

# CORT Community Housing

[COMMUNITY OF REFUGE TRUST]

## Tenant Satisfaction Report 2023



## EXECUTIVE SUMMARY

---

CORT Community Housing (CORT) is a not-for-profit community organisation and a registered charitable trust which purchases and rents private properties as well as builds new houses across Auckland and leases them at an affordable price to individuals and families in need. CORT puts clients at the heart of everything they do. They are dedicated to providing 'good homes for people who need them' by creating good homes (he kāinga pai) and good lives (he mauri ora) for tenants as well as developing good partnerships (he whakawhanaungatanga pai) with internal and external stakeholders.

The Annual Tenant Satisfaction Survey serves as a crucial yearly evaluation that assesses the effectiveness of CORT as a housing provider. Its significance lies in its ability to provide valuable insights into the experiences and needs of CORT tenants. By conducting this survey, CORT gains a deeper understanding of the areas where they are performing well and areas that may require improvement to enhance the overall tenant experience.

This year, we have introduced a new approach to the Annual Tenant Satisfaction Survey by creating a Google Form. In addition to the traditional mail-out method, tenants now have the convenience of completing the survey online. Both options offer an anonymous platform for tenants to provide feedback.

The survey encompasses a blend of quantitative and qualitative questions to capture comprehensive feedback from tenants. The quantitative questions prompt respondents to rate various statements based on their level of agreement, while the qualitative section allows tenants to provide more detailed explanations and insights in their own words. The evaluation covers four key aspects of CORT's service: CORT in general, CORT staff, maintenance and repairs, and health and wellbeing. Additionally, tenants are given a space to provide any additional feedback they may have.

### **HIGHLIGHTS OF THIS REPORT**

- A total of 221/431 surveys (51.3 response rate) were received. This year's response rate is higher than the average response rate of 48.4 percent observed between 2010 to 2022.
- "CORT in General" has an average agreement rate of 88.9 percent. A slight increase of 1.7 percent from that of last year.
- "CORT Staff" has an average agreement rate of 88.4 percent. A slight drop of 0.5 percent from that of last year.
- "Maintenance and Repairs" has an average agreement rate of 86.0 percent. An impressive increase of 8.8 percent from that of last year.
- "Health and Wellbeing" has an average agreement rate of 83.9 percent. An increase of 3.4 percent from that of last year.

1. TABLE OF CONTENTS

---

<b>1. Executive Summary</b> .....	<b>1</b>
<b>2. Table of Contents</b> .....	<b>2</b>
<b>3. List of Tables and Figures</b> .....	<b>3</b>
<b>4. Introduction</b> .....	<b>4</b>
<b>5. Method</b> .....	<b>4</b>
5.1 Ethics .....	4
5.2 Survey Design .....	4
5.3 Survey Distribution .....	5
5.4 \$200 Cash Prize Selection .....	5
5.5 Data Collection .....	5
5.6 Quantitative and Qualitative Analysis .....	6
<b>6. Results</b> .....	<b>7</b>
6.1 Response Rate .....	7
6.2 Demographics .....	8
6.3 Quantitative analysis: ‘CORT in General’ .....	11
6.4 Qualitative analysis: ‘CORT in General’ .....	13
6.5 Quantitative analysis: ‘CORT Staff’ .....	14
6.6 Qualitative analysis: ‘CORT Staff’ .....	16
6.7 Quantitative analysis: ‘Maintenance and Repairs’ .....	17
6.8 Qualitative analysis: ‘Maintenance and Repairs’ .....	19
6.9 Quantitative analysis: ‘Health and Wellbeing’ .....	20
6.10 Qualitative analysis: ‘Health and Wellbeing’ .....	22
6.11 Qualitative analysis: ‘Further Feedback’ .....	23
6.12 Quantitative analysis: ‘Online Survey Option’ .....	24
<b>7. Recommendations</b> .....	<b>25</b>
7.1 Recommendations for CORT .....	25
7.2 Recommendations for future satisfaction surveys .....	25
<b>8. Conclusion</b> .....	<b>26</b>
<b>9. Appendices</b> .....	<b>27</b>
Appendix A: CORT Annual Tenant Satisfaction Survey Template .....	27
Appendix B: All qualitative responses .....	29

