tenants report that they are grateful for CORT’s services; they like their homes and find CORT staff helpful and friendly. Minor levels of dissatisfaction were expressed over noisy neighbour, delayed repairs, and contractors’ attitudes to tenants. This report recommends that CORT use sound proofing of high quality where possible, remove barriers to maintenance requests and screen contractors who work on CORT homes.

Overall, however, tenants’ appreciation was expressed in the comment, ‘You are all the A-team!’

8. Appendices

8.1 2020 CORT Tenant Satisfaction Survey Form



CORT Tenant Satisfaction Survey 2020

General Information (please tick)						
Suburb of your home (for more detail look at the Frequently Asked Questions):						
Central Auckland	<input type="radio"/>	West Auckland	<input type="radio"/>	South Auckland	<input type="radio"/>	
Number of people in your household: 1 <input type="radio"/>						
		2	<input type="radio"/>	3 or more <input type="radio"/>		
Gender: Female <input type="radio"/>						
		Male	<input type="radio"/>	Other <input type="radio"/>		
Age: 24 and under <input type="radio"/>						
		25-34	<input type="radio"/>	35-44	<input type="radio"/>	45-54 <input type="radio"/>
			55-64	<input type="radio"/>	65 and over <input type="radio"/>	

Please tick one box per line for the following statements. If unsure, tick *Don't Know*.

CORT in general						
I feel...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know
Satisfied with my house and property						
Satisfied with the neighbourhood I live in						
Satisfied with all CORT service						
Informed about CORT services and activities						
Reasons for your answer above (optional):						
CORT Staff						
I feel...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know
It is easy to contact CORT						
CORT staff members take the time to listen to me						
CORT staff members are polite and friendly						
Staff carried out the tasks they agreed to						
Staff members are considerate of my individual and family circumstances						
Reasons for your answer above (optional):						

You're halfway! Please turn over to continue

Maintenance and Repairs						
I feel...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know
CORT maintains my home to a reasonable standard						
Satisfied with the last repair work or maintenance done at my home						
Satisfied with the tradesperson who did the maintenance						
The repairs were done in a reasonable amount of time						
Reasons for your answer above (optional):						

Health and Wellbeing						
My current housing situation...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know
Contributes positively to my overall wellbeing						
Contributes to my happiness						
Allows me to feel safe at home						
Allows me to pursue other goals in life						
Reasons for your answer above (optional):						

Any further comments or feedback (optional):

Thank-you for your time.
Please return your survey by Friday 3rd May 2020.

8.2 All Qualitative Responses

The following are all of the comments collected from the 2020 surveys. Names or references to tenancies or properties have been removed or redacted.

- so thankful for a roof over my head
- still waiting for a back door key
- everyone tries their best and although we all live close and privacy is virtually zero we all seem to give and take maturely
- :)
- our house is commonly having things fixed and modernised and the house looks much better
- CORT has been really helpful
- because I satisfied with all CORT service
- no worries
- good communication via email and postal services
- not sure
- neighbourhood okay - but close residents of flats disagreeable
- I feel very happy here it's a great place to live
- This is the first time I ever stayed in a brand new house affordable rent. The services provided by the staff is satisfying. So blessed to be here
- I love my house and really thank you
- CORT is simply the best
- after being homeless last year for 8 months I have been daily thankful to CORT for my new home and it is very well designed and built
- on occasion sub-contractors to CORT are not doing the work they are supposed to be doing; cleaning gutters.
- I am very satisfied with my neighbours and surroundings especially in the local area
- the one stay above my unit always make noise and throw trash to the ground in my unit. Anyway she always has partys with her friends from outside even in the lock down period
- The bedroom could be a bit better
- I like the property but I have almost fallen down the stairs a couple of times; besides that, I love the Neighbourhood and services
- very noisy neighbour next to me, I feel nervous with the noises in the mornings and at night, I feel I don't have privacy in my own home.
- CORT simply do the best they can
- brand new home just moved in
- Me and my girls are happy with our house area and the service that has been given by our tenancy manager she's awesome
- I love where I live close to transport and count down. But I must point out about the way some tenants drink and are loud no respect for others around them
- You only have to ask CORT if something is wrong they endeavour to fix it straight away
- security the car park main solar light has not been working consistently for a long time
- get on good with my neighbour and CORT
- I love my home makes me happy
- my experience of CORT has been fantastic thank you
- although this house is perfect for our little family I wish the property was a little bigger. My 3-year-old daughter loves to play outside, however our back yard is small and slopes so it's dangerous for her to play outside, our front yard is a drive way which is also not suitable for kids to play on and not safe.
- I think I'm living in the best location I can be in because I am close to public transport shopping and I am very happy I think CORT has helped contribute this for me and I am grateful
- I'm happy in my home

