

A photograph of two women and two children standing in front of a brick building entrance. The woman on the left is wearing a floral dress and holding a baby in a white winter coat. The woman on the right is wearing a teal shirt and holding a young girl in a pink sweater. The building has a yellow door and a white window. The text 'CORT Community Housing' is overlaid in blue, with '(COMMUNITY OF REFUGE TRUST)' in smaller blue text below it.

CORT
Community
Housing
(COMMUNITY OF REFUGE TRUST)

Tenant Satisfaction
Report
—
2021

1. Executive Summary

CORT Community Housing (CORT) is a not-for-profit non-government organisation (NGO) that provides quality and affordable community housing for those with the greatest housing needs. CORT's aim is to provide 'good homes for people who need them' doing this through a focus on fostering good partnerships, good lives and good homes.

Because of this, CORT undergoes an annual tenant satisfaction survey each year in order to really listen and understand the experiences and needs of their tenants – to evaluate where CORT are performing well and where improvement may be needed.

In 2021, the annual tenant satisfaction survey was mailed out to all of CORT's tenants as a method of evaluating CORT's services over the past year, providing an anonymous forum for tenant's to be able to give feedback to CORT.

Methods: The survey designed used mixed methods of both quantitative and qualitative questions divided into five sections of evaluation – 'CORT in general', 'CORT staff', 'Maintenance and Repairs', 'Health and Wellbeing' and 'Further feedback.' Paper copies of the survey and supporting documents were mailed out to tenants, with all responses kept confidential. Data was entered into an Excel spreadsheet and written document and then analysed.

Results: 50.9 percent of surveys were returned, with satisfaction levels high across all five evaluated domains. There was an overall average agreement rate of 89.8 percent, reflecting the high level of tenant satisfaction with CORT and its services.

Across the survey, a majority of responses detailed that they were appreciative and grateful of CORT and the services they provide. Many highlighted their satisfaction with their homes and pleasant interactions they have had with both CORT staff and contractors, as well as many describing their homes as a source of safety and security.

A small number of responses detailed that there may be slight miscommunication between CORT and tenants around repair work as well as some tenants feeling that issues with their neighbours can occasionally contribute to feelings of uneasiness.

Recommendations:

For CORT:

- Implementation of a maintenance tracking portal or system.
- Increase staff follow-up capacities of tenant complaints regarding area and neighbours.

For future satisfaction surveys:

- Consider adding a question to the 2022 survey asking tenants how they would prefer to receive their survey (mail or online).
- Prefill/merge tenant's names onto voucher forms prior to survey distribution.
- Introduce questionnaire software to increase the efficiency of data input.

This survey builds upon the previous years of results evaluating CORT and the services they provide. The 2021 report follows the ever-increasing trend of high satisfaction levels amongst CORT's tenants, displaying a high level of performance on CORT's end and the contribution CORT makes to maintaining a good quality of life for their tenants.

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4. Introduction

The CORT tenant satisfaction survey is an evaluation method carried out annually to analyse and assess how successful CORT Community Housing and their services are at meeting the needs of their tenants. This survey interprets tenant satisfaction levels within four domains of CORT in general, CORT staff, maintenance and repairs and health and wellbeing, with the aim of gathering and evaluating feedback to assess where CORT is performing well and areas that may need further development in order to improve CORT's existing services. This survey provides a safe forum for tenants to express their concerns, highlight positive key areas and make recommendations. This report will highlight where CORT is doing well and provide guidance for future improvements.

5. Method

5.1 Ethics

In order to uphold a standard of ethics, this survey and its report was conducted independently of CORT by an individual from the University of Auckland. Tenant anonymity and confidentiality was maintained throughout the entirety of the project, with participation 100% voluntary and tenant's having the option to leave any questions blank. The participants and their personal responses were kept confidential from CORT, with the information provided in an FAQ sheet informing participants how anonymity and confidentiality would be maintained. The FAQ sheet also provided tenants with the survey reporters contact details if they had any queries pertaining to the survey to again 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 2021 survey followed the same structure and design as previous years 2017-2020, with only minimal changes made to the wording of one statement in the 'CORT in general section' and an additional demographics category added identifying the length of time a participant has lived in their current home.

Again, in order to maintain continuity, the design of the survey report for 2021 has also been kept the same as the 2020 report, only varying in the colour scheme and data obtained. This report is divided into demographic data and five main sections: 'CORT in general', 'CORT staff', 'maintenance and repairs', 'health and wellbeing' and a 'further feedback' section. Each individual section leaves space for comments referring to each category.

Demographic information about participants was collected via the beginning and separate section that asked participants to tick the circles that apply to them. This section collected information on a participants suburb location, length of time lived in their current home (measured in months and years), gender, age and the number of people in their household. This information was used in this report to identify the prevalence of different demographic groups within CORT's tenant population.

This survey, like previous years, collected both quantitative and qualitative data, with 17 closed-ended statements requiring participants to tick one of six boxes along a Likert scale stating the strength of their agreement. These boxes included the statements: 'strongly agree', 'agree', 'neutral', 'disagree', 'strongly disagree' and 'don't know.' Beneath each response area was an additional optional blank box named 'reasons for your answer above' that allowed for the collection of qualitative data and gave

participants the opportunity to provide further comments on the responses given in each section. Lastly, a larger and again, optional, blank box was provided at the end of the survey named 'further feedback' as a space for any additional comments, concerns and feedback around CORT's services that a participant may want to provide.

5.3 Survey Distribution

All of CORT's 387 tenants were invited via mail to participate in this survey. A survey pack was sent to each tenant that consisted of an invitation letter, frequently asked questions, a voucher form and a 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 the 31st of March 2021, with participants asked to return their completed surveys by the 23rd of April 2021.

Following previous years, tenants were compensated for their time through a \$20 petrol, supermarket or warehouse voucher mailed out after the return of their completed surveys by the specified date. This year, in hopes of increasing response rates, an additional \$200 cash prize was implemented into the overall survey design and was advised to participants through their invitation letter and FAQ sheet.

5.4 \$200 Cash Prize Selection

In order to ensure impartial selection of the cash prize added to the survey compensation regime this year, the selection process was completed by the independent contractor completing the survey and 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 on the 19th of May 2021 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 of 2018-2020 against the 2021 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 2021 results to previous year's results. A pie chart for each section was also completed to portray key trends.

Qualitative analysis was completed through thematic means in order to draw key themes across each evaluated category. The fifth section for 'further feedback' was assessing qualitative data only.

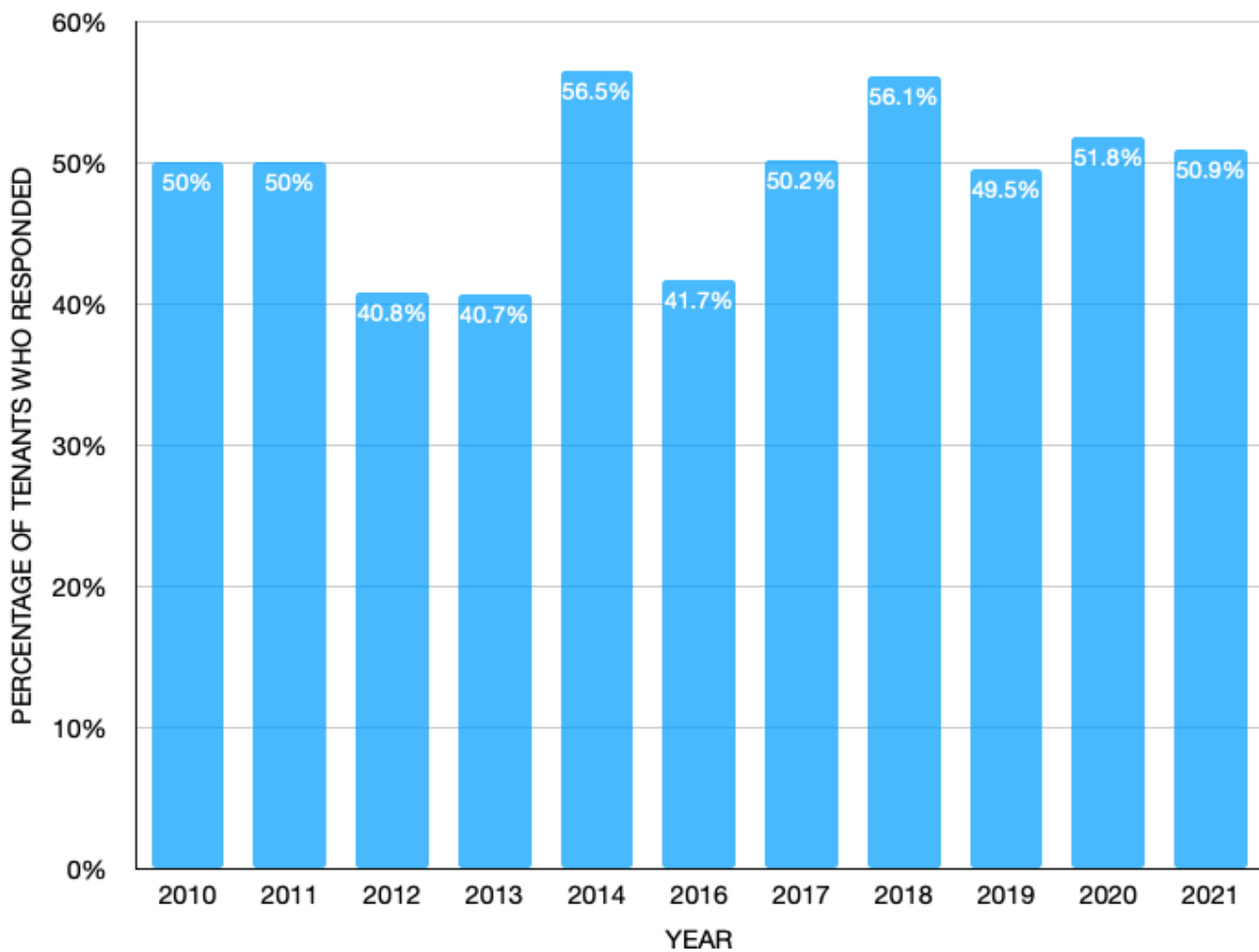
Participants had the option to leave any questions blank, with blank answers omitted from the final calculations.

6. Results

6.1 Response Rate

A total of 197 surveys were returned from the 387 surveys that were distributed, resulting in a response rate of 50.9%. As shown in Graph 1 below, in comparison to previous years response rates, there was a decrease of 1.2% from 2020 to 2021. However, this year's response rate is still higher than the overall average of 48.73% across the years of 2010-2020 and is the fourth highest response rate in the last eleven years.

Figure 1. Response rates from CORT Tenant Satisfaction Surveys: 2010-2021



6.2 Demographics

The following graphs display the breakdown data of respondents demographic subgroups such as geographic area, gender, age, number of people in the household and length of time lived in current home.

