

Tenant Satisfaction
Report
—
2022



1. Executive Summary

CORT Community Housing (CORT) is a not-for-profit non-government organisation that provides quality and affordable community housing for those in need. CORT aims to provide high-quality, affordable housing for families and individuals, with a strategic focus on creating good homes (he kāinga pai) and good lives (he mauri ora) for its tenants. They aim to do this by fostering strong relationships (he whakawhanaungatanga pai) with those it houses and with support agencies, funders, and others in the social housing sector.

A critical part of reviewing the ongoing success of CORT as a housing provider is its Annual Tenant Satisfaction Survey. On top of its regular contact with tenants, the annual survey enables CORT to listen to and understand their experiences and needs. It both provides feedback on where the CORT team is performing well and helps indicate where improvements could be made to ensure tenants' needs and expectations are being met.

The survey, which is mailed out to all of CORT's tenants, provides an anonymous forum for them to provide feedback. It is entirely voluntary, although incentives are offered for participation. CORT has been conducting these surveys since 2010, with each year's results building on previous years, indicating a long-term high level of satisfaction. Overall, the 2022 report follows the trend of high satisfaction levels amongst CORT's tenants, reflecting the high quality of service the organisation provides and its contribution to maintaining a good quality of life for its tenants.

The survey includes a mixture of quantitative questions (asking respondents to assign a value to various statements according to their level of agreement) and space for qualitative responses (allowing tenants to provide greater detail about their motivations and reasonings in their own words). Four aspects of CORT's service are evaluated: CORT in general, CORT staff, maintenance and repairs, and health and wellbeing, with space provided for any further feedback.

In 2022, 42.9 percent of surveys were returned (176 out of 410 mailed out), with satisfaction levels high across all categories. The overall average agreement rate of 83.8 percent reflected a high tenant satisfaction with CORT and its services. Across the survey, most tenants reported that they appreciated CORT's services and its staff. Many highlighted how satisfied they were with their homes describing them as a source of safety and security.

Potential issues raised by a small number of participants included concerns regarding maintenance or repair work and their overall satisfaction being affected by issues with their neighbours. In response to this, CORT will be reviewing where it can improve these aspects of its service.

Once again, the survey has been a valuable tool for CORT to evaluate its properties and services by gaining insight into its tenants' satisfaction levels and concerns. As a tenant-centred organisation, CORT takes the wellbeing of those who live in its homes exceptionally seriously and is pleased by the overall high levels of satisfaction indicated in the Annual Tenant Satisfaction Survey for 2022.

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4. Introduction

The CORT tenant satisfaction survey is carried out annually to analyse and assess how successfully CORT Community Housing and its services meet its tenants' needs. This survey interprets tenant satisfaction levels within four domains; CORT in general, CORT staff, maintenance and repairs, and health and wellbeing. The survey aims to gather and evaluate feedback to assess where CORT is performing well and areas that may need further development. This survey provides a safe forum for tenants to express their concerns, highlight areas where CORT is performing well, and provide guidance for future improvements.

5. Method

5.1 Ethics

To uphold a standard of ethics, this survey and its report were conducted independently of CORT by an individual from the University of Auckland. Tenant anonymity and confidentiality were maintained throughout the project, with participation 100 percent voluntary and tenants having the option to leave any questions blank. The participants and their responses were kept confidential from CORT. Information about how anonymity and confidentiality would be maintained were supplied to tenants in an FAQ sheet, which also provided the survey reporter's contact details if they had any queries pertaining to the survey to ensure confidentiality. CORT supported and followed all ethical procedures upon completion of the survey report.

5.2 Survey Design

In order to maintain continuity, the 2022 survey followed the same structure and design as the previous years' surveys with two minimal changes. This was done as continuity in survey design and method allows for better comparison between previous' years' survey results. There was a minimal change to the question about the tenant's length of time in their current home. The first option was extended from 1-6 months to 0-6 months. An additional question was also added at the bottom of the survey regarding whether tenants would like this survey to be available in an online format in the future.

The survey is divided into a demographic and five main sections: CORT in general, CORT staff, maintenance and repairs, health and wellbeing, and an additional feedback section. Each section has space for additional comments. Furthermore, one question regarding an online survey option was evident at the bottom of the survey.

Demographic information about participants was collected via a section asking them to tick the circles that apply to them. This section collected information on each participant's home location, age, gender, length of time in their current home (months/years), and the number of people in their household. This report used this information to identify the prevalence of different demographics within CORT's tenant population.

This survey, like previous years, collected both quantitative and qualitative data. Seventeen closed-ended statements required participants to tick one of six boxes along a Likert scale stating the strength of their agreement ('strongly agree', 'agree', 'neutral', 'disagree', 'strongly disagree' and 'don't know'). Beneath each response area was an additional blank box, named 'reasons for your answer above', that allowed for the collection of qualitative data, giving participants the opportunity to provide further comments on the responses given in each section. Lastly, a larger box was provided at the end of the survey ('further feedback') as a space for any additional comments, concerns, and feedback around CORT's services that participants might want to provide.

The additional section added in the 2022 survey was one question regarding whether tenants would like the survey to be available in an online format in the future. Participants were asked to tick the circle either 'yes' or 'no'.

5.3 Survey Distribution

CORT's 410 tenants were invited via mail to participate in this survey. A survey pack was sent to each tenant, consisting of an invitation letter, frequently asked questions, a voucher form, and the tenant satisfaction survey. Also included in these packs was a postage-paid return envelope for participants to mail back their responses.

The survey packs were mailed out on April 4th, 2022, with participants asked to return their completed surveys by May 6th, 2022.

As in previous years, tenants were compensated for their time through a \$20 petrol, supermarket, or Warehouse voucher, hand delivered by CORT after the return of their completed surveys by the specified date. In hopes of increasing response rates, all participants went into the draw to win a \$200 cash draw prize, promoted on their invitation letter and FAQ sheet.

5.4 \$200 Cash Prize Selection

In order to ensure impartial selection of the cash prize, the independent contractor completed the selection process through random means. Each participant was assigned a number, and then a random number generator was used to pick the individual who received the prize. The elected participant was then contacted by phone and informed of their win.

5.5 Data Collection

An Excel spreadsheet was created to record all quantitative data and counts, while a separate document was used to type qualitative responses. The recorded quantitative data was then translated into percentages and recorded as frequency tables, with histogram graphs constructed to compare results from previous years (2019–2021) against the 2022 results.

5.6 Quantitative and Qualitative Analysis

This survey report is divided into the four evaluated categories: CORT in general, CORT staff, maintenance and repairs, and health and wellbeing, with both quantitative and qualitative analysis detailed in each. Quantitative analysis was completed through reference to percentages, demonstrated by frequency tables and histograms comparing 2022 results to previous years' results. A pie chart for each section was also completed to show key trends.

Qualitative analysis was completed through thematic means to draw key themes across each evaluated category. Qualitative data only was gathered in the fifth section regarding further feedback.

The data gathered from the seventh section of the 2022 survey, 'online survey option' was displayed as a pie chart.

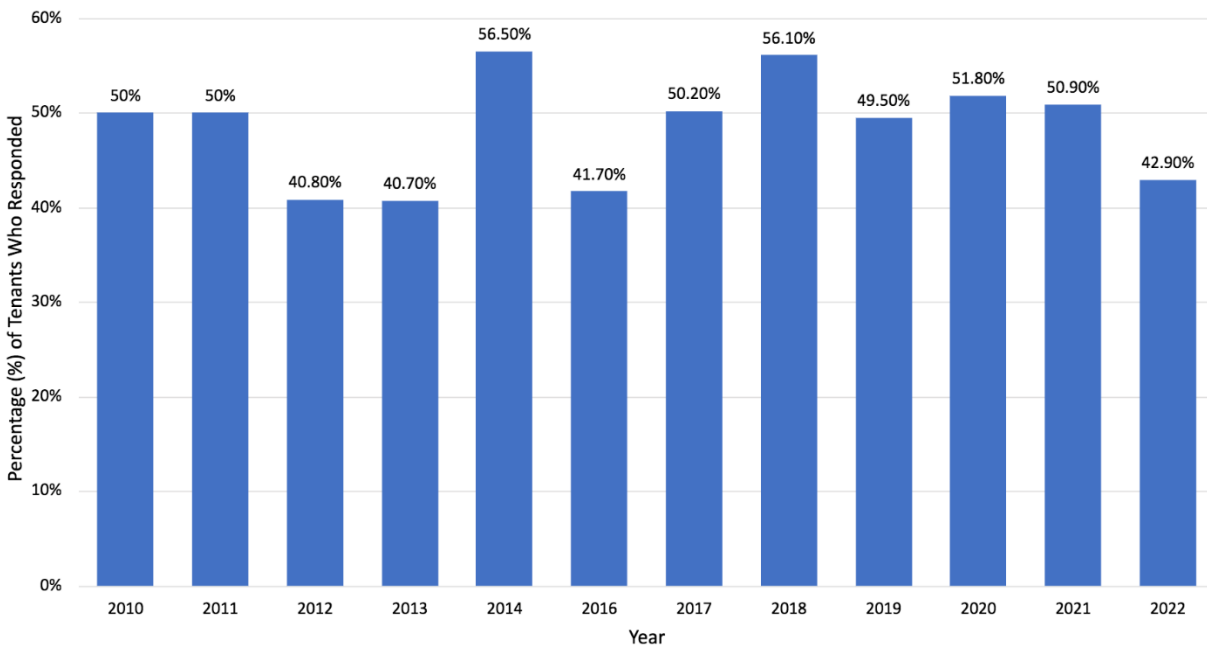
Participants had the option to leave any questions blank, with blank answers omitted from the final calculations.