- The neighbourhood has changed in the time that I have been here. Other tenants behaviour is a distraction and unsettling
- I enjoy living with CORT very much
- I'm just grateful thanks
- just totally satisfied with CORT community housing
- very approachable
- CORT agreed that an extractor fan was going to be installed in the kitchen around June/July 2019 it still hasn't happened.
- it can be difficult money help wise
- still waiting for a back door key
- I need steps from my deck and I was promised a lemon tree
- I am satisfied with CORT services
- I am in the transition of renovations if I am unsure of something I simply ask the renovators
- when I first moved in it was quite hard to get my power number ratified to my property I was very sick and slow and my then land lord was very hard to communicate the problem too. She tried but her advice never matched the company.in the end I managed to get the power company to listen and put the power on. through this delay I lost the \$400 rebate and was really disappointed. I had no option but to let it go as I rang the CEO and was told he couldn't help me I was left with the blame but got over it.
- :)
- the CORT staff are great to talk too and are very supportive, thank you so much for giving me a home I can call my own.
- I've rung CORT quite a lot for many things and everything seems to be generally okay
- staff are always helpful
- CORT staff are caring and friendly
- because CORT staff members are polite and friendly
- very good
- very good service
- my flat is dilapidated
- don't know
- they are not attentive of my physical disability and discard my disability and enduring physical pain in the flat
- the staff are wonderful. They do a great job.
- our manager is so friendly. Given us advices that makes us feel at home and taking care of us.
- your employees are really kind always pay attention to me and try to solve my problems
- all CORT staff have been genuinely caring
- I've only been here 7 months so have not meet all the staff members
- very happy to be living in mount wellington I feel very safe in the area and my unit
- very helpful and considerate
- I hesitate to give the strongly agree column a tick as no service is perfect
- thanks to the ladies jade for inviting me to community CORT and the dos and don'ts about having consideration about others and keeping the peace and to [REDACTED] for texting me about the laundry at and I can breathe a whole lot easier
- awesome staff
- The staff are always so nice and kind.
- excellent! It is so easy to contact CORT they take the time to listen.
- CORT have had a lot to put up with especially from the neighbour and we are still here
- services are good
- I strongly agree
- we have been so grateful for the services that our tenancy managers have provided for me and my family and they are [REDACTED] and [REDACTED] they always put a smile on our face. God bless and please be safe thank you very much for helping us

- [REDACTED] is absolutely wonderful I can speak to her freely and she understands some tenants I feel have been leaving a mess to clean up in the lifts letter boxes and around in general
- I feel I can speak to any CORT staff at any time about any issues I may have and it is actioned
- Seems to be either a lack of experience perhaps or empathy from some! Being Sneaky rubs people the wrong way. I'm always honest, yet I was made to feel like I was lying. Not good. Similar comments from others I know.
- Just a Good testimony to be able to gain respect - respecting others learning from your mistakes to be able to overcome your living ways (parties etc.) making changes for the future and knowing that you can get better at it.
- I want amused that my tenancy manager had contacted the crisis team just because I didn't react the way I usually do I was only upset not having a crisis this made me feel deceived and many other things because the issue with my neighbour as well.
- I think it would be good if there was an 0800 number to phone CORT I don't have a landline and making calls from a mobile are expensive
- find they very helpful
- they are always so inviting
- staff are very understanding and I feel open to talk about issues with them to resolve matters in confidence with them and address any concerns I feel comfortable in communication
- I have had no problems, I'm happy
- with the mental care it's easy to live here
- task hasn't been carried on, due to non-emergent priority? Or if the trust is facing financial difficulty? Best wishes
- all my answers are all how I feel about CORT staff
- I feel that when I'm unloading at times staff hears me
- CORT is very quick to respond to any requests which is great I love the services thank you very much
- just happy how fast CORT community housing gets things fixed or repaired
- prompt with maintenance service
- extractor fan in kitchen not yet installed
- I ask for repairs, not often done
- electrical technicians fixed stove satisfactorily plumber helped with my laundry tub question
- I am very satisfied
- repairs are on time
- my only concern was the gardeners who caused a scene and I felt victimised through their actions. It was a 'lord it over you' attitude because we work for CORTs. Special things outside my back door were called rubbish, I was accused of 'doing the haka' which has racist connotations to it.
- :)
- Always very professional
- we have had many repairs recently like a new hot water cylinder and water out by the mailbox they were fixed very quick pronto nice one
- One tradesman told me to clean his mess when they had finished (wardrobe)
- I've hardly no repairs done or needed to be done I think only once and that was the next day
- CORT help keep our house functioning
- because CORT maintains my home to a reasonable standard
- It took several plumbers to fix the toilet the last plumber knew the problem and fixed it after several plumbers
- pink bats only covered ceiling roof when applied into home when queried of floor area disagreeable remarks that was incompatible
- last three boxes don't apply to me
- my house is very safe to live in
- It took ages to fix the leaky ceiling