Figure 2. Percentage of respondents by geographic area

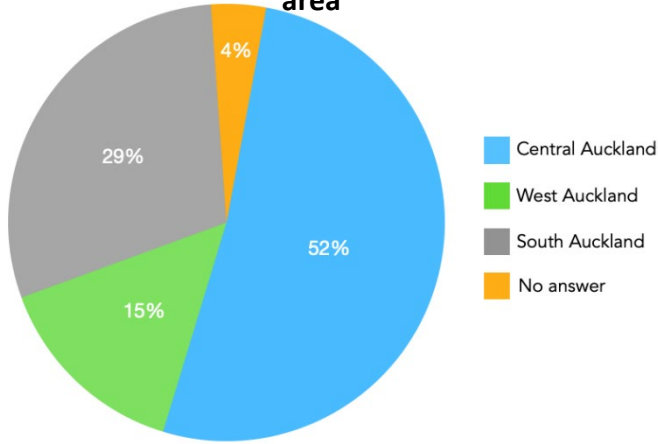


Figure 3. Percentage of respondents by gender

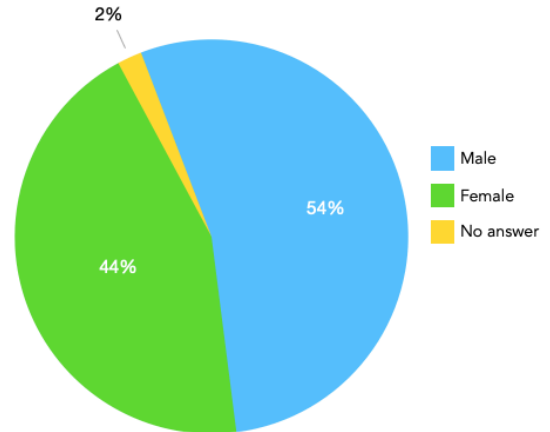


Figure 4. Percentage of respondents by age bracket

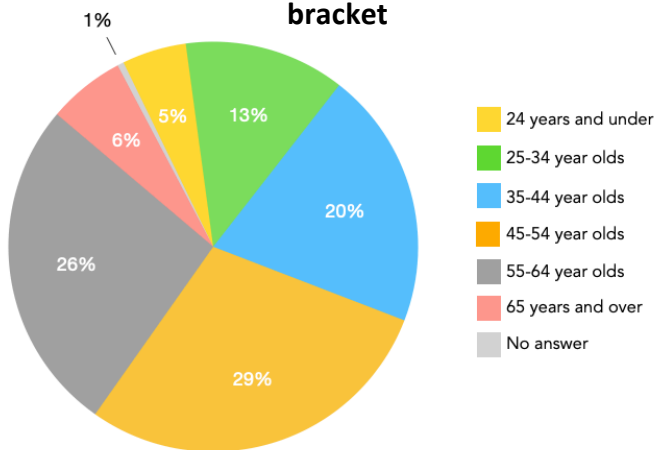


Figure 5. Percentage of respondents by time lived in current household

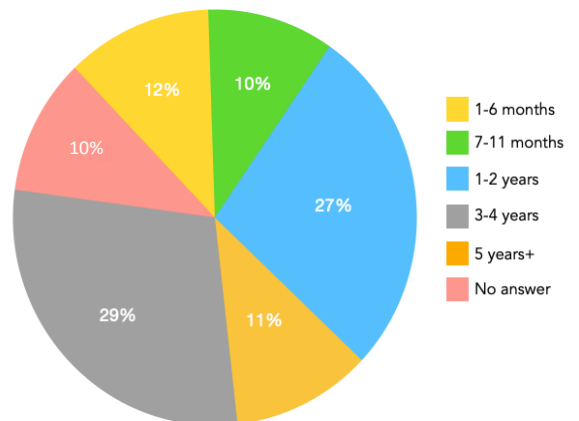
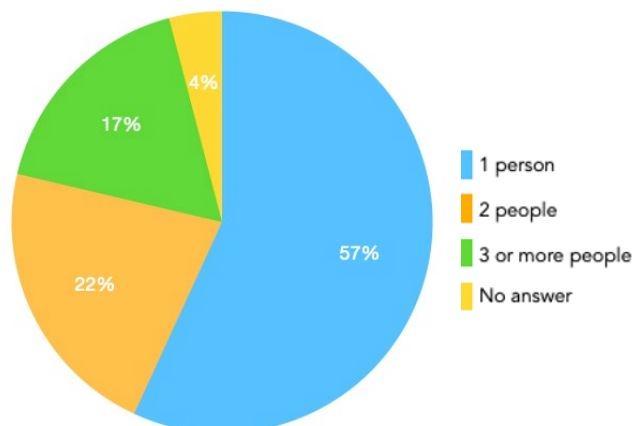


Figure 6. Percentage of respondents by number of individuals living in household



'CORT in general'

6.3 Quantitative analysis

This section of the survey assesses the overall satisfaction levels of CORT's tenants pertaining to their property, the area lived 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	62.4%	29.6%	5.0%	1.5%	0.5%	0.0%	1%
Satisfied with the area I live in	62.4%	28.1%	5.0%	2.0%	1.0%	0.5%	1%
Satisfied with all of CORT's services	61.9%	27%	5.5%	3.1%	1.0%	0.0%	1.5%
Informed about CORT's services and activities	59.8%	32.2%	5.0%	2.0%	0.0%	0.5%	0.5%

In analysis of the general overview of CORT's services, the data presented highlights a strongly positive view. As displayed in **Table 1**, over half of the respondents strongly agreed with all of the statements, with 88.9-92 percent in overall agreement and a 2-4.1 percent overall disagreement rate. In comparison to the 2020 survey results, there is a total increase of 0.65 percent in terms of overall agreement rates, showing that CORT is maintaining a good standard of care when it comes to their tenant's homes and activities.

The two statements with the highest overall agreement rates of 92% and lowest disagreement rates of 2% are 'I feel satisfied with my house and property and 'I feel informed about CORT's services and activities'; highlighting the CORT is specifically performing well in these areas. The area of greatest disagreement of 4.1% is the statement 'I feel satisfied with all of CORT's services.'

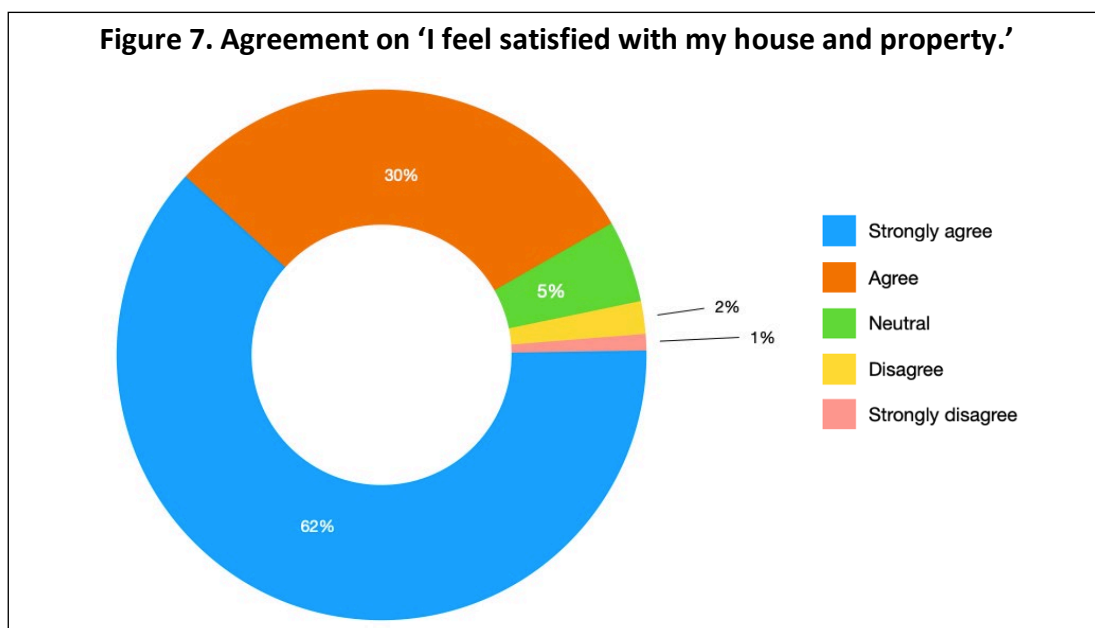


Figure 7 presents a high agreement rate of 92% for this statement. NB: percentages are rounded to the nearest significant figure.

Figure 8. Agreement on satisfaction statements in the 'CORT in general' section: 2018-2021