6. Results

6.1 Response Rate

A total of 176 surveys were returned from 410 surveys distributed, a response rate of 42.9 percent for 2022. As shown in Figure 1 below, compared to previous years' response rates, this decreased 8 percent from 2021. Furthermore, this year's response rate is lower than the overall average of 48.8 percent from 2010 to 2021. The 2022 survey has the fourth-lowest response rate in the last eleven years that the survey has been conducted. There is no clear explanation as to why the response rate has dropped off, but this could be due to covid fatigue or that tenancy managers were not able to visit tenants and encourage them to complete the survey or pass on their surveys to the third party rather than the tenant having to go to the post box. Looking forward to next year CORT needs to look at what can be done to encourage a higher response rate. The possibility of a digital option could be explored, changing the look and layout of the survey to freshen it up or even whether the value of the voucher needs to be increased to be more 'worth the time' to complete the survey.

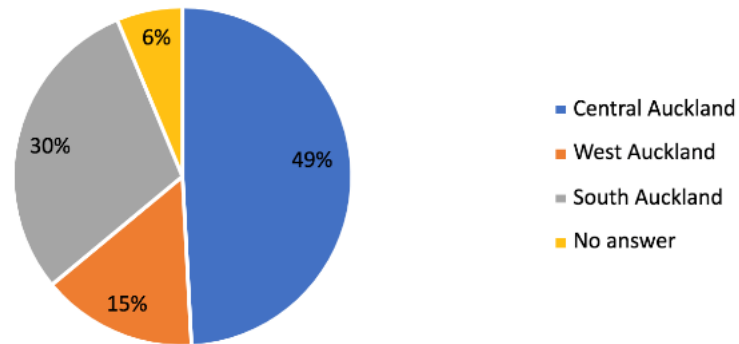
Figure 1. Response Rates of CORT Tenant Satisfaction Surveys: 2010 to 2022



6.2 Demographics

The following graphs display the breakdown data of respondents' demographic subgroups, including their geographic location, gender, age, length of time lived in their current home, and the number of people in the household.

Figure 2. Percentage of Respondents by Geographic Area



Reference: Percentage of all tenants by geographic area

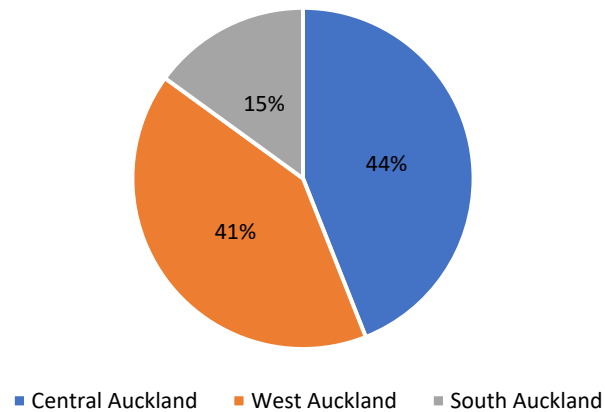
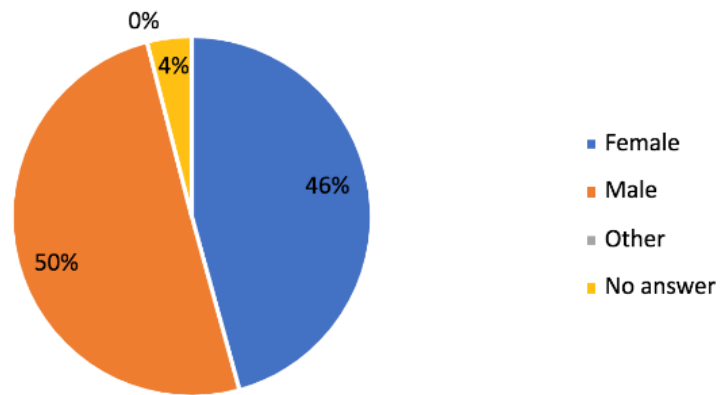


Figure 3. Percentage of Respondents by Gender



Reference: Percentage of all tenants by gender

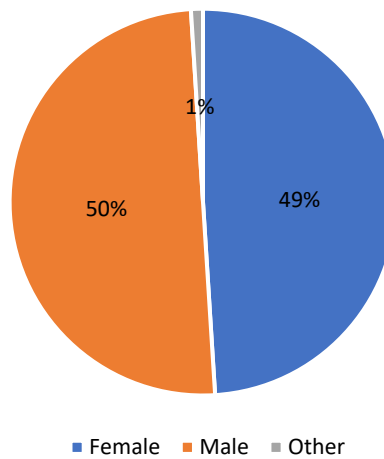
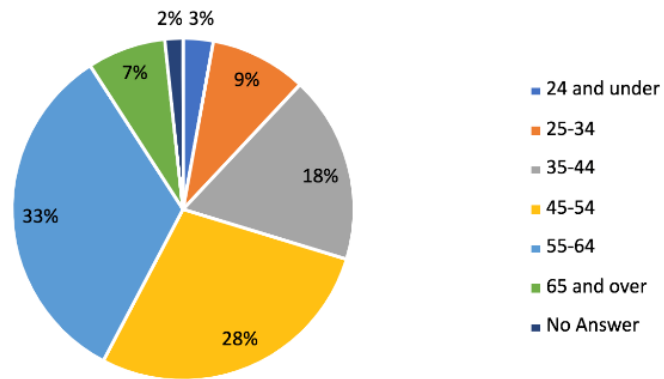


Figure 4. Percentage of Respondents by Age



Reference: Percentage of all tenants by age

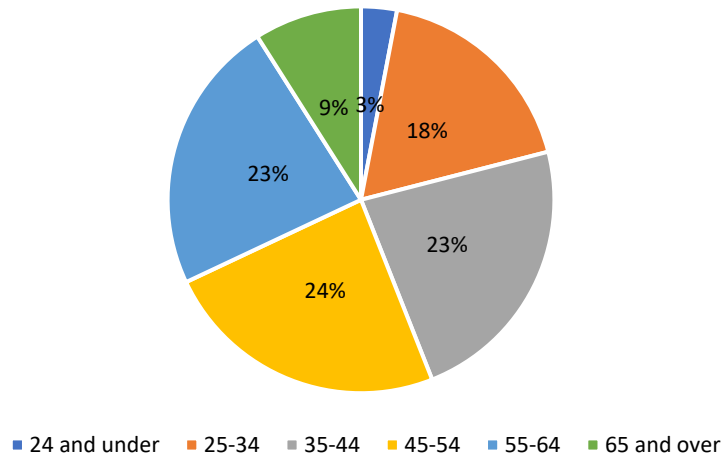
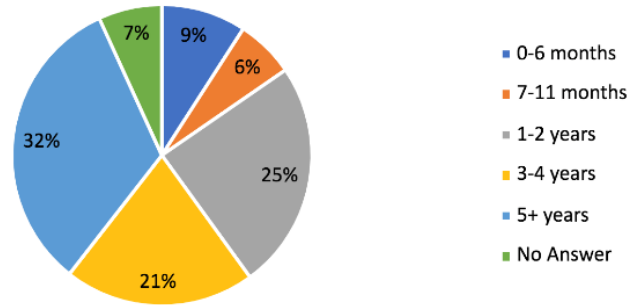


Figure 5. Percentage of Respondents by Time Lived in Current Home



Reference: Percentage of all tenants by time lived in current home

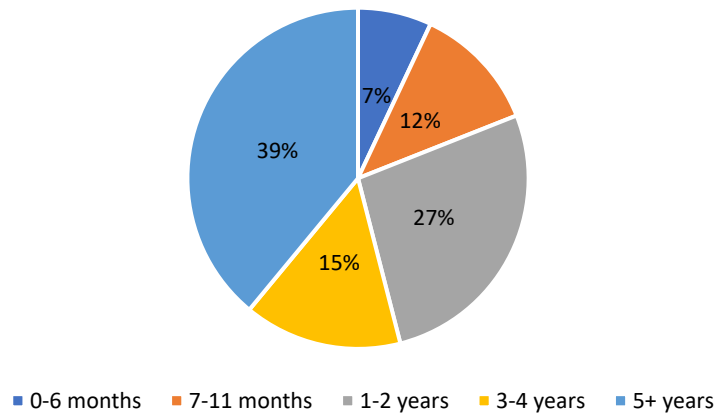
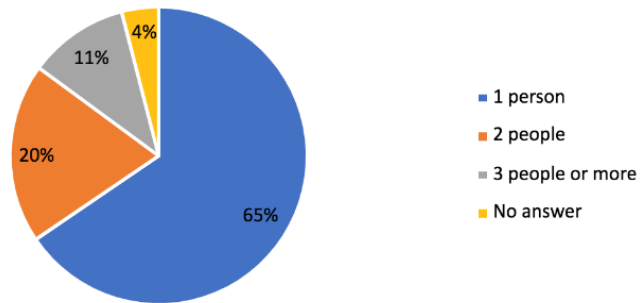
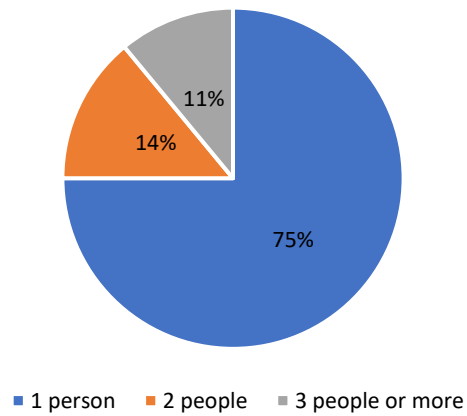


Figure 6. Percentage of Respondents by Number of Individuals Living in Household



Reference: Percentage of all tenants by number of individuals living in household



‘CORT in General’

6.3 Quantitative Analysis

This section of the survey assesses CORT’s tenants’ overall satisfaction levels regarding their property and the area they live in, CORT services and sufficient dissemination of information. Table one displays this data as percentages.