- I tick agreed because I request to fix my bathroom door and oven but only bathroom door fixed and the oven is still not fixed not working too
- I love my garden because your staff always helps me to be beautiful and learn
- owner responds to all notifications for needs promptly and courteously responds
- some contractors did well some sealing and painting repairs soon after I moved in
- ■■■ was the last contractor he does great work. But the contractors before him did an unsatisfactory job doing the lawns gutter clearing
- well so far I haven't had any repairs done to my new place since I moved in so far no break downs yet and thing is in good working order
- satisfied with the maintenance
- Just move in and not have any maintenance yet
- there could be more maintenance
- I strongly agree that the Maintenance and repairs are very good and fast
- I would like to make a request for an essential need for my son and me It's about a heat pump and air conditioner in downstairs. Thanks
- sometimes safety concerns are not taken seriously at all
- just moved in
- always on time and professional work done
- haven't had anything to repair or had my unit maintained as yet
- no repairs needed
- I've got a feeling he knows I'm mental so treated me differently in a neglectful way, as if I'm wasting his time.
- the tradesperson and the company kept up great communication and the service was flawless and prompt
- our property maintenance guy is great He checks what needs doing and does it. Very personable
- lawn and garden maintenance all good
- they are always offering to pitch in and help
- the last repair was done quickly (replace toilet seat) and since the instalment of the new seat we haven't had any problems. Also the new garden lady did a brilliant job she not only took care of the garden but also helped my own little plants grow in pots.
- I have had no maintenance person to work in the apartment therefore my reasons are unknown
- the repair man did a good job
- several requests made to tenancy manager to carry out repair that is a safety issue. No response in almost 12 months. Not good enough
- CORT inspection for my flat is regular
- The leak under the kitchen sink was fixed quickly and the man who done it was very nice
- had a sensor put in, perfect! Thank you
- just happy with CORT community housing help in general
- good friends and neighbours
- overall neighbours respectful
- I am happy with CORT services
- I am generally satisfied and overall happy and content that I have a stable home life
- my situation as to privacy dimmers from view from when I am thankful for a home I can call my own and retreat to where I feel safe from out in society. It surly has been a blessing and all the little teething problems are dealt with
- :)
- The stress of living with flatmates can trigger off wellness, so living by myself is definitely a privilege.
- Extremely happy with my wellbeing
- I'm just getting into a settled feeling. This seems to be quite new for me. This feels much better about my orientation, and family life.