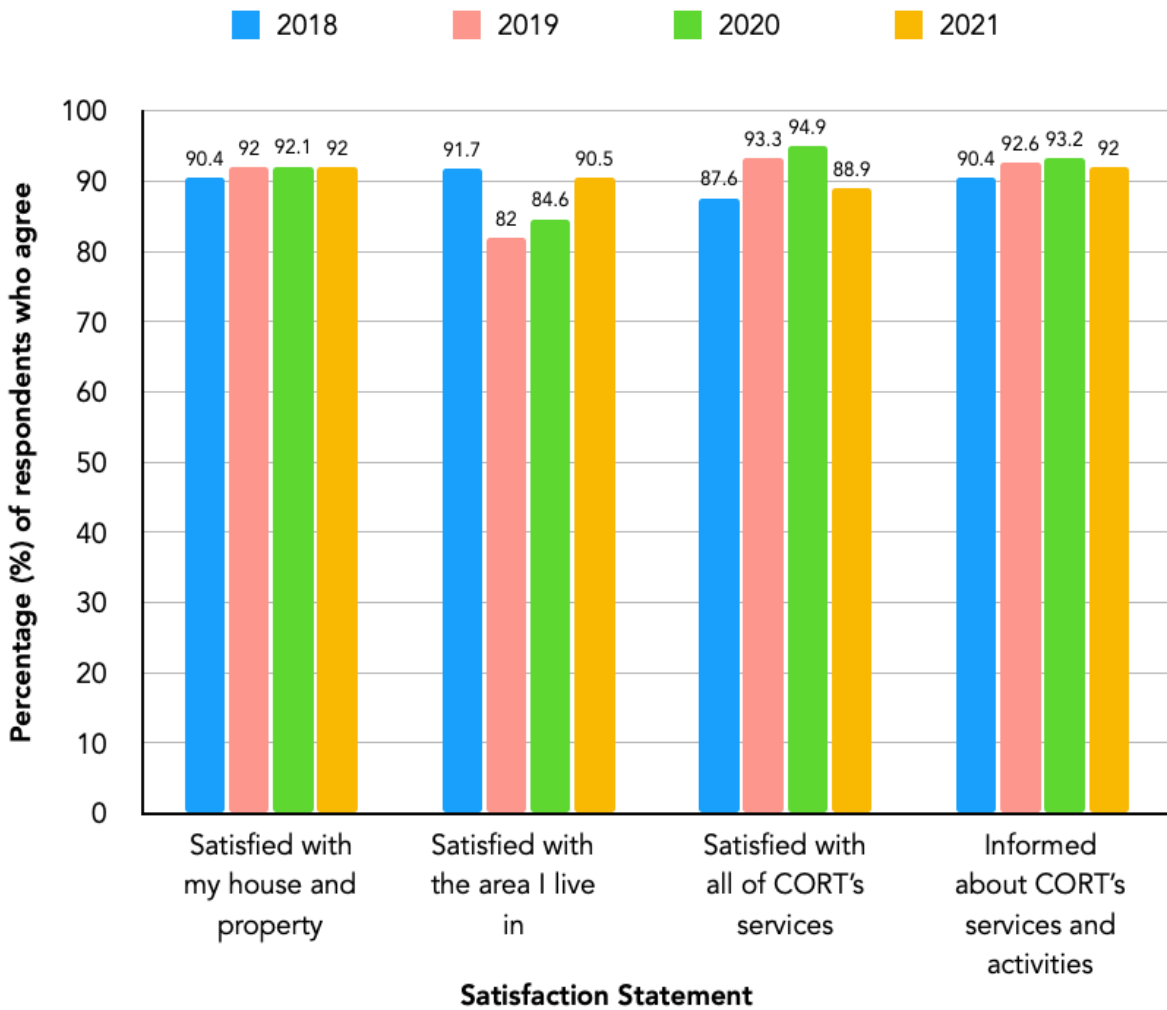


Figure 8 presents a comparison of results over the last four years, from 2018-2021, with the percentage of agreement on the Y-axis and the statements on the X-axis. The 2021 survey results for the 'CORT in general' section in comparison to previous years show a maintenance of the general positive trend. One mentionable feature is the slightly lower agreement rate of 88.9 percent for the statement 'I feel satisfied with all of CORT's services'. While not the lowest rate out of the four years, there is still a noticeable decrease from the 2019 and 2020 rates of 4.4-6 percent, which has been previously discussed in the table results analysis. Overall, the 2021 results add to the displayed steady continuation of high agreement rates, exemplifying a solid performance within these vicinities.

6.4 Qualitative analysis

There were 54 total qualitative responses to the 'CORT in general' section, of which 37 were positive, and 13 were neutral, and six made expressions of concern. The main themes present in the positive responses was overall satisfaction and gratefulness for tenant homes and CORT staff being helpful and timely. From the neutral and concerned responses, the main theme was dissatisfaction with respondents local area.

Satisfaction and gratefulness for tenant homes

A majority of tenants expressed in their responses that they were grateful and thankful for their home as well as finding their homes provide a sense of safety and sanctuary. Responses included: 'house is warm and healthy', 'absolutely satisfied with my home and property', 'I am very grateful for my home, thank you CORT', 'I feel safe' 'thank you for a safe home and roof over my head when so many others desperately need it', and 'CORT community housing makes me feel so taken care of, and I'm so grateful.'

CORT staff are helpful and timely

Tenants largely addressed in their responses that they find their tenancy managers to be helpful and readily available whenever they have queries – 'the staff are very helpful', 'CORT is always available by phone. People on the phone are approachable and pleasant', 'CORT staff are helpful and careful with tenants', 'thank you for the timely service and support' and 'haven't received any information, but I know I can ask if needed'.

'CORT community housing makes me feel so taken care of and I'm so grateful.'

Concerns on surrounding area (neighbourhood)

A small number of tenants expressed concerns around the area they live in, ranging in responses to wanting more parks, trees and amenities nearby their property to concerns around the behaviours of other tenants or surrounding neighbours. Examples include: 'area is no good for my wellbeing, too busy road, too much fights with tenants', 'not sure it's mean to be a safe area to live in', 'wish there were more trees and parks close by', and 'bit bad with the area atmosphere'.

'CORT Staff'

6.5 Quantitative analysis

As CORT places high significance on building good relationships between its staff and tenants, this section aims to identify CORT's tenant satisfaction levels in consideration of the ease of contact between the tenant and CORT, whether staff listen, are polite and friendly; as well as if they complete agreed tasks and are considerate of tenants 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	62.4%	28.4%	5.2%	2.0%	1.0%	0.0%	1.0%
CORT staff members take the time to listen to me	58.4%	31.0%	6.6%	1.5%	0.5%	1.0%	1.0%
CORT staff members are polite and friendly	66.0%	27.9%	4.1%	0.5%	0.0%	0.5%	1.0%
Staff carried out the tasks they agreed to	59.4%	27.9%	6.6%	4.6%	0.5%	0.0%	1.0%
Staff members are considerate of my individual and family circumstances	60.9%	27.4%	6.7%	2.0%	0.5%	1.0%	1.5%

This section of the survey is the category for which CORT performs the best, with agreement rates sitting from 87.3-93.9 percent and disagreement rates between 0.5-5.1 percent. The area of highest agreement is the statement 'CORT staff members are polite and friendly' with a rate of 93.9 percent. The area of highest disagreement is the statement 'staff carried out the tasks they agreed to' with a rate of 5.1 percent. The statement with the highest neutral response rate was 'staff members are considerate of my individual and family circumstances', also having the highest 'don't know' or non-response rate - likewise to the 2020 results. This similarly suggests that, again, this may be an area that is difficult to measure for tenants or not easily understood.

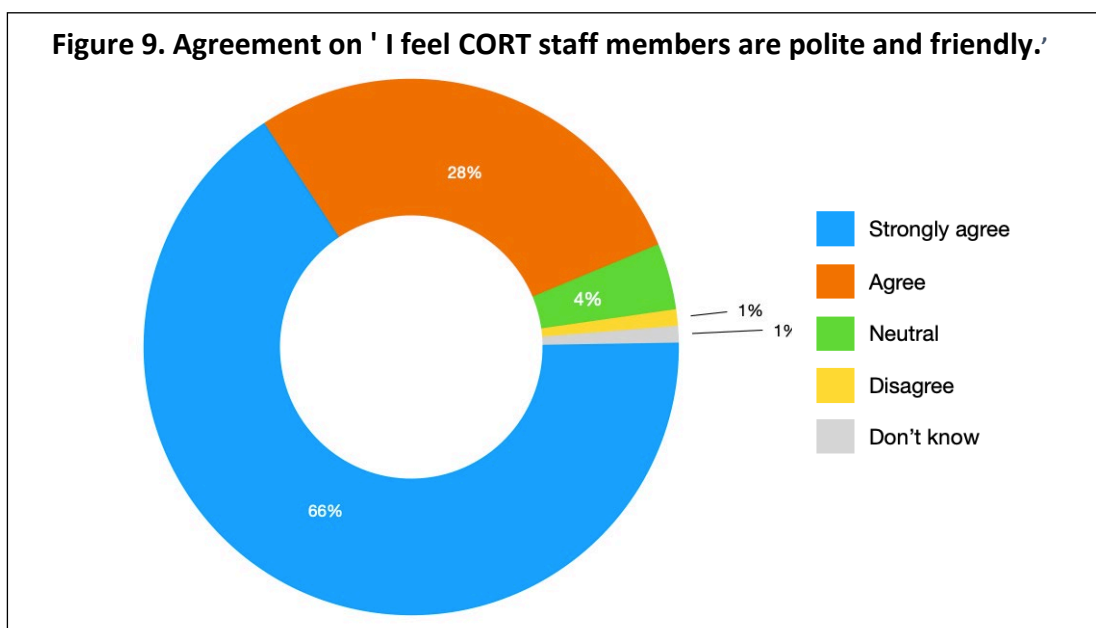


Figure 9 shows another high agreement rate of 94% for this statement. NB: percentages are rounded to the nearest significant figure.

Figure 10. Agreement on satisfaction statements in the 'CORT Staff' section: 2018-2021

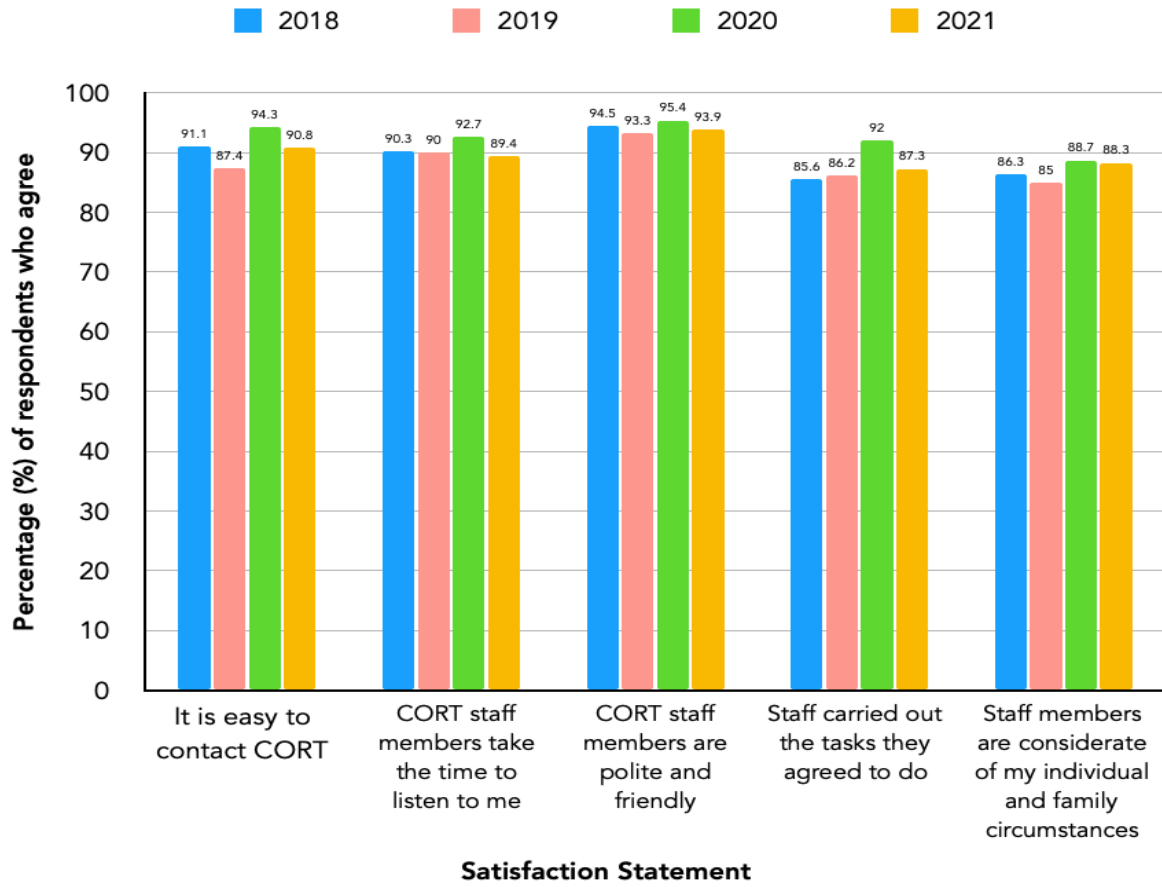


Figure 10 presents a comparison of results over the last four years, from 2018-2021, with the percentage of agreement on the Y-axis and the statements on the X-axis. This graph presents another positive trend in relation to the previous four years, with CORT maintaining a steady high average agreement rate of 89.9 percent.