Table 1. Results from ‘CORT in General’ section

I feel...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don’t know	No answer
Satisfied with my house and property	56.3%	30.7%	4%	4.5%	1.7%	0%	2.8%
Satisfied with the area I live in	58.5%	27.3%	6.2%	4%	1.7%	0%	2.3%
Satisfied with all CORT service	63.6%	23.9%	8%	1.1%	1.7%	0%	1.7%
Informed about CORT services and activities	61.4%	27.3%	6.2%	1.7%	1.7%	0%	1.7%

In the analysis of the general overview of CORT’s services, the data presented highlights a strongly positive view. The table presents that over half of the respondents strongly agreed with all of the statements, and 85.8 to 88.7 percent overall agreed. Respondents had a 2.8 to 6.2 percent rate of overall disagreement. Furthermore, the agreement rates in the 2022 survey show that CORT is providing high-quality homes and services. The statement with the highest overall agreement rate (88.7 percent) and the statement with the lowest disagreement rate (2.8 percent) are ‘I feel informed about CORT services and activities’ and ‘I feel satisfied with all CORT service’, highlighting that CORT is performing exceptionally well in these areas. The statement with the lowest overall agreement rate (85.8 percent) and the statement with the most significant disagreement rate (6.2 percent) are ‘I feel satisfied with the area I live in’ and ‘I feel satisfied with my house and property’.

Figure 7. Agreement on 'I feel informed about CORT services and activities'

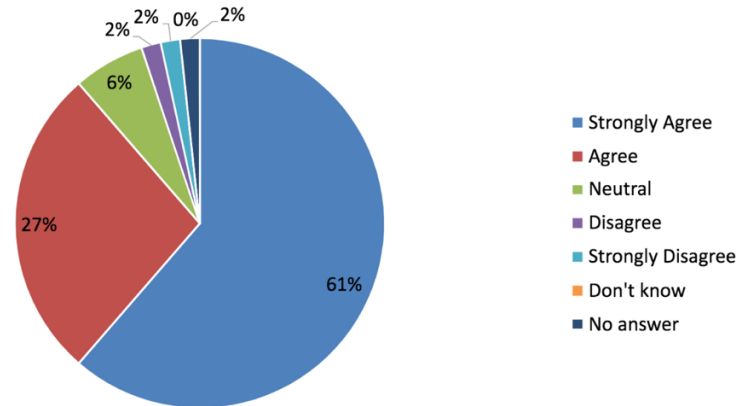


Figure 7 presents a high agreement rate of 88 percent for the statement 'I feel informed about CORT services and activities.' (NB: percentages are rounded to the nearest significant figure).

Figure 8. Agreement on satisfaction statements in the 'CORT in General' section: 2019-2022

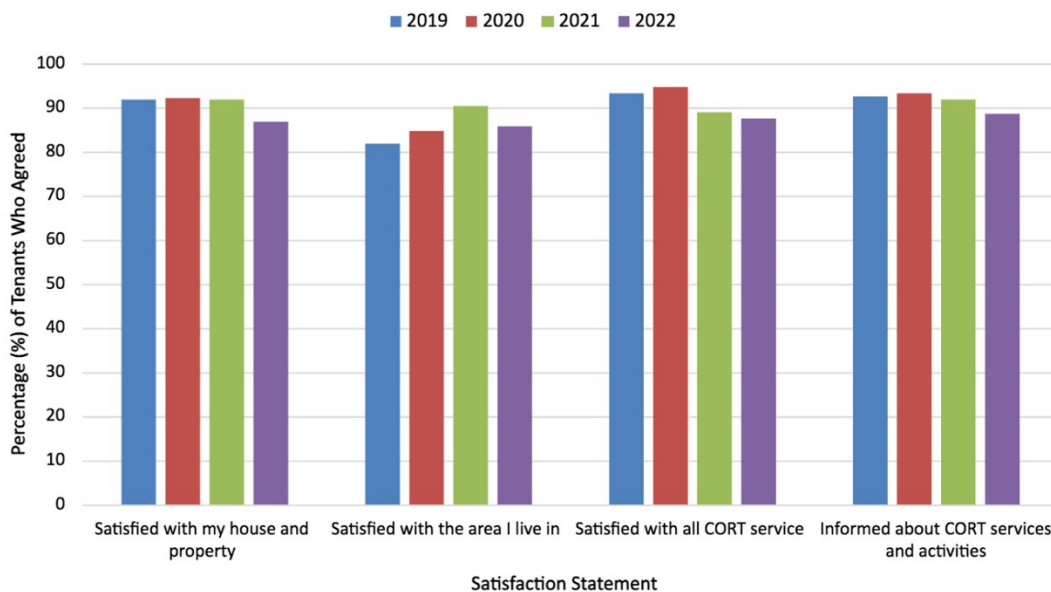


Figure 8 compares the overall agreement rates for statements within the 'CORT in General' section from the 2019 to 2022 survey. The percentage of overall agreement is on the Y-axis, and the statements are on the X-axis. The 2022 survey results for the 'CORT in General' section compared to previous year's show a slight decrease in trend for each of the four statements. One mentionable feature is the lower agreement rate (87 percent) for the statement 'I feel satisfied with my house and property.' This is the lowest rate out of the last four years and does not follow the stable trend of the 2019 to 2021 rates (92 to 92.1 percent). The graph shows a decrease in agreement rates (87.5 percent) for the statement 'I feel satisfied with all CORT service' and a lower agreement rate (88.7 percent) for the statement 'I feel informed about CORT services and activities'. These results show a slight decrease in the trend for these two statements

over the past three years (2020 to 2022). Overall, the 2022 results continue to display high agreement rates. However, a small decrease of tenants agrees with the four statements compared to results from 2019 to 2021.

6.4 Qualitative Analysis

There were 60 qualitative responses to the 'CORT in General' section, of which 30 were positive, 15 were neutral, and 15 were expressions of concern. The main themes present in the positive responses were overall satisfaction and gratitude for tenants' homes and CORT staff being thoughtful and helpful. From the neutral and concerned responses, the main themes were dissatisfaction with the respondents' local area and issues with maintenance or repairs.

Satisfaction and gratefulness for tenants' homes

Most tenants said they were grateful for their home and found that it provided a sense of safety and security. Responses included, 'thank you. I am very happy here and very happy with my CORT landlords', 'stress relief', 'the house and area are safe to live in', and 'I am so appreciative of the home you have provided. I thank God every day for the quality of life I have.'

CORT staff are thoughtful and helpful

Tenants largely reported in their responses that they find their tenancy managers to be thoughtful and helpful whenever they have queries. Responses included, 'I really appreciate CORT housing services and they treat tenants' nicely', 'CORT is helpful and available for phone calls with staff', and 'I feel all has been done quite quickly and swiftly whenever there is an issue.'

Concerns about the surrounding area (neighbourhood)

A few tenants expressed concern about their neighbourhood, often around theft and the behaviour of surrounding neighbours. Examples included: 'my car was stolen in the first 3 weeks I came here', 'my flat was broken into twice', and 'noisy neighbours.'

Concerns with maintenance or repairs

A small number of tenants reported concerns with maintenance or repair work in their homes. Responses included, 'this property is extremely cold and damp', 'my walls needed painting when I moved in, they are horrible now', 'would like carpet installed in lounge and bedroom as it can get cold in winter' and 'sometimes contractors will turn up without notice.'

'CORT Staff'

6.5 Quantitative Analysis

CORT places high significance on building relationships between its staff and tenants. This section aims to identify CORT's tenant satisfaction levels by considering the ease of contact between the tenant and CORT, whether staff listen, are polite and friendly, if they complete agreed tasks, and if they are considerate of the tenant's individual and family circumstances.

Table 2. Results from 'CORT Staff' section

I feel...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	No answer
It is easy to contact CORT	67.6%	23.3%	5.1%	1.7%	0%	0%	2.3%
CORT staff members take the time to listen to me	64.8%	23.9%	4.5%	1.7%	1.7%	0%	3.4%
CORT staff members are polite and friendly	73.3%	19.9%	3.4%	0.6%	0.5%	0%	2.3%
Staff carried out the tasks they agreed to	60.8%	27.3%	5.7%	1.7%	0.5%	0%	4%
Staff members are considerate of my individual and family circumstances	62.5%	21%	9.7%	1.1%	2.3%	0.6%	2.8%

This section of the survey is the category in which CORT performs the best. Tenants had an overall agreement rate of 83.5 to 93.2 percent and 1.1 to 3.4 percent overall disagreement rates. The area of the highest agreement is the statement 'CORT staff members are polite and friendly', with a rate of 93.2 percent. The areas of highest disagreement are the statements 'CORT staff members take the time to listen to me', and 'staff members are considerate of my individual and family circumstances', both statements with a rate of 3.4 percent. The highest neutral response rate statement was 'staff members are considerate of my individual and family circumstances, suggesting that this may be an area which is difficult to measure for tenants or not easily understood.

Figure 9. Agreement on 'I feel CORT staff members are polite and friendly'

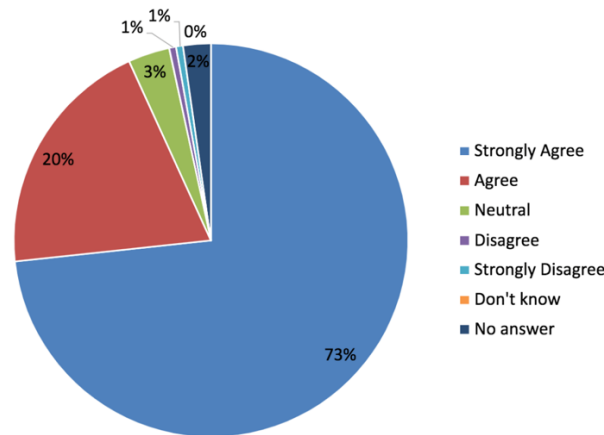


Figure 9 shows a high agreement rate, of 93 percent, for the statement 'I feel CORT staff members are polite and friendly.' (NB: percentages are rounded to the nearest significant figure).