## 2. LIST OF TABLES AND FIGURES

---

<b>Table 1.</b> Results from ‘CORT in General’ section .....	11
<b>Table 2.</b> Results from ‘CORT Staff’ section .....	14
<b>Table 3.</b> Results from ‘Maintenance and Repairs’ section .....	17
<b>Table 4.</b> Results from ‘Health and Wellbeing’ section .....	20
<b>Figure 1.</b> Response Rates of CORT Tenant Satisfaction Surveys: 2010 to 2023 .....	7
<b>Figure 2.</b> Percentage of Respondents by Geographic Area .....	8
<b>Figure 3.</b> Percentage of Respondents by Gender .....	8
<b>Figure 4.</b> Percentage of Respondents by Age .....	9
<b>Figure 5.</b> Percentage of Respondents by Time Lived in Current Home .....	9
<b>Figure 6.</b> Percentage of Respondents by the Number of Individuals Living in Household .....	10
<b>Figure 7.</b> Percentage of Respondents by Ethnicity .....	10
<b>Figure 8.</b> Agreement on ‘I feel informed about CORT services and activities’ .....	11
<b>Figure 9.</b> Agreement on satisfaction statements in the ‘CORT in General’ section: 2020-2023 ..	12
<b>Figure 10.</b> Agreements on ‘I feel CORT staff members are polite and friendly’ .....	14
<b>Figure 11.</b> Agreement on satisfaction statements in the ‘CORT Staff’ section: 2020-2023 .....	15
<b>Figure 12.</b> Agreement on ‘I feel CORT maintains my home to a reasonable standard’ .....	18
<b>Figure 13.</b> Agreement on satisfaction statements in the ‘CORT Maintenance and Repairs’ section: 2020-2023 .....	18
<b>Figure 14.</b> Agreement on ‘My current housing situation contributes to my overall wellbeing’ ...	21
<b>Figure 15.</b> Agreement on satisfaction statements in the ‘Health and Wellbeing’ section: 2020- 2023 .....	21
<b>Figure 16.</b> Percentage Distribution of Respondents’ Preferred Survey Format .....	24

### 3. INTRODUCTION

---

The Annual Tenant Satisfaction Survey is conducted to analyse and evaluate the extent to which CORT effectively meets the needs of its tenants. This survey assesses tenant satisfaction across four key areas: CORT in general, CORT staff, maintenance and repairs, and health and wellbeing. Its primary objective is to collect and assess feedback in order to identify CORT's strengths and areas that require further improvement. The survey provides tenants with an anonymous platform to voice their concerns, acknowledge areas where CORT excels and offer valuable opinions for future enhancements.

### 4. METHOD

---

#### 5.1 ETHICS

---

To maintain ethical standards, an independent individual from the University of Auckland conducted the survey and prepared its report, ensuring separation from CORT. The project strictly maintained tenant anonymity and confidentiality throughout the process. Participation in the survey was entirely voluntary and tenants had the choice to skip any questions they preferred not to answer. CORT was not provided with any information regarding the participants or their responses, thus safeguarding confidentiality. An FAQ sheet was provided to tenants, explaining the measures taken to ensure anonymity and confidentiality, and offering the contact details of the survey reporter for any survey-related queries. CORT fully supported and adhered to all ethical procedures upon the completion of the survey report.

#### 5.2 SURVEY DESIGN

---

To maintain consistency, the 2023 survey followed the same structure and design as previous years, with one notable modification. This year, an additional question was included in the survey to gather information about the tenant's ethnicity. The inclusion of this question allows for a more comprehensive understanding of the diverse backgrounds and experiences of CORT's tenants. By collecting data on ethnicity, CORT can ensure that its services are inclusive and responsive to the specific needs and preferences of different ethnic groups.

The survey consists of a demographic section and five key sections: CORT in general, CORT staff, maintenance and repairs, health and wellbeing, and an additional feedback section. Each section includes a space for participants to add any additional comments they may have. Additionally, there was a question at the end of the survey inquiring whether tenants prefer to receive a hard copy or an online version of the survey.

Participants' demographic information was obtained through a section where participants were asked to select the relevant checkboxes. This section gathered data on participants' residential location, age, gender, length of stay in their current home (in months/years), and the number of individuals in their household. The collected information was utilized in this report to ascertain the distribution of various demographics among 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, allowing participants 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 about CORT's services that participants might want to provide.

The final section of the 2023 survey was one question that asked tenants about their preference for either hardcopy or online survey formats. Participants were asked to tick the box either 'printout' or 'online'.

### 5.3 SURVEY DISTRIBUTION

---

CORT extended invitations to its 431 tenants to participate in the survey, employing mail as the primary method of contact. Each tenant received a comprehensive survey pack, comprising an invitation letter, a set of frequently asked questions, a voucher form, and the tenant satisfaction survey itself. Additionally, the packs included a postage-paid return envelope, enabling participants to conveniently mail back their completed surveys. Notably, this year, an online survey format was also introduced to provide an alternative option for tenants to participate.

The survey packs were dispatched via mail on March 31, 2023, with participants instructed to submit their completed surveys by April 23, 2023. Simultaneously, the online survey was made available to participants on the same date.