6.6 Qualitative analysis

There were a total of 66 qualitative responses for the 'CORT staff' section, of which 50 were positive, seven were neutral, and nine made expressions of concern. Of the positive responses, key themes were high appreciation of CORT staff for their helpful, considerate and caring service and good accessibility and timeliness when contacted. From the neutral and concerned responses, the main theme was concerns around small maintenance repair issues.

Appreciation of CORT staff for their helpful, considerate and caring service

Respondent's in this section predominately expressed a large sense of appreciation and gratitude for CORT's staff and tenancy managers. A majority of respondents described CORT staff as extremely

'CORT community housing tenancy managers are an awesome bunch and I take my hat off to them'

helpful, friendly, professional, genuine, considerate and good people. The results show overwhelming support for the notion that CORT staff are performing well and contributing to their tenant's wellbeing. Responses included 'staff are wonderful', 'my tenancy manager has a genuine concern and understanding of my circumstances and goes the extra mile', 'CORT community housing tenancy managers are an awesome bunch, and I take my hat off to them', 'CORT staff are very caring and attentive and always ready to help us... they are very caring and good companions to support' and 'CORT staff listen and are considerate of me as a tenant.'

Accessibility and timeliness

Again, respondents in this section overwhelmingly detailed CORT staff being readily available when tenants need, easy to contact, supportive and attentive to their needs. Responses included: 'whenever I had issues or problems relating to the house, it was solved easily by contacting my tenancy manager', 'they are available whenever I contact them', 'staff always reply on time and are helpful', 'it is very easy to contact CORT', 'CORT staff are always ready to help and facilitate my accommodation issues' and 'awesome staff, they always pick up and answer your queries. They also return your calls when you leave a message.'

Small maintenance repair issues

A small proportion of tenants expressed concerns relating to a lack of communication and following up on reported home maintenance issues. Examples include: 'there is a job that has been mentioned twice to my tenancy manager and hasn't been carried out', 'staff agreed to replace my mouldy curtains two years ago, now it's getting worse', 'still waiting for my backdoor key.' One respondent suggested that 'they should have an emergency number on the weekends or after hours' referring to problems tenants may have other than maintenance issues.

'Maintenance and Repairs'

6.7 Quantitative analysis

CORT aims to provide safe and satisfactory homes for their tenants. This section of the survey assesses' CORT's tenant's satisfaction levels with maintenance and repairs work managed by CORT and performed by contractors. The areas assessed included CORT's ability to maintain their tenant's homes to a reasonable standard, satisfaction with the last 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%	33.5%	5.6%	1.5%	0.0%	0.5%	2.1%
Satisfied with the last repair work or maintenance done at my home	55.3%	29.4%	8.2%	3.6%	0.0%	1.0%	2.5%
Satisfied with the tradesperson who did the maintenance	57.4%	26.9%	8.1%	2.0%	0.5%	1.5%	3.6%
The repairs were done in a reasonable amount of time	52.3%	30.5%	8.1%	2.5%	0.5%	1.5%	4.6%

Table 3 shows us the resulting agreement rates for the 'maintenance and repairs' section. There is a good overall agreement for this section, with another high agreement rate of 82.8 to 89.3 percent. The statement 'I feel satisfied with the last repair work or maintenance done at my house' has the highest disagreement rate of 3.6%. The statement with the highest agreement rate of 89.3 percent is 'I feel CORT maintains my home to a reasonable standard', which shows that CORT is satisfying their goal of providing good quality housing. The last three statements regarding repair work, tradespeople and timeliness all have the same high neutral rates of 8.1 percent, which indicates that most of the participants feel indifferent or perhaps unsure about this section.

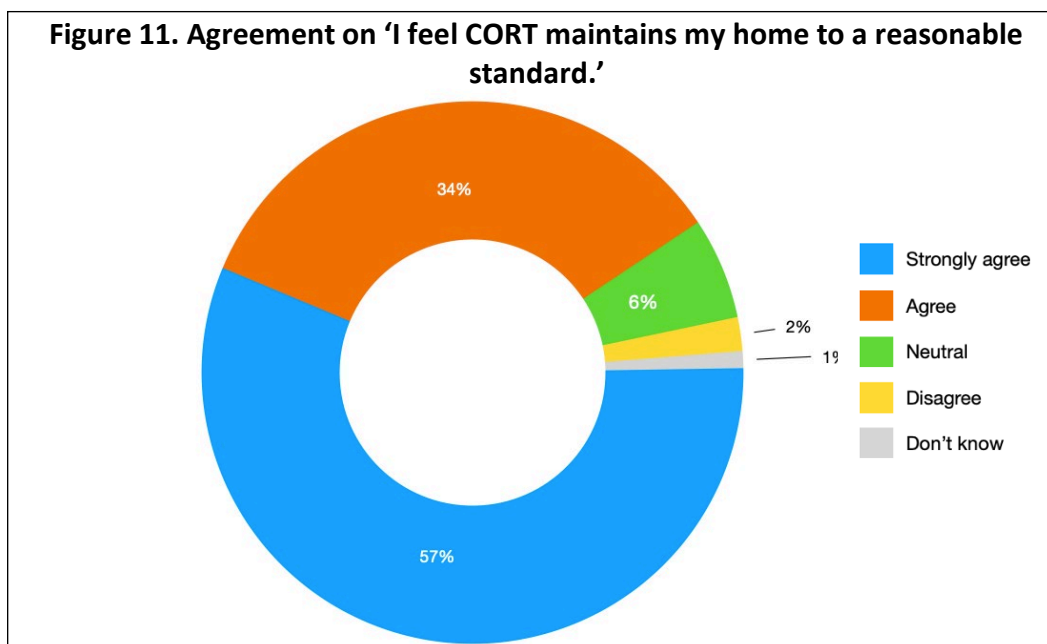


Figure 11 shows another high agreement rate of 91% for this statement. NB: percentages are rounded to the nearest significant figure.

Figure 12. Agreement on satisfaction statements in the ‘CORT Maintenance and Repairs’ section: 2018-2021

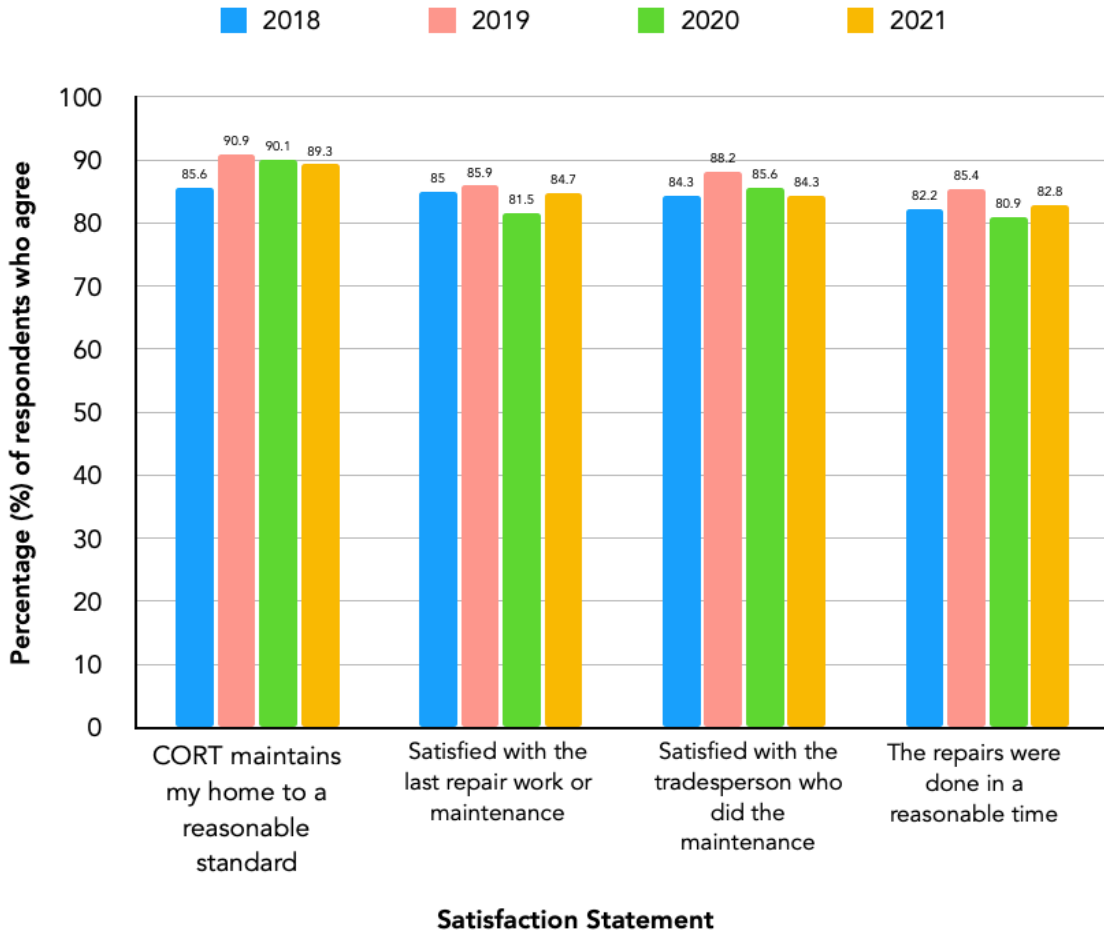


Figure 12 presents a comparison of results over the last four years, from 2018-2021, with the percentage of agreement on the Y-axis and the statements on the X-axis. Again, CORT is maintaining a high agreement rate in this section, with the comparison to previous years sitting on average around the second highest over the last four years, of 85.3 percent.

6.8 Qualitative analysis

A total of 46 qualitative responses were detailed for the 'maintenance and repairs' section, of which 27 were positive, 11 were neutral, and eight expressed concerns. For the positive responses, key themes present were satisfaction with repair work and pleasant and professional tradesmen. The last theme present in a small proportion of responses were concerns about the timeliness of repair work not yet completed.

Satisfaction with repair work done

A majority of respondents highlighted overall satisfaction and happiness with repair work completed on their homes to date. Examples include: 'I am happy with the work done', 'great service', 'all happy', 'fast and efficient, very happy with the service' and 'CORT provide satisfying results.'