Figure 10. Agreement on satisfaction statements in the 'Cort Staff' section: 2019-2022

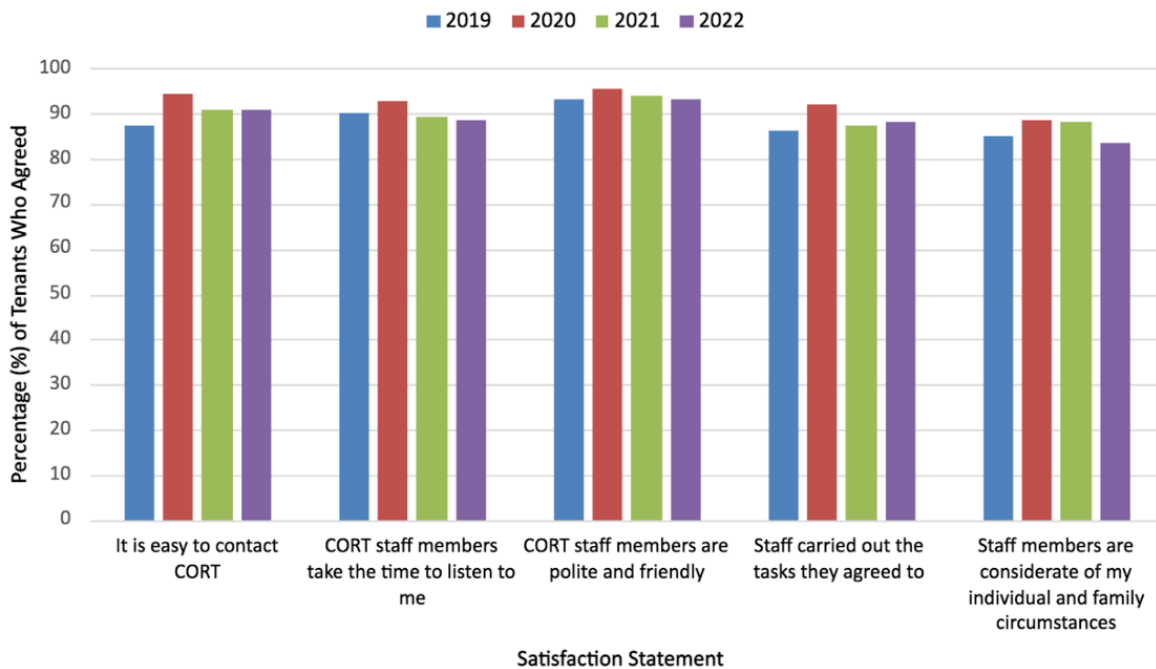


Figure 10 compares agreements from tenants of satisfaction statements in the 'CORT Staff' section from 2019 to 2022. Compared to previous years, the 2022 survey results from this section show maintenance of the generally positive results, with high satisfaction levels. However, one mentionable feature is a decreased agreement rate (83.5 percent) for the statement, 'I feel staff members are considerate of my individual and family circumstances'. This is the lowest agreement rate of the past four years, with a noticeable decrease from the 2020 and 2021 results (88.7 percent and 88.3 percent). Overall, the 2022

results show the steady continuation of high agreement rates, exemplifying a solid performance within these vicinities.

6.6 Qualitative Analysis

There was a total of 44 qualitative responses for the 'CORT Staff' section, of which 33 were positive, 4 were neutral, and 7 expressed concerns. Among the positive responses, key themes were a general appreciation for CORT staff, good accessibility, and timeliness when contacting. From the neutral and concerned responses, the central theme, like the 2021 survey, was concerns around maintenance or repair issues.

Appreciation of CORT staff

Respondents in this section most predominately expressed a powerful appreciation of gratitude for CORT's staff, particularly tenancy managers. Most respondents described CORT staff as highly approachable, friendly, considerate, professional, and kind. These results present overwhelming support for the notion that CORT staff are performing well and contributing to their tenants' wellbeing. Responses included, 'they're kind, good, highly efficient', 'always have ears to listen and professionally advise', 'treat us like a family member (communication)' and 'feel very supported'.

Accessibility and timeliness

Respondents in this section expressed that CORT staff are readily available, easy to contact and attentive to their tenants' needs. Examples included, 'I feel it is easy to contact CORT', they 'answer emails straight away', 'they follow up on phone calls reliably', and 'CORT staff are approachable and handle my problem fast. I don't fear asking them for help. The phone line is super helpful.'

Maintenance and repair issues

A small proportion of tenants expressed concerns about a lack of communication and following up on reported home maintenance issues. Examples include, 'sometimes it is hard to contact staff because they are very busy', 'when I have rang CORT, my (CORTs) manager listens to me but never follows up with me', 'drains, toilets need to be attended to again. I have rung twice and asked. But no tradesperson has contacted me or came' and 'the oven repair people continue to do hopeless repair jobs which is a repetitive repair and never really sorts the problem.'

‘Maintenance and Repairs’

6.7 Quantitative Analysis

CORT aims to provide safe, high-quality homes for its tenants. This survey section assesses CORT tenants’ satisfaction with maintenance and repair work managed by CORT and performed by contractors. The area assessed included CORT’s ability to maintain their tenants’ homes to a reasonable standard, satisfaction with recent repair work, satisfaction with the contractors, and timeliness.

Table 3. Results from ‘Maintenance and Repairs’ section

I feel...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don’t know	No answer
CORT maintains my home to a reasonable standard	56.8%	25.6%	9.1%	2.3%	0.6%	0.5%	5.1%
Satisfied with the last repair work or maintenance done at my home	52.8%	23.3%	9.1%	4.5%	3.4%	0.6%	6.3%
Satisfied with the tradesperson who did the maintenance	53.4%	25%	8.5%	5.1%	2.3%	0%	5.7%
The repairs were done in a reasonable amount of time	52.8%	19.3%	14.8%	4.6%	2.3%	1.1%	5.1%

The table presents the resulting agreement rates for the ‘Maintenance and Repairs’ section of the survey. There is a high overall agreement for this section, with a 72.1 to 82.4 percent agreement rate. However, this section presents a 2.9 to 7.9 percent overall disagreement rate with these statements. The statement with the highest agreement rate, of 82.4 percent, is the statement ‘I feel CORT maintains my home to a reasonable standard’, which shows that CORT is satisfying its goal of providing good-quality housing. However, the statement with the highest overall disagreement rate, of 7.9 percent, is the statement ‘I feel satisfied with the last repair work or maintenance done at my home’. There are high neutral rates ranging from 8.5 to 14.8 percent for all four statements, which indicates that most of the participants feel indifferent or perhaps unsure about this section. Furthermore, the overall high agreement rates are lowest in the ‘maintenance and repairs’ section compared to the other three main sections of the survey. Furthermore, the data indicates that this would be an area for suggested improvement for the organisation.

Figure 11. Agreement on 'I feel CORT maintains my home to a reasonable standard'

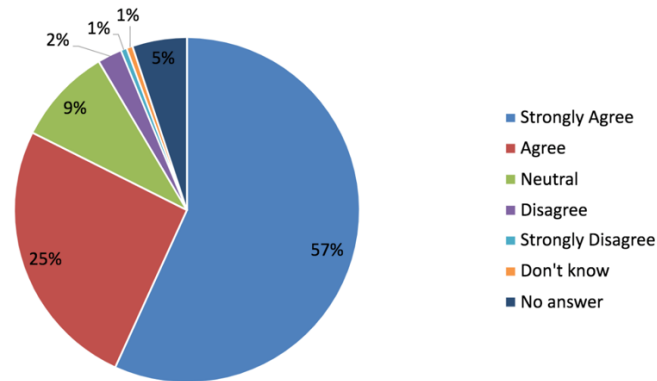


Figure 11 shows a high agreement rate, of 82 percent, for the statement 'I feel CORT maintains my home to a reasonable standard.' (NB: percentages are rounded to the nearest significant figure).

Figure 12. Agreement on satisfaction statements in the 'CORT Maintenance and Repairs' section: 2019-2022

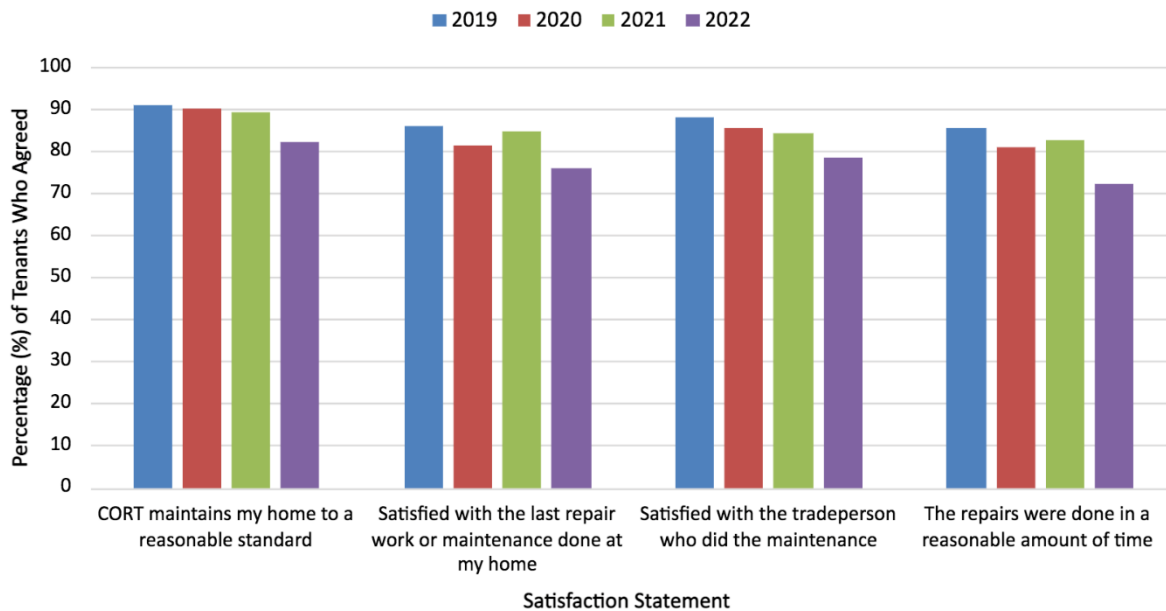


Figure 12 compares results for the 'Maintenance and Repairs' section from 2019 to 2022. Compared to previous years, the 2022 survey results from this survey section continue to present high agreement rates. However, for each statement in this section, the results have shown the lowest agreement rate in the previous four years. For example, the tenant agreement rate for the statement 'I feel satisfied with the tradesperson who did the maintenance' was 82.8 percent in 2022, presenting a gradual decrease in trend since 2019, when it was 89.3 percent. Furthermore, this highlights that maintenance and repairs are areas for improvement.