Consistent with past practices, tenants were rewarded for their participation with a \$20 voucher from Countdown, Pak'nSave, or The Warehouse. These vouchers were delivered by CORT to tenants who returned their completed surveys by the designated deadline. Furthermore, to encourage higher response rates, all participants were entered into a draw for a chance to win a \$200 cash prize. The details of this draw were highlighted in the invitation letter and the FAQ sheet provided to tenants.

### 5.4 \$200 CASH PRIZE SELECTION

---

To ensure the 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 (2020-2022) against the 2023 results.

## 5.6 QUANTITATIVE AND QUALITATIVE ANALYSIS

---

The survey report is organized into four main categories: CORT in general, CORT staff, maintenance and repairs, and health and wellbeing. Both quantitative and qualitative analyses are presented for each category. The quantitative analysis involved calculating percentages, which are presented through frequency tables and histograms to compare the 2023 results with previous years' results. Additionally, a pie chart was created for each section to highlight key trends.

Qualitative analysis was conducted by identifying common themes across each evaluated category. Only qualitative data was collected in the fifth section, which focused on gathering further feedback from participants.

The data collected from the final section of the 2023 survey, which pertained to the tenant's preference between a hard copy or an online survey format, was visually presented in the form of a pie chart.

Participants were given the choice to skip any questions they preferred not to answer, and these unanswered questions were excluded from the final calculations.

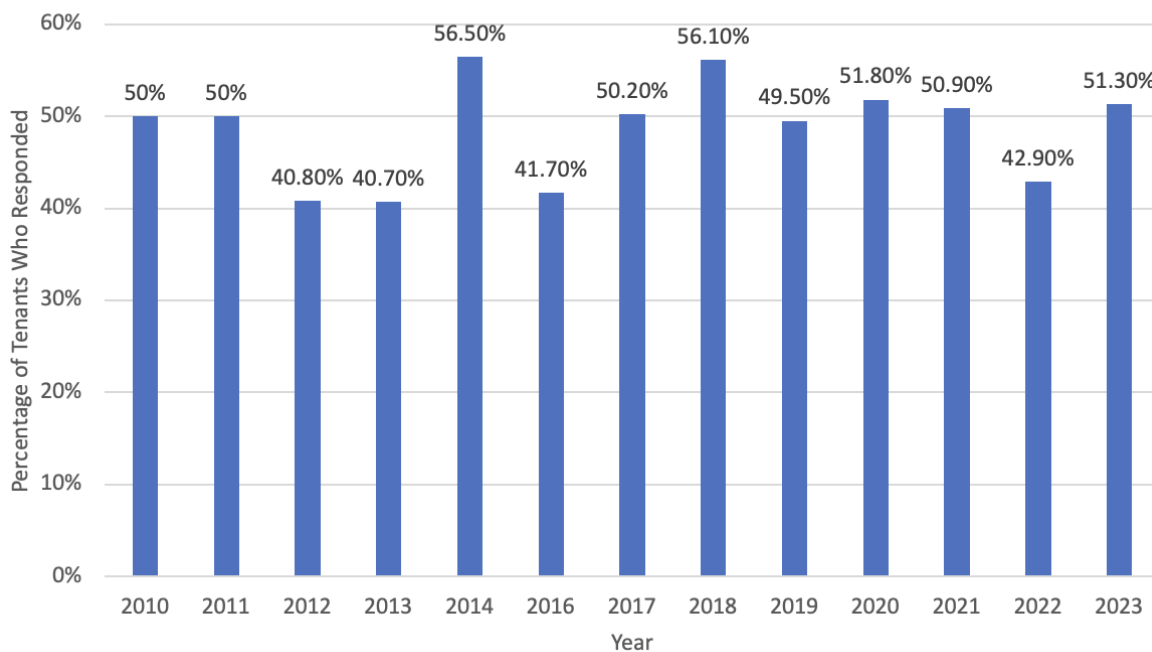
## 5. RESULTS

### 6.1 RESPONSE RATE

Out of the 431 surveys distributed, 221 surveys were returned, indicating a response rate of 51.3 percent. Figure 1 illustrates this response rate and highlights a significant increase of 8.4 percent compared to the previous year, 2022. The current response rate is also higher than the average response rate of 48.4 percent observed between 2010 to 2022.

Furthermore, this year’s response rate ranks as the fourth highest over the past thirteen years. The notable increase in the response rate this year can be attributed to the introduction of the online survey format. The convenience of submitting responses online likely played a significant role in encouraging more tenants to participate. Offering an online option made it easier for individuals to provide their feedback compared to the traditional method of mailing hard copies back.