- I feel as if my neighbour or someone other than CORT has got my front door key. Constantly invading my home when I go out somewhere
- I am so very lucky to have this place It is so comfortable Just what I wanted
- it's good to have a home. It's healthy and good for my health
- because CORT contributes positively to my overall wellbeing
- very satisfied
- very good I'm happy
- being situated right next to mount wellington is great. New world supermarket is a bit expensive
- I really enjoy my place and have no problems
- I love where I live, been here 10+years
- we did ask [REDACTED] if you could move us to your front houses one up down unit please
- protruding neighbours are a nuisance although steeling has stopped
- living here makes me feel very happy in my life better than I have ever been
- I feel very secure knowing I can have this flat as long as CORT exists
- I have a problem neighbour who abuses me when she gets told off
- safety and easy to clean easy to maintain and save up for mortgage soon
- I'm happy to be my home and I feel calm and confident
- I am so grateful for the opportunity to have the home that I live in.
- so great to have a home again
- excellent home excellent service
- I am very happy with my life
- our tenancy manger [REDACTED] is always efficient and helpful and considerate
- happy to be listened too
- [REDACTED] is a very positive outgoing person and does her best to provide for. Reasonable response regarding my housing situation. I always feel that I can be honest with her and know that she will do her best
- so far so good, I can breathe clean fresh air and not worry about getting short of breath every time I use my inhaler and living in a clean environment and conversing with neighbours
- very happy and wellbeing
- still ongoing care
- This housing is not good for my wellbeing especially the stairs and I am afraid that I will actually fall and hurt myself more than I have already.
- all is good
- my girls and I are happy that we have a bigger space and have their own rooms to them also a big yard for them to play on
- my unit is my safe zone but the loud music drinking and noise does stress me out I am not use to being around people who drink I do not drink
- there have been arguments from the neighbours
- I hate the young people that are flatting they play loud music swear and treat their neighbours with no respect. They do not contribute to society and cause trouble
- I stay in an apartment complex with a communal front door, not all tenants abide by the rules therefore safety is sometimes an issue when a few residents display antisocial behaviour and or their visitors
- My own health/wellbeing not particularly good. Can feel caged sometimes being so close to others divided by a wall!
- Just having to stay maintained follow the rules our bran new homes :)
- love being where I am
- nice steady and stable environment
- my neighbour can be loud and obnoxious
- the place I live in feels perfect and I couldn't ask for more I feel I have been getting back my independence I have adequate amenities to function a normal lifestyle
- no problems at all

- I feel that it might be time to move somewhere else I feel unsettled in my current environment/
Neighbourhood
- it's close to my mental health care
- As I have been a tenant for many years I am grateful to the CORT staff for helping me with the running of my unit and for providing a roof over my head
- There are some sabotages happening in our region. Also parcels thieves are operating nearby the neighbourhood. Sad
- I feel very safe here and above all the staff make me feel wanted
- If not for the housing support services, I would not be able to peruse my life activities
- this is very important to me feelings and contributing to the community and being well is a big part of that.
- Apparently the cctv is not in operation. It is there as a deterrence. Could this be in operation
- thanks CORT community housing for all the help. To better myself and my life, most appreciated
- enjoy the break thank you.
- great staff at CORT
- thank you for renovating my flat in 2019. the place is much better + I feel easier about inviting people here was reluctant to before because of the shabbiness of the flat. However, the extractor fan in the kitchen still needs to be installed.
- we feel more motivated with good housing and more safe and illness gets better
- activities often in Ponsonby, would be better central Auckland
- very happy to be living here
- thank you for your support
- thank you
- having a sometimes restless spirit it is re-assuring that it provides confidence within myself that I have somewhere to call home
- please provide transport to CORT activities
- by my present landlord [REDACTED] with grace and empathy and her reassurance that I am safe and this home is permanent has a positive effect on my mental health I have been honest in my reply to this survey but I have the view that should these be used in a constructive way then they should be tendered without grudges or discontent I remain very happy although my fellow tenant who lives above me bangs around a lot so I sleep in the sitting room sometimes but then a dryer has been placed in neutral space right next to my bed and it's a pain when you are sick. it's all part of living extremely close. I hope this will help CORT. I have had an awesome chance from CORT and will not complain.
- :)
- CORT has provided me a lovely and safe place to live, I have never had landlords who care so much. The neighbours aren't always perfect but yet a small price to pay, for having such a wonderful roof over my head. Thank you!
- CORT housing has given me the opportunity to feel safe and give me back some confidence
- It's wintery and I feel great
- I have been with CORT for a number of years now and have found that CORT really cares about me and my home CORT is a wonderful organisation and I appreciate everything they do.
- If someone come and change my net curtains that would be great because after first wash, they get shrink. Thanks sweet
- thank you CORT many thanks
- I am satisfied with CORT I find them very helpful
- hi My name is [REDACTED] I volunteer for the Maori warden; I also help our people with covid 19 doing work. This is my 4th week out in the community.
- because CORT contributes to my happiness and allow me to feel safe at home and allows me to pursue other goals in life.
- thank you for your help CORT
- [REDACTED] very helpful