6.8 Qualitative Analysis

A total of 51 qualitative responses were detailed for the 'Maintenance and Repairs' section, of which 22 were positive, 12 were neutral, and 17 expressed concerns. For the positive responses, key themes were satisfaction and timeliness of maintenance and repair work. From the neutral and concerned responses, the main themes were maintenance or repairs requiring follow-ups.

Satisfaction with maintenance or repair work

Most respondents expressed overall satisfaction and happiness with the maintenance of repair work completed on their homes. Examples include, 'CORT's tradespeople are excellent', 'maintenance and repair work was professionally done', 'satisfied with the last repair work and maintenance done at my home', and 'thanks for the job done so well.'

Timeliness of maintenance and repair issues

Respondents highlighted that maintenance and repair issues were addressed quickly, in a reasonable amount of time. Tenants expressed that maintenance issues were addressed 'completely and quickly', 'very efficient with any maintenance issues', and 'the repairs were done in a reasonable amount of time.'

Maintenance or repairs requiring follow-ups

Tenants expressed concerns regarding maintenance or repair work that did not solve the issue or that tenant's thought was unsatisfactory. Examples included 'still repairs need to be completed', 'floorboard wasn't fully repaired', 'repairs done by landlord himself, but repairs were not done properly', and 'my oven, it's been fixed 5 times now, it would end up some of the stove ¾ stopped working.'

‘Health and Wellbeing’

6.9 Quantitative Analysis

A key component of CORT’s strategic planning is upholding its tenants’ health and wellbeing and improving the quality of its tenants’ lives. This section of the survey assesses how satisfied CORT’s tenants are with the contribution of CORT to their personal wellbeing and health, identifying vital areas such as happiness, safety, and opportunity.

Table 4. Results from ‘Health and Wellbeing’ section

My current housing situation...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don’t know	No answer
Contributes positively to my overall wellbeing	56.8	26.1	5.7	2.8	2.9	0.6	5.1
Contributes to my happiness	54.5	25.6	7.9	4	1.7	0.6	5.7
Allows me to feel safe at home	54.5	25.6	7.4	3.4	3.4	0.6	5.1
Allows me to pursue other goals in life	52.8	26.1	11.4	1.1	2.3	0	6.3

The data presents the resulting agreement rates for the ‘Health and Wellbeing’ section. Overall, there is a high agreement rate of 78.9 to 82.9 percent. This section shows an overall disagreement rate of 3.4 to 6.8 percent with these statements. The statement with the highest agreement rate, of 82.9 percent, is the statement ‘I feel CORT contributes positively to my overall wellbeing’. The statement with the most significant overall disagreement rate, of 6.8 percent, is the statement, ‘I feel CORT allows me to feel safe at home’. There is an exceptionally high neutral rate for this section, at 11.4 percent for the statement ‘I feel CORT allows me to pursue other goals in life’. However, the overall high agreement rates show that CORT is doing well to ensure holistic health and wellbeing.

Figure 13. ‘I feel CORT contributes positively to my overall wellbeing’

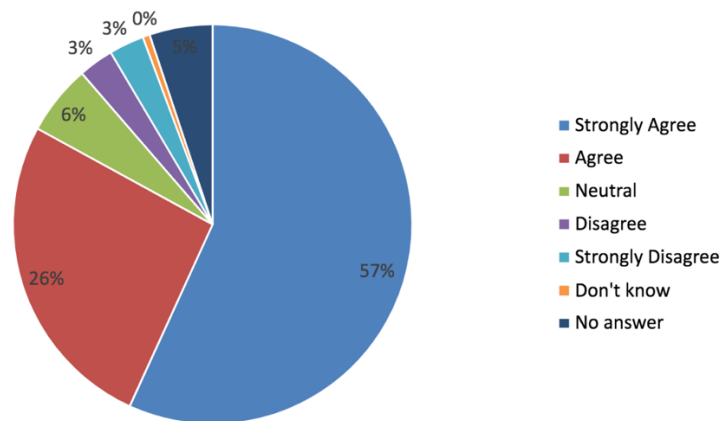


Figure 13 shows a high agreement rate, of 83 percent, for the statement ‘I feel CORT contributes positively to my overall wellbeing.’ (NB: percentages are rounded to the nearest significant figure).

Figure 14. Agreement on satisfaction statements in the 'CORT Health and Wellbeing' section: 2019-2022

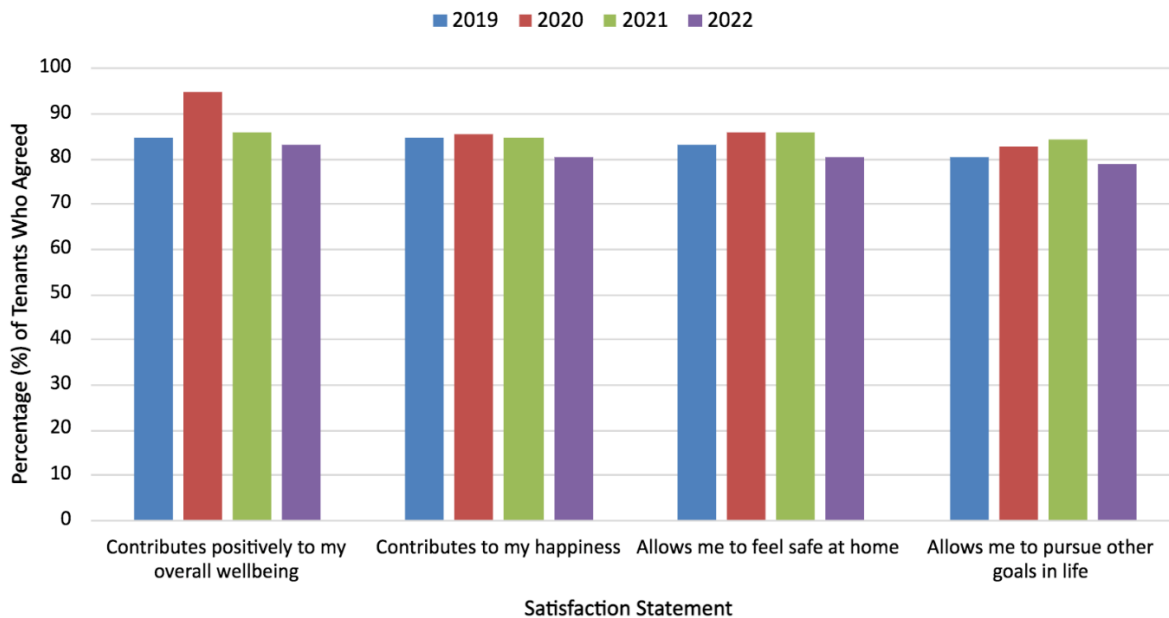


Figure 14 compares results from 2019 to 2022. The results show that CORT has high overall agreement rates on the satisfaction statements in the ‘Health and Wellbeing’ section. However, the comparison presents that CORT has the lowest overall agreement rates over the past four years for each satisfaction statement in this survey section. Furthermore, the 2022 results present an overall average agreement rate of 80.5 percent.

6.10 Qualitative Analysis

There were 56 qualitative responses for the ‘health and wellbeing’ section, consisting of 33 positive responses, 8 neutral responses, and 14 responses expressing concern. Most of the respondents had positive responses with key themes that CORT homes provide safety, that they positively affect their health and wellbeing, and that their homes provide them with opportunities. However, one key theme of concern was tenants expressing issues with neighbours.

CORT homes provide safety

Many respondents commented that their home provides them with a sense of safety and security for themselves and their families. Responses included, ‘it’s lovely to feel safe and warm in our where’, ‘being safe in my own CORT flat, gives me the strength to live’, ‘I highly value my safety and feeling secure in my home’, and ‘the place is very good and a safe one for my family.’

General positive effects on tenants’ health and wellbeing

A significant proportion of respondents indicated that having a CORT tenancy has positively affected their health and wellbeing, primarily by reducing their stress levels. Examples included, 'contributes positively to my overall wellbeing', 'my family have peace of mind regarding my housing situation', 'my current housing situation contributes to my happiness', and 'because I have a nice home, I appreciate more things in my life.'

CORT homes provide tenants with opportunities

Several participants indicated that having a CORT tenancy has enabled them to pursue opportunities or goals in their life. Examples included 'allows me to settle and budget', 'I am trying to make friends and get involved in local activities', 'last year we started to look for jobs, our situation has improved', and 'I really appreciate the opportunity and the chance to improve my life and to maintain this without the pressures that seem to find ways of not achieving goals.'

Issues with neighbours

A small proportion of respondents expressed issues with their neighbours, which has caused them to question their safety and negatively affected their health and wellbeing. Examples included, 'have been feeling really stressed out by the new neighbour who has a habit of stealing things, and that has made a little change on my mental health by increasing my anxiety and depression', 'the overall complaints about noise was not addressed sufficiently and cause stress to several tenants', and 'ongoing stress with noise and shock does not make us comfortable.'

'Further Feedback'

6.11 Qualitative Analysis

The concluding section of the survey gave tenants the option to provide further feedback and express recommendations, concerns, or general comments on CORT's services. This section collected 75 responses, 44 positive, 18 neutral, and 13 expressions of concern.

General gratitude for CORT

A significant proportion of respondents expressed gratitude for their homes, CORT's services, and staff. Responses included, 'I am thankful and blessed to have a house from CORT Community Housing', 'CORT has a beautiful operating system', 'thank you to CORT for all your kindness, help and care', and 'thank you for the opportunity of this house and your service'.

Gratitude and satisfaction of CORT staff

Respondents often expressed gratitude and satisfaction for CORT staff, commonly in relation to tenancy managers. Examples included, 'I really appreciate how sensitive and caring CORT has been and still is', 'CORT staff are super professionals, always there for help', 'thank you for all the CORT staff, appreciate all your hard work', and 'thank you, especially to our P.M (property manager) '.

Positive effects on tenant's health and wellbeing

Tenants expressed that CORT housing has positively affected their health and wellbeing. Responses included 'this place I am living has now made me more happy, useful, and contented. I feel now worthwhile', 'thanks for giving me the resources to achieve my goals', 'I feel more stable since I've been serviced by CORT', and 'this home has changed my life, my mental health and happiness'.