Pleasant and professional tradesmen

A majority of respondents also conveyed that CORT contractors and tradesmen are of a high professional nature and are efficient, and make tenants feel comfortable. Examples include: 'staff and tradesmen are always very professional', 'All the repairmen have been very pleasant to talk to', 'I feel very comfortable with the tradesperson doing any repairs. I am very happy with the work they do', 'the workmen were very good,' and 'amazing team of workers who are efficient and maintain professional standards.'

Concerns on the timeliness of repair work not yet complete

A small number of respondents expressed concerns relating to repair work that had not been completed or followed up. 'How long does it take? Fix things', 'I've been waiting close to two months for my stove to be fixed' and 'I am more than one year in my unit, never get any maintenance.'

*'CORT
provides
satisfying
results.'*

'Health and Wellbeing'

6.9 Quantitative analysis

Present in CORT's strategic planning is the aims of upholding health and wellbeing and contribute to improving the quality of their tenant's lives and livelihoods. This section of the survey assesses how satisfied CORT's tenants are with the contribution of CORT to their personal wellbeing and health—identifying key areas such as happiness, safety and opportunity.

Table 4. Results from 'Health and Wellbeing' section

I feel CORT...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	No answer
Contributes positively to my overall wellbeing	56.9%	28.9%	7.6%	2.0%	1.0%	0.0%	3.6%
Contributes to my happiness	56.3%	28.4%	9.3%	2.0%	0.5%	0.5%	3.0%
Allows me to feel safe at home	53.8%	32.0%	8.1%	1.5%	0.5%	0.0%	4.1%
Allows me to pursue other goals in life	52.8%	31.5%	8.1%	2.0%	1.0%	0.5%	4.1%

While **Table 4** presents an overall high agreement rate of 84.3-85.8 percent, this section does appear to have the lowest agreement rates out of the entirety of the survey. There are two statements that have the highest agreement rate of 85.8 percent are 'I feel CORT allows me to feel safe at home' and 'I feel CORT contributes positively to my overall wellbeing'; contradictorily, this statement is also one of the two statements of the highest disagreement rate of 3 percent, the other being 'I feel CORT allows me to pursue other goals in life'. This contradiction shows that participants have a greater range of diverse opinions on this statement, also reinstated with the high overall neutral rates of 7.6-9.1 percent. Overall, the high agreement rate shows that CORT is presently doing well to ensure holistic health and wellbeing; however, this would be an area for suggested improvement.

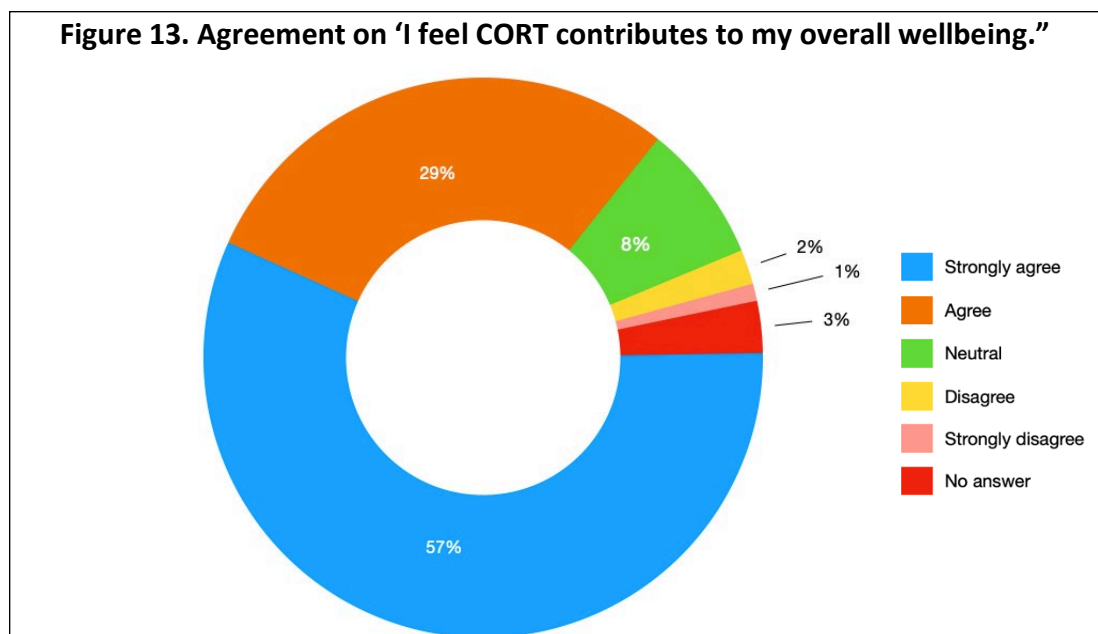


Figure 13 shows a high agreement rate of 86% for this statement. NB: percentages are rounded to the nearest significant figure.

Figure 14. Agreement on satisfaction statements in the ‘CORT Health and Wellbeing’ section: 2018-2021

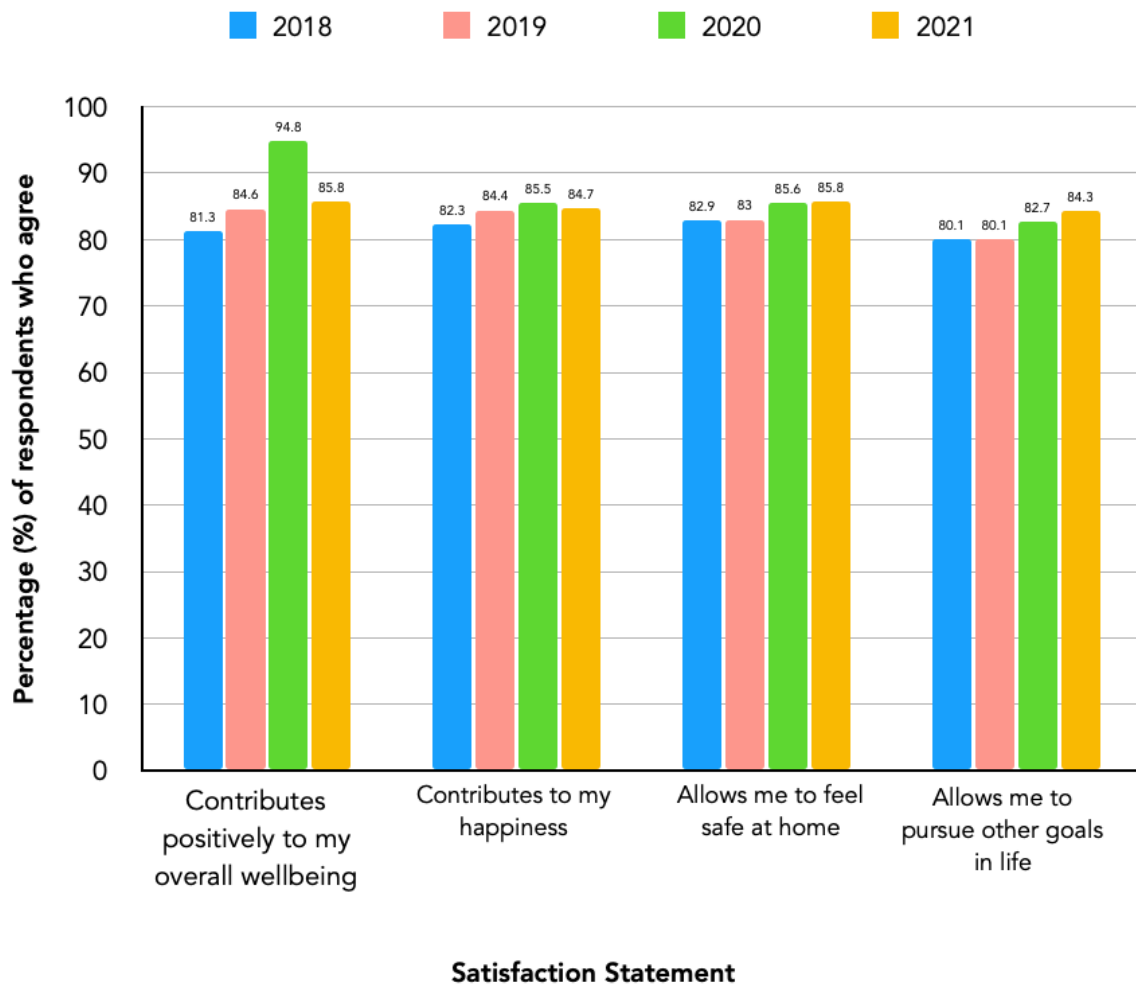


Figure 14 presents a comparison of results over the last four years, from 2018-2021, with the percentage of agreement on the Y-axis and the statements on the X-axis. As discussed in the previous section analysing the **Table 4** data, this comparison shows that CORT has improved in this section over the last four years, with 2021 results of overall agreement rates averaging as the second-highest of 82.2 percent.

6.10 Qualitative analysis

There were 61 total qualitative responses for the 'health and wellbeing' section, consisting of 37 positive responses, 11 neutral responses and 13 responses expressing concern. Most of the respondents felt positive about their wellbeing in relation to CORTs services, with key themes of tenant homes contributing to a sense of security and safety, feeling connected to their communities and satisfied with the location of their homes to necessary amenities. Conversely, concerns addressed included issues with a select few of neighbouring tenants, contributing to a lack of perceived safety.

CORT homes provide a sense of safety and security

A large proportion of respondents commented on the safety and security that their homes provide for themselves and their families, contributing to good overall mental health and wellbeing. Examples include: 'these CORT houses are secure and make me and also my partner feel safe', 'the house I live in, very happy. It's safe to live in', 'I have never felt so comfortable before', 'my home is the best thing in my life', and 'my home is my sanctuary. I feel safe at home.'

'My home is the best thing in my life.'

Feeling connected to the community

Another proportion of respondents also commented on how they feel a sense of support within their communities and surrounding neighbours or flatmates and how this also contributes to their good overall wellbeing. Examples include: 'yes, we are safe and in a good community... we are beyond happy', 'my flat helps my mental condition' and 'I'm so happy in my block of flats, we all look out for each other.'

Location of homes near amenities

Another sub-group of respondents identified that a positive aspect of their home that contributes to their health and wellbeing is the proximity of their homes to necessary amenities such as supermarkets; responses including: 'my housing situation is excellent because I live close to the supermarkets', 'we live close to the shops which is always handy' and 'adequate amenities contribute to good health.'

Issues with neighbouring tenants

A small proportion of respondents highlighted in their responses how some issues with certain tenants or neighbours have caused them to question the safety of their living areas, contributing to problems with their personal health and wellbeing. Responses included: 'sometimes the tenants are not a good fit', 'I have a problematic neighbour...which has caused a bit of stress and anxiety', 'some other tenants have too many problems and police visits weekly. At first, I think it's dangerous, but now I'm getting used to it' and 'unsafe neighbours. Needs sound-proofing.'

Further feedback

"CORT has given me a home that I can call my own. It is my refuge and my sanctuary, a safe place for which to live. Thank you CORT and all CORT staff – you have saved me more times than you will ever know."