- Great service very caring workers completely happy with you, have a good year
- Thank you CORT community housing staff. Keep up the good work.
- my lace curtains could do with renewal; got holes in them
- Just like to say I really enjoy staying at my property I like cleaning my place and looking after it.
- Thank you CORT for all you do, please may you all be safe from this terrible coronavirus. Hopefully there will be a cure soon. God bless, [REDACTED]
- neighbours very messy around rubbish place to naughty and dirty people even outside my unit neighbours cigarette ends all around my place they should put in own rubbish
- request 2 weeks' notice before inspection as listed in tenancy act. Please give me CORT phone call
- I'm very happy living where I live All the 5 flats are CORT houses and we all get along and look out for each other. I'm also happy because my flat was done up beautifully. Basically I'm thrilled to have this CORT flat
- very accommodating with my rent and water. Best housing provider
- Thank you CORT for my flat and for what you do.
- I think you need an administration person in the office again
- stay safe and keep up the good work CORT members
- I thank you from my heart my god always be with you so that you can make people happy
- Thank you
- Not only have CORT provided the home that me and my son live in I have also found part time work as one of your garden property maintenance staff
- really happy with my flat I am experiencing the same problems but after lockdown ends those problems should be resolved
- All is well
- good communication
- I would like to congratulate CORT especially [REDACTED] on a job well done and thank you for this survey as an opportunity to respond favourably to the work CORT to address issues of discrimination in the provision of affordable housing for those of us with experience of mental illness thank you CORT and god bless you all.
- thank you
- well I've pretty much said what I have to say Thank you CORT and staff for being so understanding and being so helpful plus the furniture from [REDACTED] and the boys at least I have a comfy mattress to enjoy and not move around
- very satisfied thank you
- may I take of a tree at the front replacing with other useful tree like lemon or apple
- CORT is often very slow at responding to maintenance that has to be done
- I would like you take a moment to pay attention in this point about noisy neighbours because some of us may have health ups and downs. And also I would like to feel safe and comfy in my space before I sent you my last health information by email
- CORT is a nice organisation they help people I'm so thankful for what you done for me thank you
- I have mentioned several times that the citrus trees need pruning or else no edible fruit will be available and it is disadvantageous to the trees. I am unable to do it myself thanks
- great work
- keep up the good work and god bless, please be safe
- I feel privileged to have a CORT in charge of my accommodation and property services
- not at this point hoping to continue enjoying my unit that CORT has gravely allowed me to dwell in, thanking you so much
- I love my new home and most everything is nice I am pleased thank you so much
- the music can get loud from the neighbours thank you very much for all that you do
- the fittings were no good I would prefer the old ones
- I understand how difficult it is to place tenants in available accommodation but if feel complexes are not suitable for those with extra issues, this is not a judgment but an observation over a long time period.

There will always be in any area with many people living in close quarters similar to mine some who are unable to cope it is something housing providers need to address as it soon affects many and not just the individuals with special needs

- well done by all
- I have had a couple of problems with my current property Manager. Seems experience lacking. Doesn't really have natural empathy unlike my previous property manager, who was fantastic, would listen and try to help. Current prop manager does not! Everybody, one time or another, needs to be listened to be listened to. Current prop manager not too keen on this, If I text her she doesn't reply for a day or so. There are other things too, Important things she avoids.
- We have been blessed, I can only but try to make things better for me and my house hold which is my beautiful son. And hoping that my other children will be able to be a part of it.
- on the whole very happy but some maintenance issues need to be addressed
- I'd like to thank all CORT staff for giving me a place to stay I'm happy I'm starting fresh in life and place I can call home
- I am very happy with CORT member helps us all the time. When we apply to stay here we were very horrible situation after we stay here our life changes a lot and it getting better
- I love my home please help me keep it
- thanks for your support
- Happy with my place
- thank you for everything, very happy here
- just wanted to thank CORT housing and everybody working there for the great job you are doing not only to provide houses but also ensure the tenants are well
- A big thank you to the CORT company for helping me and my family can visit me in this apartment. I can now focus on establishing my career in building trade and having a nice place to live in
- you are all the A. team
- CORT is always ready to make life better and easier as much as CORT can. Staff members are [REDACTED] and [REDACTED] are very considerate and very helpful they're always ready to jump in and help
- CORT is the best housing provider I have had, by far being provided housing which is affordable new and in great area has completely changed our lives thank you so much CORT
- I don't really want to move, but feel that I have to for my own wellbeing in the long term
- the CORT flat is amazing and I love looking and taking care of it as well
- I would like to commend the staff on their polite manner and going above and beyond to satisfy their tenants great job everyone
- I enjoy living with CORT they are the best land lords I have ever lived with
- thank you for the roof over my head I am also for the professionals in my life god bless you all
- I actually think it's a very good thing they are doing for me and others the situation for us could be a lot worse
- I'd like to thank the CORT team, they have helped me feel well and stay well thank you.