'Online Survey Option'

6.12 Quantitative Analysis

The following figure displays the breakdown of participants who are in favour of the availability of an online survey format in the future.

Figure 15. Percentage of Respondents Who Want an Online Survey Option

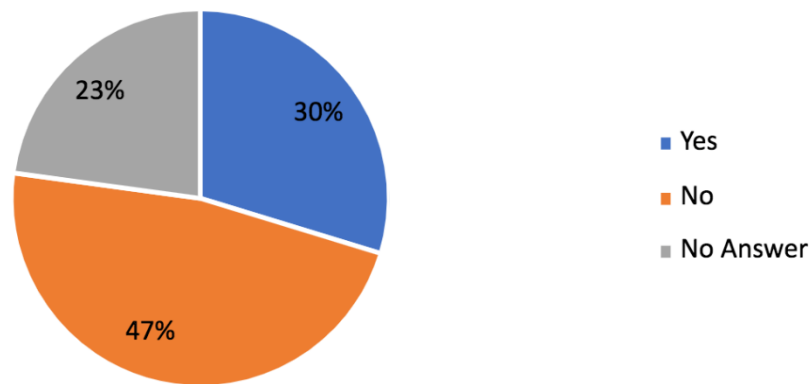


Figure 15 shows the percentage of participants who would like an online survey option in the future. A large number of participants (47 percent) do not want an online survey option in the future. However, 30 percent of tenants voted in favour of an online survey option, representing a significant number of people. Furthermore, we should take into consideration the number of tenants who did not respond to the survey, as they are possibly the people who could benefit from an online survey option.

8. Recommendations

As presented throughout this report, CORT has a high level of performance, with an overall average agreement rate of 83.8 percent in the 2022 survey results. However, this slightly decreased from 89.8 percent in the 2021 survey. Furthermore, tenants highlighted two main areas of concern, issues with maintenance or repair work and problems with their neighbours. Recommendations are as follows:

8.1 Recommendation for CORT

To improve CORT's services, CORT could:

- Consider a staff follow-up measure for tenants with maintenance or repair issues. After an issue has been addressed, possibly allow a couple of weeks to have a follow-up call to ensure the repair or maintenance work was satisfactory and successfully addressed the problem.
- Consider constructing and sending tenants a guide on how to address issues with disruptive neighbours.

8.2 Recommendation for Future Satisfaction Surveys

To improve future evaluation of tenant satisfaction, CORT could:

- Consider making the Annual Tenant Satisfaction Survey in 2023 available as an online and paper option:
 - It could increase the response rates and make it easier for tenants who face barriers in filling out a paper version or mailing the survey back to the organisation.
 - It could save on data collection time for the compiler of the report and, additionally, reduce paper waste for the organisation.
- Consider holding more activities or events with tenants:
 - Encouraging community involvement could improve tenants' health and wellbeing.
 - It could increase participation in the survey.
- Acquire questionnaire software for the researcher to increase the efficiency of data input.
- Does the voucher need to be of a higher value, is \$20.00 the same value to someone as it was 10 years ago?

9. Conclusions

This 2022 Annual Tenant Satisfaction Survey, conducted on behalf of CORT, aimed to gather, and evaluate feedback on CORT's performance over four main categories: CORT in general, CORT staff, maintenance and repairs, and health and wellbeing. As well as determining what areas CORT is performing well in, it also indicated areas that may warrant improvement.

As established throughout this report, CORT maintains a strong standing in performance, with a high average agreement rate (83.8 percent) across the survey results. CORT maintains a high standard of service for its tenants, performing best in the 'CORT Staff' section. While satisfaction in this section has been maintained from previous years, this can be accounted for by the already high percentage levels becoming challenging to top.

Of the four main categories, 'Maintenance and Repairs' where the section CORT showed the lowest level of performance. Suggested areas of improvement are addressing concerns regarding maintenance or repair work that does not solve repetitive issues and is unsatisfactory.

Overall, many tenants reported high satisfaction with CORT staff being helpful and caring. Participants expressed gratitude for CORT in general and having a safe home that enhances their wellbeing. However, levels of dissatisfaction included issues with tenants' neighbours and problems regarding maintenance and repairs.

In conclusion, CORT is performing exceptionally well and satisfying all its intended goals, as outlined in its strategic plans. CORT continues to provide high-quality, affordable housing for families and individuals while improving the lives and wellbeing of many of their tenants.

10. Appendices

Appendix A: CORT Annual Tenant Satisfaction Survey 2022



CORT Community Housing Annual Tenant Satisfaction Survey 2022

General Information (please tick)						
Suburb of your home (for more detail please 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"/>						
Length of time in current home: 0-6 months <input type="radio"/> 7-11 months <input type="radio"/> 1-2 years <input type="radio"/> 3-4 years <input type="radio"/> 5+ years <input type="radio"/>						

Please tick one box per line for the following statements:

CORT in General						
I feel...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know
Satisfied with my house and property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Satisfied with the area I live in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Satisfied with all CORT service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Informed about CORT services and activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CORT staff members take the time to listen to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CORT staff members are polite and friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff carried out the tasks they agreed to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff members are considerate of my individual and family circumstances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reasons for your answer above (optional):						

You're halfway! Please turn over to continue.

Maintenance and Repairs						
I feel...	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Don't know</i>
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...	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Don't know</i>
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):						
Online Survey Option (please tick)						
Would you like this survey to be available in an online format in the future? Yes <input type="radio"/> No <input type="radio"/>						
Any further comments or feedback (optional):						

Thank-you for your time.
Please get your survey in the mail by Friday 6th May 2022.

Appendix B: All Qualitative Responses

Names and reference to tenancies and properties have been removed or redacted for privacy reasons.

CORT in General

- CORT has a professional standard in housing service.
- I enjoy CORT activities.
- I don't have a cell phone so don't get notified about a few things. (They have my email and phone number).
- I really appreciate CORT housing services and they treat tenants nicely.
- No complaints.
- Property we live in is very comfortable. Area also very nice but not quiet at night until the morning but overall, not bad.
- I've been in my unit for nearly 6 years. My walls needed painting when I moved in, they are horrible now.
- Very satisfied. The security of living in a long-term tenancy and affordable housing, minimises stress and anxiety. Helps me function very good for my emotional and mental health.
- Coming from living on the street I'm lucky, real simple for me to answer.
- Would like carpet installed in the lounge and bedroom as it can get cold in winter.
- Stress relief.
- Noisy neighbours.
- Because I'm satisfied with CORT's house provided.
- Satisfied tenant.
- Everything is good here.
- Thank you for the help.
- This property is extremely cold and damp.
- My neighbours are making a little too much noise.
- CORT is helpful and available for phone calls with staff. Quiet area and neighbours.
- Excellent and satisfactory.
- Prompt service from CORT i.e. repairs, issues etc.
- Willing to live where I am but would like to move to [REDACTED].
- Happy with CORT in general.
- No comments. We strongly agree with everything CORT has done for us.
- Don't like some of the visitors that come. They are generally not rude, but a bit messy.
- Thank you. I am very happy here and very happy with my CORT landlords.
- Because I feel satisfied with my house and property and with all CORT service. So, thanks for that, I'm very appreciative.
- I agree about my house but at the moment my two daughters are growing fast, in my opinion we need to have a 3-bedroom house.
- My son is now 9 years old and a daughter of 4 years old. 2-bedroom house is not enough for a family of 4. But hopefully a 3 bedroom soon. Overall, we appreciate a roof over our head.
- I'm satisfied.

- I am so appreciative of the home you have provided. I thank God every day for the quality of life I have.
- I feel very, very secured. And I can stay alone not afraid of anything. Gate is very good.
- Need to move, because of heavy unit and building doors. No unit clothesline attached for porch area. Building glass door, is way too heavy for my wrists and shoulder. Needs to be able to be hooked back please.
- I am so happy to be living here.
- Haven't seen any cockroaches since [REDACTED] put out bait. [REDACTED] let me borrow CORT step ladder, so I can take down netting curtain in lounge to wash.
- 1 question. If anything happens in these units and we call for help, the Police want the CCTV camera but are they working or not?
- There have been some surprise staff departures, arrivals ([REDACTED], my new worker [REDACTED]) which have impacted me. It would have been good to be more informed about them.
- Satisfied with all CORT service.
- The house and area is safe to live in and our staff worker is always around.
- My house and property, although serve the purpose of housing us, its backyard is small for any garden, or area for children to play. I work from home now and finding a space in my home is challenging, our living and kitchen combo space only has enough space for a couch, dinner table and chairs, so I'm forever thinking of a space for a printer etc.
- Suburb is very good. House is old, needs a refurbish, "renovated". I like the neighbourhood. If there is a new young apartment, the opportunity will be appreciated.
- We got a safe park for our area. Our place is very close with everything we need. Nice and need. We got a cycle rail for winter and summer.
- I feel all has been done quickly and swiftly whenever there is an issue.
- Bedroom needs more than 1 window. Window about kitchen sink doesn't open. Could do with natural lighting in the bedroom.
- My car was stolen in the first 3 weeks I came here. Also living in the first-floor bed is so uncomfortable. Not enough airing in the flat, I open the front door.
- I like living here.
- I live in quite a new set of units, so not much call on repairs. One thing that did endanger me outside, was quickly fixed so I am safe. Newsletters, text messages frequent. Some visiting by coordinator.
- Need cockroaches done.
- CORT is just a standard of excellence and are top quality :) Have had no problems with my home. [REDACTED] has done a great job helping with my problems and I absolutely love my place. Thanks all.
- Agree with the first except the house is freezing during winter and would appreciate the heat pump sooner rather than later, please. Satisfied with the are but the neighbours are young and always so loud, music, yelling, drunkenness, crying.
- I'm very happy living in my abode. I can't believe my luck to have the opportunity for the quality of my home and very happy about the affordability to stay here and CORT have supported me very well and it's a lovely neighborhood.
- There are some bits in the house that need to be fixed but are low priority or livable or do not have a solution yet e.g.: lifting kitchen lino, mold on roof etc. but the house itself I am comfortable with. Trains can be annoying, but the plus side is I am very close to all transport types
- Sometimes contractors will turn up without notice. Lawn guys could do better.