6.11 Qualitative analysis

The concluding section of the survey gave tenants the option to provide further feedback, concerns, recommendations or general comments on CORT's services. This section collected 85 responses, 65 being positive, 13 neutral, and seven detailing expressions of concern.

Positive responses for this section totalled 76.5 percent and compellingly detailed notions of thankfulness towards CORT, and its staff, and its services. The key positive themes included gratitude, CORT contributes positively to tenant's health, wellbeing and livelihoods and high performing CORT staff.

The other 23.5 percent of responses categorised as neutral or of concern primarily provided feedback towards the improvements of their own or others housing, mostly in terms of physical housing attributes rather than CORT services themselves. Thus, this will not be further elaborated on in this section. Please see **appendix B** for specific comments.

Gratitude

Respondents overwhelmingly expressed many different responses of thankfulness for their homes, for others, for CORT's services and CORT's staff. This shows that CORT does well to provide quality housing for those that need it. Comments include: 'CORT has given me a home that I can call my own. It is my refuge and my sanctuary, a safe place in which to live. Thank you CORT and all CORT staff you have saved me more times than you will ever know', 'Thanks to CORT and to each one of the people who work so that we can feel tranquillity, peace and security. Personally, I thank you for giving me the support I needed' and 'CORT community housing and CORT staff have been a true blessing. Nga Mihi mo tau koutou manaakitanga, tau koutou tautoko tau, koutou aroha ki a maua ko toku tamaiti.' This shows that CORT is upholding the strategy of "good homes" as outlined in their strategic plan.

CORT contributes positively to tenant's health, wellbeing and livelihoods

Tenants highlight that CORT contributes largely to good health and wellbeing, safety, security and their livelihoods. One respondent stating 'I am grateful forever to CORT. I believe CORT has saved my life and enabled me to be again' with others commenting 'I just want to say thank you CORT community housing for all the help you did for me. I would not have been here without CORT' and 'CORT has really changed my life.' This shows that CORT is upholding the strategy of "good lives" outlined in their strategic plan.

High performing CORT staff

Overall, a large number of comments address tenant thankfulness, respect and satisfaction with CORT staff. This shows that CORT's Comments in this section include: 'CORT are fantastic landlords... I don't think there could be better', 'I would like to thank CORT for everything they do for me and other tenants. I am so grateful and thankful to be a part of CORT. Keep up the excellent work that you all do', 'I would just like to thank you for your support CORT housing, you guys rock' and 'always there for me and my family, thank you xx.'

7. Recommendations

As presented throughout this report, CORT has maintained a high level of performance, with an overall agreement rate of 89.8% in its 2021 survey results - an increase of 0.8% from the 2020 survey. Despite this, some tenants did highlight two main areas of concern pertaining to maintenance and neighbours. Recommendations are as follows:

7.1 Recommendations for CORT

To improve CORT's services, CORT could:

- Consider the implementation of a portal or system that can track requested maintenance jobs and enable staff to accurately report on the progress of these back to tenants – in order to alleviate potential miscommunication and timeliness difficulties that may be encountered with small repair work.
- Increase staff follow-up capacities for tenant complaints regarding area and neighbour conflicts.

7.2 Recommendations for future satisfaction surveys

To improve future evaluations of tenant satisfaction surveys, CORT could:

- Consider adding a question to the 2022 survey which asks tenants how they would prefer to receive their survey (mail or online).
 - This may open up the opportunity in future years for the creation of an online version of the survey, which may increase the response rates for some tenants who are unable to or find mailing back the paper version of the survey difficult.
 - This would also save on distribution and data collection time for the student and, additionally, paper waste for CORT.
 - An investigative focus is suggested as there may be obvious implications of an online survey on equity.
- Pre-fill/merge voucher forms with tenant names in order to ensure that voucher can be sent to tenants upon the return of their survey. Many tenants do not fill out this section on the voucher form, suggesting that tenants are likely unaware of it. By pre-filling this section it will allow for the student to send the selected voucher to the tenant without follow up.
- Acquire questionnaire software for the student researcher to increase the efficiency of data input.

8. Conclusion

This 2021 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'; determining what areas CORT is performing well in and which areas may warrant improvement.

As established throughout this report, CORT maintains a strong standing in performance, with a high average agreement rate of 89.8 percent across the survey results. CORT maintains a high standard of services and care for its tenants, performing best in the 'CORT staff' section. While satisfaction levels have not hugely increased from previous years, this can be accounted for by the already high agreement percentage levels obtained – becoming hard to top.

One suggested area of improvement pertained to the 'maintenance and repairs' section through improving CORT's communication on the completion or incompleteness of repair jobs that their tenants report. However, this is a minor improvement that is likely to be readily amended.

Overall, many tenants reported high satisfaction with CORT staff being helpful and caring, having healthy and safe homes and feeling grateful to be with CORT. Minor levels of dissatisfaction included issues with a small proportion of tenants having issues with neighbours and a lack of communication on small repairs between CORT and a few of their tenants.

In conclusion, CORT is performing extremely well and is satisfying all of their intended goals and strategic plans. CORT and its staff continue to improve the lives of many of their individual and family tenants for the better.

9. Appendices

Appendix A: CORT annual Tenant Satisfaction Survey 2021 template



CORT Community Housing Annual Tenant Satisfaction Survey 2021

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: 1-6 months <input type="radio"/> 7-11months <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):

Any further comments or feedback (optional):

Thank-you for your time.

Please get your survey in the mail by Friday 23rd April 2021.

Give us a call if you have any questions.

Appendix B: All Qualitative responses

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

CORT in general

- I'm very grateful for my home, thank you, CORT.
- Thank you for a safe home and roof over my head when so many others desperately need it.
- [REDACTED] is such a good lady always keeping us updated and [REDACTED] is awesome she's such a big help to us. These CORT houses feel safe.
- Excellent!
- Property inside is dated and small spaces.
- Awesome, keep up the good work.
- Satisfied with the area I live in.
- Satisfied.
- Needs sound proofing.
- I always look forward to events – thank you CORT.
- I am very happy with CORTs answers as they are always there in time when I ask for help.
- Really like this new build and the area.
- Perfect.
- I love my little flat, it's so me.
- Happy with my rental.
- No reason, I really appreciate CORTs workers they are really good people.
- The house is perfect, however I wish we had a little bit bigger backyard for the kids to play in or for gardening.
- The staff are very helpful.
- My unit is very well designed and built. I was spoilt coming into a brand new building. Newsletters, special letters (eg. unit inspection), phone messages, keep me well in contact and sure of what's happening. Good privacy too.
- House is warm and healthy. Good neighbourhood and community is very helpful
- CORT is cool!
- Lifestyle is functioning at high standard.
- Excellent services ALWAYS.
- Absolutely satisfied with my home and property. The area is perfect for my daughter, all the neighbours and her friends which helped me to get to know my neighbours. We all look out for each other and our kids. CORT community housing made me feel so taken care of and I'm so grateful.
- I have been satisfied with everything since I moved in the year 2019
- My standard of life is very good.
- Because am happy with service CORT provides and I like the area and house being provided. I feel safe.
- For starters, I'm quite happy I actually have a place to call home and the area I live in is better than the last place, clean green environment and affordable.
- CORT has given me the most appropriate residence which is suitable for my disability. Also close to all shops.
- Haven't received any information but know that I can ask if needed.
- I am very happy with my apartment.
- The service is good.
- I am very satisfied with my place.
- CORT always available by phone. People on phone are approachable and pleasant.

- Because I wanted to let CORT know I feel satisfied with my house and property.
- I like my house, it is very quiet, clean and beautiful and thank you for the timely service and support.
- Wish there were more trees and parks close by.
- It's in the way I read, decipher and accept.
- I only just recently have been informed that I could get a fridge and [REDACTED] hasn't gotten back to me about it.
- I just have to say that I always keep my house clean for CORT to come.
- Would like mess in rubbish area sorted.
- The reason that I tick neutral for the area is because the neighbours are not really quiet at night time (all over night till next day/morning).
- I feel the above answers are correct.
- I am satisfied with my house but as I have two kids am I eligible to have a house from you or apply for a 3 bedroom transfer please.
- Mixed range of people here, I find it's got a lot of older people here. Some have their moments as they probably in their bubble. COVID sux.
- CORT staff are helpful and careful with tenants, but a bit bad with the area atmosphere.
- Not sure it's meant to be a safe area to live in. Countdown is close to it, always has car parks and ? I like CORT contacting me about ? I really appreciate them.
- [REDACTED] let me borrow CORTs step ladder so I can clean the kitchen windows.
- I don't think CORTs contractors should be given a key to enter ones unit just to carry out some job, that's an invasion of privacy.
- Unhappy about recent events.
- Area is no good for my wellbeing. Too busy road, too much fights with tenants – not myself involved. Very cold here in unit in winter months. Heating not on wall?
- For the area -> not happy with the park. Always has broken glass bottles.
- High crime, CORT are casual and get [REDACTED] to do their work.
- There are clearly tenants in here that [REDACTED] but are not able to look after themselves let alone a house and bills and cleaning.

CORT staff

- [REDACTED] does a great job of communicating anytime we need to.
- CORT staff are always ready to help and facilitate my accommodation issues. One day I shut my flat front door but left my flat keys inside. When I called my tenancy manager at 8.30am in 45 minutes she came and opened my flat. Thanks CORT.
- CORT staff are always lovely and very very professional.
- CORT staff are always easy to call and ?. CORT staff are considerate of my family members matters.
- Excellent!
- CORT staff listen and are considerate of me as a tenant.
- Very professional attitude.
- Very well done.
- CORT staff members are polite and friendly.
- Satisfied strongly with everything.
- [REDACTED] and [REDACTED] are very happy with all CORT services.
- CORT are very very kind, and friendly people!
- I am happy with the outcome.
- Always helpful when problems come to when emergencies.
- Staff are wonderful.
- Perfect.