- My bathroom has a very bad odor either coming out from the shower box hole or the basin. The area I live in is always known for theft and violence.
- I rang CORT to tell them that one of the elements isn't working, probably because of covid-19.
- Did a fantastic job with the new renovations as the house was really run down before then, thank you!
- I like CORT, helpful.
- Just being straight with regards to the questions.
- I don't feel comfortable and safe in this house, my flat was broken into twice and I still don't feel safe. I asked for cameras or bars, but I was declined. I asked if I could be moved but was not given a promising answer. I have nightmares all the time in this house.
- We are very happy with the house and property but our contentment and joy for such a blessing have been greatly hindered by the many times our bi-polar neighbour decides she owns the property and the people and refuses to take medication. We do not think people with severe mental illness should live together (with only wall to part us) especially with stroke and heart patients like ourselves. It's absolutely stressful.

CORT Staff

- CORT applies reasonable discretion to us at all times.
- Staff are very approachable.
- Told if I did not get tested for Covid no repair person would come to my house.
- They always answer me straight away whenever I call them for what needs to be repaired in the house
- No complaints.
- All CORT staff are very friendly and patiently listen to us in all situations.
- When I have rang CORT, my (CORTs) manager listens to me, but never follows up with me!
- I have never had to wait on the phone or wait for a reply for long. Communication is essential (at times). CORT delivers! All the above are priorities for good service. Go CORT! Thank you! Makes such a difference.
- Staff are easy to get along with, there are no problems for me.
- The staff members are so nice to us and friendly.
- Thank you for your help.
- They're kind, good, highly efficient.
- Happy with my tenancy manager.
- Everything is good.
- Very good work.
- Feel very supported.
- CORT staff are approachable and friendly. They follow up on phone calls reliably.
- CORT staff doing their job excellently. Special thanks to hard working [REDACTED].
- No problems.
- Sometimes it is hard to contact staff because they are very busy, and I did not know their email address. It would be nice to know their email addresses.
- I'm very happy with my CORT landlords.
- Because I feel it is easy to contact CORT. And CORT staff members take the time to listen to me. And CORT staff members are polite and friendly.

- I agree and feel grateful for your service especially our case manager [REDACTED] she always texts and reminds us about any CORT timeout or BBQ and also just checks on us, how we are from the covid. Thank you CORT community housing for everything. Really appreciate your service.
- Whenever I want or request to fix something, landlord make sure to make it happen. Friendly and understandable of our situation.
- Because when I call CORT they listen to me, every time.
- The gate to the park has not been attended to. It has a lock on it. Not in use.
- CORT staff members are polite and friendly.
- They look after everyone when they need help.
- CORT staff are always good and easy to approach and very friendly.
- (Staff and service) is superstar. Always have ears to listen and professionally advise.
- Always answering if something happens. Staff are friendly and have a good kindness. Treat us like a family member (communication).
- I feel all has been done quite quicky and swiftly whenever there is an issue.
- I wanted like a ground flat.
- Thank you.
- I value my independence, so am glad that contact with CORT people is occasional. Besides being there for us, they let us get on with our own lives.
- Except cockroaches.
- CORT staff are approachable and handle my problems fast. I don't fear asking them for help. The phone line is super helpful and also [REDACTED] is always so warm and lovely :).
- Tenancy manager for CORT, [REDACTED] has been very helpful. Been very caring making sure I have all the furniture I need. She is very available to call and text.
- Easy to contact for house repairs and maintenance to fix things in the house and the newsletters are really helpful as well.
- Reasons for neutral/disagree. I have asked for my drains in bathroom to be looked at. They have been attended to twice, or 3 times in the past. Tradesman cleaned out the drains. There is a bad, smelly aroma, coming from the drains, constantly I have poured bleach down them. Drains, toilets needs to be attended to again. I have rung twice, and asked. But no tradesperson has contacted me or came. Then I thought ok the covid, pandemic lockdown etc... being the reason.
- CORTs are awesome, helpful, good people.
- Answer emails straight away, thanx.
- Just being straight with regards to the questions.
- Lawn moving contractors in the last 2 years never do the job properly nor collect grass. So last 2 years we have mowed lawns ourselves, but we believe they still claiming invoices on jobs we do for our lawn and neighbours. The oven repair people continue to do hopeless repair jobs which is repetitive repair and never really sorts the problem. We continue to have at least one or 2 elements not working. The walking path gardens have not been walked on for a long time.

Maintenance and Repairs

- Still repairs need to be completed.
- They incorporate industry standard and project management techniques.
- Very efficient with any maintenance issues.
- The mailbox needs to be fixed as someone has broken it.

- At the moment most of the stuff in my house is already repaired but still waiting for little needs to be done. But still appreciated the service.
- No complaints.
- Any time anything happens they take very urgent action, very on time.
- I am very happy with repairs when they are fixed. We must have been forgotten about or our list got lost.
- CORTs tradespeople are excellent! Every tradesperson who has done maintenance at my CORT homes has been outstanding – convivial, punctual, happy to answer questions.
- If I need something done, it's done.
- Floorboard wasn't fully repaired. Bedroom was only half painted.
- Our fridge is still leaking.
- We have problem with the kitchen hood, we told about but not fixed.
- Success, love, happiness and hope.
- COVID 19.
- Good service.
- Everything is pretty good.
- Good work.
- Trades person did not show up at agreed time, did not wear face covering in my home, did not call back regarding issues with installation of a fan.
- I had a drawer repaired it took months for it to be repaired.
- Tradesmen fixed leaky tap and new backdoor key was made available.
- Those who came to do CORT maintenance and repair was committed to the job. Some maintenance and repair work was professionally done by [REDACTED].
- Job on pulling vines out was mostly done but not 100% and CORT personnel left a massive mess.
- There are face masks and rubbish lying around and not picked up. Floors not cleaned up properly in the foyers.
- Haven't needed any help yet but I'm satisfied with what they do.
- I'm grateful for the repairs, maintenance, etc.
- Because I feel CORT maintains my home to a reasonable standard. And satisfied with the last repair work and maintenance done at my home.
- Thanks for the job done so well and the air con we got it in our house is so helpful when it is too hot. Thank you so much.
- My oven, it's been fixed 5 times now, it would end up some of the stove ¾ stopped working.
- I am very happy with their maintenance work.
- Front wooden unit door still has 2 gaps in 2 different areas (needs sorting please). No glazier yet for 3 cracks on bathroom window (outside) cracks.
- I have no complaints at all.
- Two labourers cut down shrub to the top of the fence – Trimmed tree back so leaves don't fill up the gutter. Maybe tree could be cut back or down? Put a lemon tree in its place?
- This is [REDACTED] tradesmen, but it took 3.5 days work to install a fire door. I have only 1 exit from my flat if the fire door locks, I am stuck!
- The repairs were done in a reasonable amount of time.
- I strongly agree my house is always maintained every day.

- I haven't had any repairs in my home lately but there are a few things that are beginning to need fixing. I feel that some maintenance inspection could be provided but I guess this hasn't been done lately due to the lockdown.
- Landlord delayed repairs. Repairs done by landlord himself, but repairs were done not properly. Last repair was not done properly and allowed insects in each time.
- These people doing maintenance, lovely, kind, skills, experience. Doing this completely and quickly. Always clean up after doing their work.
- I am satisfied with the above.
- As mentioned before an area of danger (could fall) was quickly remedied.
- Cockroaches again.
- Some repairs are still not taken care of, but my drain was sorted fast. The problem in my house is minor though so it's no biggie.
- Bathroom repair took longer than needed. Other than that, everything else was great.
- I've got all the appliances I need. When I moved in there was already a microwave, fridge/freezer and washing machine. So, all I needed to get was furniture.
- Hard to answer there are repairs I want done but I think it is the owners not CORT who are responsible. E.g. mold, lifting lino. Been waiting a couple weeks for a window to be fixed.
- Past repairs, maintenance timeframe has been longer than usual of maintaining home. But again, the Covid pandemic.
- I don't want people to see me getting a tan through the windows. The retractable window screen is very private and provides tiny amounts of sunlight!
- Insects are none. No more cockroaches, thanks much.
- Never had anyone do work on the apartment
- Be awesome to have carpet cleaned every 2 or 3 years. The oven has been an ongoing problem. Fixed today, not working tomorrow. Not satisfied with at least 2 tradespeople whom fixed the oven. Not satisfied with lawnmowing work. Oven repairs were very quick but not efficient or quality.
- Could CORT have a carpet sent to replace old carpets. E.g. \$20 per week from tenants.

Health and Wellbeing

- Need to transfer asap.
- CORT has a warm perspective in their communication.
- Contributes positively to my overall wellbeing.
- Have been feeling really stressed out by the new neighbour who has a habit of stealing things, and that has made a little change on my mental health by increasing my anxiety and depression. Apart from that I love the place and CORT service.
- Would feel safer with a gate.
- I feel safe and comfortable in the property that me and my son are staying in right now.
- No complaints.
- We have lived in this property for 5 years. Last year we started to look for jobs, our situation has improved more than before.
- It's lovely to feel safe and warm in our where. I'm grateful and appreciate everything every day.
- I had a bad experience when I let my son (who was homeless and struggling) stay for 2 weeks. I got so much stress given to me about him being here. There was a problem, which was his stupid

girlfriend (no longer together), caused a scene. I was threatened with eviction! However, there are people staying here that shouldn't be! They don't seem to be given a hard time. Also, I didn't think that CORT gave preferential treatment! I just found out a person who used to work at CORT, got a unit here fully, re-painted!