- Thank you to all the staff at head office for looking after me.
- Good people, I am really lucky to deal with these people much appreciated.
- Awesome staff, they always pick up and answer your queries. They also return your calls when you leave a message. They are cheerful and very professional.
- The staff are very helpful and friendly.
- My suggestion that an extended platform under my clothesline (so that I wouldn't fall on uneven ground) was accepted and swiftly put in place.
- I felt it was easy to contact CORT and staff are very friendly easy to communicate if any problems with house, quickly fixing the house.
- My husband and I are very fortunate to be with landlords that have been helpful, caring and genuinely have their tenants wellbeing at heart. CORT housing is better than renting a house from [REDACTED]. What landlords mow and weed your gardens, which landlords organise functions for their tenants?
- I find the holistic approach CORT have in general is positive and professional.
- Felt very lucky to have excellent support CORT staff offers. CORT team are on tenants side to help get tenants through hard times.
- Every time I call CORT housing I always let CORT staff know. If I do need things done at my house they are good to me and that is good cause we people are under CORT and need to keep contact with CORT.
- Very helpful for internal transfer to [REDACTED] when units are completed at [REDACTED] Polite staff members are too helpful.
- Always willing to help
- Yes, my tenancy manager is [REDACTED] and she has a genuine concern and understanding of my personal health issues, family circumstances and has gone the extra mile in dealing with tenancy issues that have arisen. Other staff have been considerate as to timing of contractors when visiting home and working with me personally that I am always home when they come. It's a joy not to be bullied and to have the landlord dictate that they will just use their keys to enter the property when we are not home, when contractors come! Respecting our choices and working with us goes a long way.
- Have enjoyed living here.
- Yes it's very easy to contact CORT and if the person is not available there is always a huge level of support from CORT staff. My daughter and I are very fortunate to have the support, care, health and wellbeing from CORT staff. They and CORT staff make us feel like whanau. Every task CORT staff agreed to was done and dusted. Very professional. CORT staff have been very supportive of me and my daughter and some.
- The CORT staff members are very friendly and patient and always answer on time. Very polite, very happy that always got the time to help on time many thanks.
- My relationship with CORT is excellent
- Whenever I had issues or problems relating to the house, it was solved easily by contacting my tenancy manager.
- Whenever I have made a phone call to CORT it has been received in a very welcoming and helpful way.
- CORT community housing tenancy managers are an awesome bunch and I take my hat off for the,. They're friendly ladies, always willing to lend a hand and check on tenants and maintaining orders.
- They are available every time I contact them which is not often. Tino Pai CORT.
- My landlord [REDACTED], she is very friendly and very supportive of my family and whatever situations we face. We appreciate all the work CORT has done.
- CORT staff are very helpful.

- I like when I asked to move, CORT moved me to top floor which is safer now for me – thanx much.
- ██████ asked ██████ to get me a new light bulb and he did (even though he was busy as he'd had to take a couple days off.)
- The staff are responsible.
- I have very good things to say about CORT staff.
- Awesome service.
- All my questions staff always reply on time and helpful. And they also inform and responsible with tenants.
- My experience has been great, easy and straight forward very little stress.
- Staff are always professional. They respond to emergencies for the benefit of their tenant.
- The best of the worst of living accommodated.
- Because I wanted to let CORT know I feel it is very easy to contact CORT.
- CORT staff are very caring and attentive and always ready to help us. It's not just about the house itself, sometimes I see that they are very caring and good companions to support.
- With the security of ██████ we have not had an update about the gate being erected. And what is happening about ██████.
- CORT contacts me through mail and then do what they say they are going to do.
- Should have an emergency number on the weekends or after/hours. Only get maintenance not other problems.
- Just alright.
- I know CORT staff are ? and totally busy and we are not the only tenants to get jobs done asap, but sometimes I feel like I'm being too impatient to wait my apologies for that! 😊
- That's just how I feel
- Still waiting for my backdoor key.
- There is a job that has been addressed and mentioned to property manager x2 yet the job hasn't been carried out. Job = vines growing on ceiling and walls out the back. Current TM doesn't reply or responds when contacted.
- I try to contact ██████ but it takes her days even weeks to get back to me and she doesn't normally answer her phone when I call her.
- I don't believe staff are privy to my personal/family circumstances.
- Somebody going through the mail must be looking for money. I've found mail in rubbish some come from CORT. Locks are OK there's probably another way around it.
- This is about my letterbox.
- I feel they do not listen AT ALL! Too busy, taking the easy way out. They don't deal with things. They don't listen to what I have to say! All I get is we'll look into it while the police are here every week if not every day.
- I was advised what I should have based upon my physical disability and I was turned down by CORT.
- Staff agreed to replace mouldy curtains at least 2 years ago, now getting worse. Photos were taken.
- There have been quite a number of complaints about ██████ and its activities over the past 4 years. We've had our differences ██████ tenant of ██████ and I which has now come to an ending. ██████ I feel at times hasn't been fair to two previous tenants who also used to reside in ██████ and myself however I've got to get over it I suppose otherwise my health won't progress.

Maintenance and Repairs

- I had a swift response to all my concerns. Great work!
- Staff or tradesman are always very professional.

- Yes it was fast and easy for them to fix my water shower handle and to repair a broken door. They are excellent.
- Maintenance is well maintained and always is.
- Very good.
- CORT maintains my home to a reasonable standard.
- Happy.
- Had problems with contractor who mows my lawns but it was resolved – thank you CORT.
- I am happy with the work done.
- Excellent plumbers.
- All the repair men I've had have been very pleasant to talk to.
- CORT provide satisfying results.
- I am very happy and satisfied with how CORT do annual smoke alarm checks, heat pump and insulation checks. Great job guys! Appreciate it.
- I felt very comfortable when trade person doing any repairs. I am very happy with the work they do.
- The owner and I have a good connection and I usually go directly to him for any issues.
- I have witnessed maintenance and repairs work to the property I reside and have seen in person completion of jobs needed to be done.
- Great service.
- Our house had an excellent renovation job. Very satisfied with the work done
- All happy
- Greetings ladies/gents, since I am a first home owner I am proud to call CORT community housing my home and permanent resident and respecting my neighbours.
- Fast and efficient, very happy with the service.
- The workman were very good.
- I am happy with inspections and try to keep my home tidy and maintained.
- My flat has been done up and it's beautiful.
- Amazing team of workers who are efficient and maintain professional standards.
- Because I wanted to let CORT know they maintain my home to a very reasonable standard.
- I do my best to keep the house clean and beautiful and not to ruin I but if it needs to be repaired, CORT staff will fix it very quickly.
- I received help with setting up my Wi-Fi and some of my new furniture.
- The bathroom cabinet is rotten and broken doors. The rest of the house is in good condition and new doors and windows have been installed.
- I'm always up when anything needs to be repaired in my house I talk to the people that work under CORT.
- Only issues: hole in mailbox, pail on stairs needs repair, fire alarms not working.
- Yes our home is maintained and is beautiful. Very up to standard. The plumber came twice to fix the same problem with a wiggly top. Maybe it wasn't fixed the first time. The painters got paint on my lounge suite and the carpet.
- Because most of it I agreed on
- I would like to be able to use my washing machine with hot as well as cold water.
- Nobody has fixed my defects, it's been noted by [REDACTED] contractor and [REDACTED]. Thanks for spraying my cockroaches.
- I am more than one year over here my unit, never get any maintenance, it would be it's a brand new building.
- The store with sales people said they couldn't find me my curtain sliding rack and they don't slide easily but your repair lady found, bought and fitted the sliding curtain racks (easy to use) and fitted the chosen type of window curtains. CORT lady knew exactly the right design and curtain rails to fit with the curtains.

- I wanted to get my venetian blinds cleaned. I also wanted the locks changed. I have not insisted.
- No repair work from tradesperson done.
- Lawns guy needs replacing. They don't come until lawn is almost knee height, clippings everywhere. We appreciate the lawns service but this needs to be more frequent to keep down pests and to keep the neighbourhood tidy.
- I have been waiting for close to two months for my stove to be fixed.
- My bathroom lock is now broken again, 3 times now.
- My letterbox needs fixing. I am more than one year over here my unit, never get any maintenance, it would be it's a brand new building.
- [REDACTED] is infested with cockroaches, cleaners been there for days cleaning. Guy lives [REDACTED] slamming doors all through the night it's a nightmare.
- Hire professionals not [REDACTED] to do the work.
- How long does it take? Fix things.

Health and Well-being

- All these factors help with our wellbeing, thank you CORT.
- Houses or flats always wonderfully looked after and maintained very well by tenancy manager.
- These CORT houses are secure and make me and also my partner feel safe. We both feel safe at home and this makes me want to achieve more goals thanks to this.
- Keeps me positive in my career goals and helps to maintain my mental health and wellbeing.
- We live close to the shops, which is always handy. We have good exercise at least 3-4 times a week.
- Well done.
- Contributes positively to my overall wellbeing.
- Very content.
- I am safe at home.
- Always happy, no problems at all.
- Friendly and helpful staff.
- My home is the best thing in my life.
- My housing situation is excellent because I live close to the supermarkets and I do my shopping for food every week.
- With the current housing situation affecting thousands of people, I would not complain to have a roof over my head.
- No reason at all. Best people.
- Necessary contracts with CORT in places, then plenty of privacy given.
- The house I live in, very happy. It's safe to live in the house.
- I feel blessed to be involved with CORT housing, enjoying low rent fees especially!
- Adequate amenities contribute to good health, my home is fit to live in and I cannot see any flaws.
- Really happy I got my own place to live, I feel a lot safer.
- I am healthy and I feel safe living in my place, the area is good the tenants are good and friendly, we all look out for each other.
- Yes we are safe and in a good community. My daughter loves her school and all her friends. The positiveness of our wellbeing is having a home, we are beyond happy. Tino Waimarie!!
- My flatmates are great. We take care of our house.
- All good.
- CORT always keeps in contact with me on my health and wellbeing. Always asks if I need help. Much appreciated [REDACTED] xoxo.

- Because I feel comfortable.
- Very happy.
- I've never felt so safe and comfortable before, especially since super gold kicked in.
- My flat helps my mental condition.
- My home is a sanctuary. I feel safe at home.
- Great service.
- It's been nearly 14 years and that is great!!! Very happy here.
- I'm so happy in my block of flats. We all look out for each other.
- My apartment is safe and noise free. I love my space it's clean and easy to maintain.
- Just happy overall with the help from CORT.
- Because I wanted to let CORT know they contribute positively to my overall wellbeing.
- It's exactly right.
- A home is security and a base to build a better life from.
- I would like to be working.
- When it comes to celebrations eg. birthdays, it would be nice to be able to host a gathering at our home as it is very expensive for us to host a birthday celebration with families elsewhere. And while it is nice to have a small home it really is a struggle to want to invite families over knowing it's a small home to host everyone.
- Just alright.
- As we tend to get older and getting along without neighbours we need to look-out for one another and live in a friendly family orientated neighbourhood.
- I feel ok about it.
- Have not experienced the winter months in my current accommodation as of yet.
- No repair/maintenance done yet.
- I like the top floor open door, in front which gives more air and one door to enter is safe. But only neighbours very noisy when doors bang bang – shaken the whole top floor; it's colder when it's cold!
- I live on the ground floor in [REDACTED]. Sometimes I feel a bit anxious with the public walking through the grounds and a rough sleeper who would hang outside my bedroom. Otherwise I'm happy and grateful to live and stay here.
- Responsibility for my wellbeing.
- Sometimes the tenants are not a good fit.
- I have had problems with neighbours, a lot of noise, drinking, some machine they play with through the day and night and morning and a lot of yelling and screaming. I love the apartment itself and location, it's just a lot of problems with neighbours.
- Because of my recent stroke I am worried when I am on the stairs – feel unsafe.
- Not good living here for my wellbeing. Too cold in winter.
- [REDACTED] is a new area and it's not near to central city services.
- I have a problematic neighbour who has made several unwarranted complaints since I moved in recently, which has caused a bit of stress and anxiety.
- NEED TO LOOK AT PEOPLE WHO MOVE IN!!!!
- Some other tenants got too many problems and police come to visit weekly, not the same room but some others. At first I think it's dangerous but now I'm getting used to it. But when my wife and children coming I won't know how long they would get used to it.
- CORT does not follow its own guidelines.
- I have bad asthma – allergic to house dust, mould and have to have doors and windows open so bad air is flushed out. My asthma is now a bit better (no bronchitis and wheezing) but I am scared someone may enter my house.
- I've had numerous relapses caused by the number of visits I get from the neighbours at [REDACTED] They've disturbed the energy in my home to a point where my kindness suffers. They've

been told not to make a habit of coming over for power, food, \$\$\$ loans and smokes. [REDACTED] has been a supporter of mine. [REDACTED] had to advise the neighbours in all seriousness my condition and mental illness.

- CORT is unable to maintain reasonable, cordial relationships between tenants as this is beyond the scope of the trust.
- Unsafe neighbours. Needs sound-proofing.

Further feedback

- I have had a great team at CORT working with me for 6-7 years now, appreciate the support. Awesome work team.
- I am completely delighted by my experience living for the last 22 years in a CORT flat. Thank you all so much!!!
- Have lived in a lot of private rentals over the years, CORT are by far the best. They look after their tenants welfare, e.g. 10 year smoke alarms, LED lighting and prospective heat pump which will be fantastic.
- Thank you CORT for great support that you are all overwhelming me with super service. God bless you all.
- CORT has given me a home that I can call my own. It is my refuge and my sanctuary, a safe place in which to live. Thank you CORT and all CORT staff you have saved me, more times than you will ever know.
- Always there for me and my family. Thank you xx
- Thanks. I would just like to thank you for your support CORT housing. You guys rock especially the team and our new tenancy manager [REDACTED] and thanking you [REDACTED] You guys are a great pair and work hard for the staff.
- Thanks to CORT and to each one of the people who work so that we can feel tranquillity, peace and security. Personally I thank you for giving me the support I needed. It is difficult to enter society without language, without support, with some situations of discrimination and racism and also being a single mother. But with CORT everything changed, my son and me feeling safer and happy. Thanks to [REDACTED] our tenancy manager and [REDACTED]
- I am currently very happy with my CORT flat.
- I'm very happy with my living conditions.
- Thanks for the accommodation.
- We have quite a good relationship and friendship together. Times haven't always been the best but manage to cope in most situations. Overall we are friends, which I like the most.
- Loving CORT. Thank yous.
- Thank you. I did my survey.
- 1. Need light switch fixed in the bedroom. 2. Light bulb changes in the hallway. 3. Range-hood light to be changed.
- Happy with CORT.
- I appreciate having supportive landlords who work with us and having security.
- A fire extinguisher would be good. Perhaps the CCTV would be installed instead of being just a deterrent.
- I would like to thank CORT for everything they do for me and other tenants. I am so grateful and thankful to be a part of CORT. Keep up the excellent work that you all do. Thank you for the \$20 voucher will help me financially.
- I am looking forward with the future of CORT.
- No problems at all. Safe and secure. Hope I win \$200, good luck to me.
- Staff and tradesmen very good.
- CORT has been perfect.

- I wasn't happy with how my lawn was done with a weed-eater not a lawn mower and my veranda was left a mess for me to sweep up but THANK YOU CORT for your awesome support for 2021. Cheers.
- I am very happy with the way I've been treated and I'm very grateful for this new home.
- I am grateful forever to CORT. I believe CORT has saved my life and enabled me to being again.
- Really appreciate the installation that was out in my CORT unit and new renovations. Well done CORT.
- Thank you for letting me be a tenant at a really nice unit. It's the best I've ever had.
- CORT system is beautiful, excellent and satisfying.
- Thanks for this.
- I'm feeling thankful to CORT team and Mr. [REDACTED] and Mrs. [REDACTED] property manager. They made it possible and contributed to improve my health 100% and my happiness.
- I am very happy with my accommodation.
- I really appreciate CORT people for their great work they are doing for us.
- With the housing situation being so drastic (25,000 wanting affordable homes) I know I am very well off in this unit and I am very grateful that I am housed. And CORT goes marching on building more.
 - Small grass plots outside ground level ([REDACTED]) they (mine anyway) Hasn't become lawn, just weeds that the mower guys knock flat when they come. At right time of year, perhaps a bad soil and some grass seed could be spread.
- Thank you for offer me a house, I feel happy in my house.
- I just want to say thank you CORT community housing for all the help you did for me. I would not have been here. I feel happy and safe even having good relationships with all the tenants and CORT, thank you again.
- Have a good day.
- Top marks!
- Since moving to [REDACTED] my daughter settled into school easily and that freed up my time to pursue a scholarship in Horticulture level 3. My daughter utilises pools almost every day, the parks, the beach, the shopping centre. We are usually out and about in the [REDACTED] community. And the local Sunday markets. Our home has given us everything and more
- CORT community housing and CORT staff have been a true blessing. Nga Mihi mo tau koutou manaakitanga, tau koutou tautoko tau, koutou aroha ki a maua ko toku tamaiti.
- Thank you for providing your service that you do.
- Overall we are very happy for all the help that we got from CORT. We feel safe and comfortable staying here. Many thanks.
- Thanks to CORT for taking good care of us. I feel real safe in my environment.
- Have a nice day.
- Thanks.
- I have been under CORT for a number of years now and the services they provide has always been excellent.
- Since I've been living here in my one bedroom apartment its awesome, everything I could ever want is right outside my doorstep and I need to get back on my feet and get a job, pay bills, save for a rainy day, come and go as I please and not having to look over my shoulders all the time!
- [REDACTED] has been kind, friendly and understanding tenancy manager who makes sure I am well and healthy. She also offers if I am needing assistance of any kind. Keep it up [REDACTED] xx
- Overall I am very grateful to be in a CORT community house after years of being in unstable and stressful accommodation. My tenancy manager has been kind and helpful.
- Keep up the good work.

- Thank you for having me.
- I am really glad I have got CORT housing looking after me.
- Thank you all very much for all your kind help!
- I am very happy with my CORT housing.
- CORT has really changed my life for the better.
- Very grateful to CORT! 😊 And thank you for affordable rent!!
- CORT are fantastic landlords. They are fabulous at maintenance. The fact that they have social events is fantastic. They are more than landlords. I don't think there could be better landlords. I feel so grateful to live here.
- I really have heaps of respect for CORT staff they are always friendly and happy I thank them for all they do for me. Thank you 😊
- CORT housing are awesome and I appreciate my place and the staff eg. [REDACTED] and [REDACTED]
- Thank you for everything. Health and safety and also helping out as a Māori warden through COVID-19 level 1.
- I feel respected and valued as a CORT tenant so I am very happy to be in a CORT house.
- New curtains help move pure allergy free air into the flat – I have my flat vacuumed weekly and my ? are now from ? I am close to swimming pools and trained personal and I have never been so fit and strong and well physically but also mentally!
- Those employed by CORT are courteous and complete repairs to a good standard.
- A much luckier situation than so many.
- Because I wanted to let CORT know I am very satisfied with everything.
- I did not write this just to buy or get a voucher, I was really lucky that CORT gave me a home so that I could live in peace and health. I thank you and all the CORT staff. Thank you so much.
- All its good except the lady making too much noise, drops unwanted food in front of house.
- We are very grateful for what we have but here are some of the things we have come across that I think every household would appreciate and make their living easy and affordable!
 - The laundry is small we cant fit a dryer inside. We need a dryer especially in Winter. I'm sure everyone would understand this.
 - A little space in the backyard for garden (veggie garden, saves money! It is also therapeutic. Thank you.
 - Can we organise a home inspection in view of having some plastering/painting done in certain places?
- I feel having own clothes lines, maybe on porch area that come out from the side of the wall and can be closed shut too would be helpful for tenants. Because, not enough clothes line space for communal clothes line, when I want to hang out washing there seems other tenants haven't brought out washing here. Seems other tenants would be warmer having health pump installed, would be warmer for winter. There's no heating on wall. Fans in bathroom don't extract steam our shower. I think having carpet on floors of all bottom units would be beneficial to all tenants. (Just trying to help with my comments, no HARM meant).
- Besides not having my stove fixed which has taken too long to be fixed but all CORT are doing a fine job.
- Can we get a heat pump for winter?
- Good to fully explore any report of harassment in the first instance before anything escalates further between flatmates, neighbours or relations (and the 'situation' may not, but sometimes it does).
- Tradesmen took a lot of trouble to fix my light!
- More time to contact CORT time.

- My neighbours drink sometimes, mostly they do not disturb me or my peace of mind.
- With regard to tenancy inspections, would it be possible to be given an idea of the time of the day the inspection may occur eg. 10am-12pm or between 1-4pm so we can plan our day around it, rather than just being given the day and waiting. Tenancy managers are keen for us to be present at the inspection so an approximate time slot may help with the tenants attendance.
- Elevator will be nice or ideal for carting groceries and other household items. Level 3 living is not suited for elderly people. Thank you for having me as a tenant I'm very happy with my home.
- Enquiring if my unit will be provided with a form of heating for the living room. Since these forms are in an envelope addressed to CORT housing, do they open the envelopes? Our names are on the voucher forms.
- I would like to speak to someone about the changes being made to give some advice. I.e: a wooden shower and kitchen beaded doors or shell entrances for something for the doorways!

Get scared due to night market on Tuesday – food rubbish and rodents. Some tenants regularly throw bread every day, every evening. This attracts pigeons and ducks along with that they bring bird flu, bird poo, smell, it was difficult in the summer months I had to keep my doors and windows closed, quite claustrophobic, no oxygen. It was horrible, my daughter tried talking but we were ganged up on & experienced bullying. It was a health hazard, you can google it or is this a city council issue? Just needed to address this Autumn and Winter coming with no sunshine, the poo will rot and go to the western springs to experience the pond and odour and walk.

- Upstairs plays horrible music very very loud and is loud in general, and throws cigarette-butts and beer cans all-around and into my garden!
- Nothing to say that won't be laughed at behind my back!
- There are some neighbours here who make life unpleasant. Noise, constant requests for money, smokes and food. Traffic at night is disturbing (coming into other houses in the complex – it doesn't stop – last night at 4.00am!) I really have no choice but to seek alternative accommodation. – it has to be my top priority.
- The only negative I have is that there is consistent ongoing check up with tenants regarding issues with the house that needs fixing.
- I'll be happy when my letterbox is fixed.
- I feel they need to take complaints more seriously. Some people just keep getting away with the same [REDACTED]. Nothing ever gets done. Police here we had a home invasion, which is going through court now! I would like to write a bit more.