- My family has peace of mind regarding my housing situation. This is very important to me too.
- I can take it easy after 4 years on and off living on the street
- It's a really nice area and a new house.
- I'm pleased with everything.
- The overall complaints about noise at [REDACTED] was not addressed sufficiently and caused stress to several tenants.
- CORT my oven needs attention.
- Everything is good.
- Because I have a nice home, I appreciate more things in my life.
- Being very independent.
- My neighbours are usually well mannered. There have been some dramas at times.
- Helps me regain my health and wellbeing.
- Any job being carried out by CORT after tenant is informed – Tenant should have the right to decide when the job is done, time, etc. And be allowed to disagree.
- I have now started knitting and sewing for children from Ukraine who are displaced.
- Frequently have people visiting, they throw their rubbish in the garden or just in the car park.
- I'm happy here.
- Because I feel my current housing situation contributes to my happiness.
- The place is very good and a safe one for my family. Like everything but just ask for a big house please.
- Allows me to settle and budget while settling other things.
- I am very, very safe inside my house.
- Because of my health, I need to transfer from here (cause of R.A. Rheumatoid Arthritis).
- I am so lucky to have this flat. My mum would love to be living here.
- The CORT gardeners put in new shrubs between [REDACTED]. 2 have died, one is right beside the electrical box, so that one doesn't need replacing.
- Allows me to feel safe at home.
- I need to be in a safe home for me and my kids to be safe and my goals are to go to work and have my kids.
- Goals in life for me is to have a big family, this is hard living in a 2-bedroom place, we would love to save until we can afford a 3-4 bedroom house.
- CORT comes on time and listens.
- Gives me an advantage of staying private is appreciated regardless of anything else. Privacy is my priority. Live alone in my flat ease my concerns and helps in having a kind of peace of mind. Hope may get a chance for better conditioned unit/new in this area or district.
- That's all I can say, give more happiness in this place, we got freedom. That's why we are doing up and looking after it like our own home.
- Definitely agree with all these it certainly helps with my well-being.
- I am satisfied with the above.

- I am thoroughly happy with this rented home. Count my blessings every day, after being homeless for 8 months.
- Despite cockroaches!
- My health and well-being are enormously helped, and being safe in my own CORT flat, gives me the strength to live.
- 100/100.
- Super grateful overall for a nice home.
- My home here is awesome, and I love staying here. I've got everything I need and am very grateful considering in the past I stayed in places which were very poor. [REDACTED] is always there to support me.
- I am trying to make friends and get involved in local activities in my local area.
- I highly value my safety and feeling secure in my home.
- Thankful to have a nice home.
- Get retractable window screens for 2-bedroom windows, rollaway blinds! I want to stop getting sunburnt through the window and get a more, slow even skin tan!
- I really appreciate the opportunity and the chance to improve my life and to maintain this without the pressures that seem to find ways of not achieving goals.
- It's ok that I'm far from other people on the ground who may pass on Covid to me? Clean.
- [REDACTED] is perfect for my living arrangement and know it well and I'm only minutes away from shops, Dr, chemist.
- I have been in this because of my mental issues in the past I flee from my country to be safe in NZ but since I live in this house and my house being broken into twice, I don't feel safe.
- My bipolar neighbour's continual annoyance and noise is driving us towards paranoia. But no one is helping her either, she gets aggressive. Ongoing stress with noise and shock does not make us comfortable every day.

Further Comments

- We would appreciate if we could be given proper dining table and proper dining chairs.
- I don't think staff should push COVID vax's on tenants, it would be nicer if newsletter didn't contain it. It is against NZ bill of rights, numbers code, human rights etc.
- I am thankful and blessed to have a house from CORT Community Housing. Just keep up the good work guys. Thank you so much!
- Am still grateful and thankful for being chosen to be housed.
- I have been waiting 2 years for the light switches in my lounge and my boys' room to be fixed as well as the hall light to be replaced.
- I would like to manage my finances better (many do!) Would CORT consider a 'Financial Literacy' course for tenants? I know a number of people living in appalling...housing conditions. Some have no housing. I am so grateful and appreciative of you all at CORT. Congrats Steven!
- I feel blessed to have a CORT unit! Thank you.
- I am very happy with everything.
- Good service of staff and all do many different tasks, uses go through [REDACTED]
- With continual complaints, it would be better to involve the police if crimes are committed, or staff inform complainants that action has been taken.

- Sometimes I know some jobs should take time. But as a factor of fact, it takes too long to do.
- I like CORT Community Trust. They help me and I feel really safe in my home. I like my home.
- I really appreciate how sensitive and caring CORT has been and still is.
- Yes; what's for smoko and who's got it? (haha?).
- I have been happy here it's a quiet area, thank you CORT.
- As usual everything is of a very high standard, and I am very happy being here.
- Maybe more activities.
- No, thank you.
- Is there any plans into heating for the winter? Thank you.
- Thank you for all the hard work.
- I am grateful and happy living in the CORT community housing. Thank you.
- Well done CORT. One of the best community housing in Auckland.
- Neighbours yell a lot from their houses saying angry and nasty things. I feel scared and upset however I felt supported by CORT about this.
- Whenever I ring, I get the answers that I need. Makes life a lot easier.
- I'm really happy being independent because for years I was living with my parents. I'm very happy now.
- I feel very lucky to be living where I am.
- Neighbours who are interested in doing things with their lives are easy to support. It's difficult when tenants don't appreciate a home and neighbourhood that is secure and welcoming.
- CORT has a beautiful operating system, unsurpassed by any other systems I've ever experienced.
- I do feel safe in my home mostly but concerned when tenant dealing drugs from complex has customers on-site morning noon and night! A drug deal could go wrong at some point and the rest of us tenants could be affected. This has been happening for too long.
- This place I am now living in has now made me more happy, useful, and contented. I feel now worthwhile.
- I feel satisfied with CORT.
- Thanks.
- CORT staff are always supportive especially when false information has been said against your character and person! It's comforting to know that you are listened to and believed instead of the negative and false accusations that have been said about you in the community you lived in for years!
- Thank you to CORT for all your kindness, help and care. You are very caring landlords!
- That's all about that!
- I'll just say thank you so much for your service and thank you for the house and the voucher we got last time, pray God to bless you all the management, CORT community housing board.
- Thank you for your services.
- Sometimes communication is hard to understand because English is not my first language.
- It was the saddest experience to go through the tribunal process. No contact but appointment to make agreement. Overall, it worked, I paid my rent on time.
- Hope for the best again.
- Thanks to CORT for my flat.
- I love the property; neighbours are helpful and supportive. It is safe and secure. CORT tenancy manager, [REDACTED] is very helpful.
- Because sometimes when I fill the email the last thing I can't send. Thank you.

- Thank you though CORT housing for being wonderful landlords.
- If they replace the dead shrub, I promise to water it.
- Very, very happy and satisfied. Thank you.
- Am hoping client gets to settle and events will resume very soon. I miss them xx.
- Thank you for the survey.
- Thanks for giving me the resources to achieve my goals. Provisions and time in my place of well seeing here at [REDACTED]. You are awesome! Love and faith to you all.
- Keep me up to date with everything that's going on please
- Overall good job CORT! Forever grateful for providing us with a home.
- CORT housing role in my life has been a life rescue tyre. CORT staff are super professionals, always there for help. CORT is providing a superstar service therefore, I've moved forward in my life. I feel more stable since I've been serviced by CORT. There's always a solution for any issue may come up from time to time. Thank you CORT for being in my life.
- We want to stay in this place much longer, cause we got everything we need, also we are close to my sons school, my wife's work, close to the mall, swimming pool. We really appreciate for your staff so kindly and friendly. We love it, we want to stay here more longer.
- Keep up the good work.
- Thank you for all the CORT staff, appreciate all your hard work thank you.
- Thank you.
- CORT is the best landlord I have ever had. I have a mental illness and thank God for CORT; I am so, so lucky compared to others.
- The electrician might have to connect the hot water cylinder element.
- Love my home. It's my best friend. I see myself living here forever but eventually I will find work and move on to bigger things with study, but this home has changed my life, my mental health and happiness! Thank-you CORT for giving me a home.
- Would like to suggest that CORT considers planting fruit trees in new development and ask developers to restore topsoil to garden areas on the site for future growing.
- I praise CORT for all the work you have given me. I feel like all of my dreams have come true. CORT is a very caring agency and always there when I need CORT.
- Thank you for the opportunity of this house and your service.
- Lawn guy needs to use catcher. House needs aircon upstairs – constant 29-32 degrees throughout day and night in summer cannot sleep.
- I rang CORT to tell them that one of the elements on the stove isn't working but no one is coming to fix it, probably due to covid-19.
- I appreciate that I now pay a weekly pensioner rental, even though it happened six years overdue!
- Please post the survey. Well done CORT and once again thank you keep up the good work!
- I am grateful and thankful to be staying in a home through CORT housing especially waiting 3 years on the housing waiting list (too long).
- I want to wear underpants only I get a very, very slow amount of sunlight through the back windows when I am by myself and so no one can see in and worry me or them. The cost may be high. I have very pale skin and I want to start a slow sun tanned body! The blind, only has small spaces for sunlight to filter in to slowly give my body a tan (to feel better about myself), to look more normal, I hate being too pale! + getting sunburnt! I can't go to the beaches to get tans!
- Thank you, especially to our P.M (property manager) [REDACTED] for her and collective opportunity to thrive and improve the living quality.

- Thank you for keeping me here, affordable rate.
- I am ok with all the work from CORT housing. I am absolutely listening to all the texts and messages from the office thanks.
- I have nightmares because one of the tenants here is my suspect and I saw his friends carrying a TV covered in a sheet and I rushed to see if it was mine, they drove off quickly. Nothing is done I asked if I can be transferred to another place. I am not ok mentally and emotionally.
- It's been a hot dry summer and our house is nice and cool. [REDACTED] Just brought us some blankets from the house account at CORT, now that it's cooler and it feels much better.
- Overall CORTs housing is a blessing. When there's normal noise that we can tolerate we are happy. Our tenancy manager is excellent she sorted out the problem with the neighbour last time 2 years ago and it is not her fault our neighbour refused to continue her meds. But because we as a couple have multiple health conditions of our own, I do not feel it is safe living next door to unpredictable mental patients like this. It would be better if we lived next door to a cripple or heart or stroke patient. We can certainly help and understand each other's sufferings.
- Help when tenants move. E.g. Can tenants move to bigger rooms.