**Figure 1. Response Rates of CORT Tenant Satisfaction Surveys: 2010 to 2023**

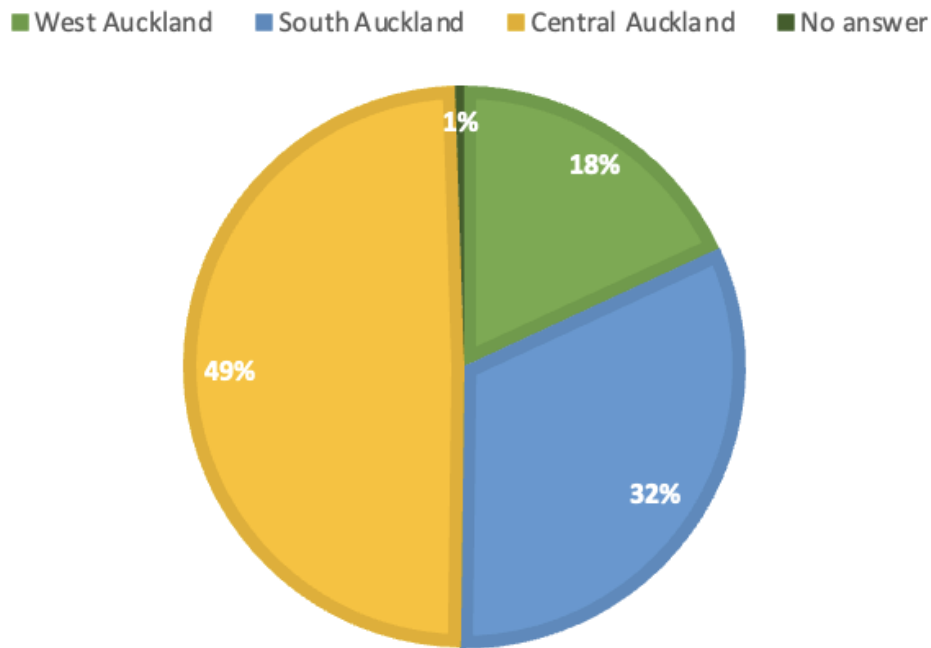




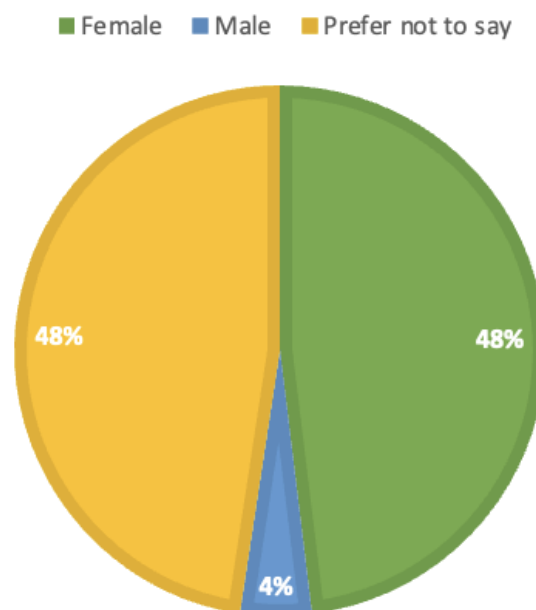
## 6.2 DEMOGRAPHICS

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

**Figure 2.** Percentage of Respondents by Geographic Area

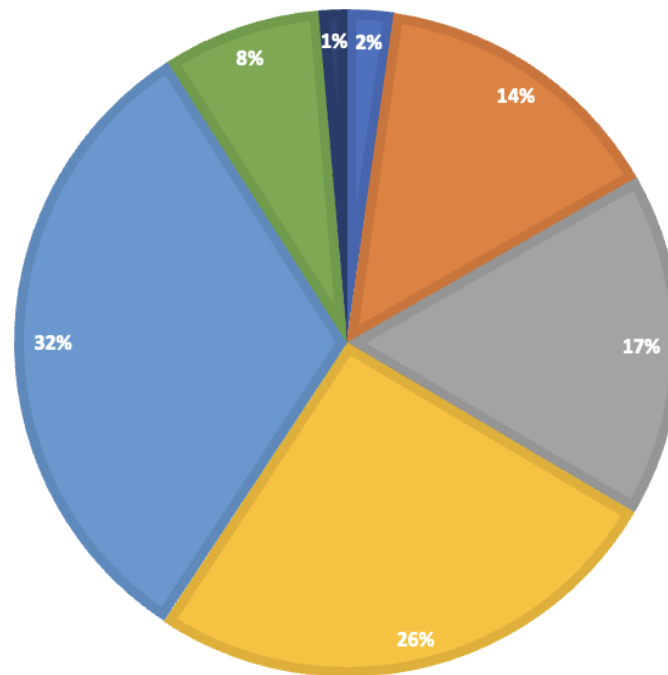


**Figure 3.** Percentage of Respondents by Gender



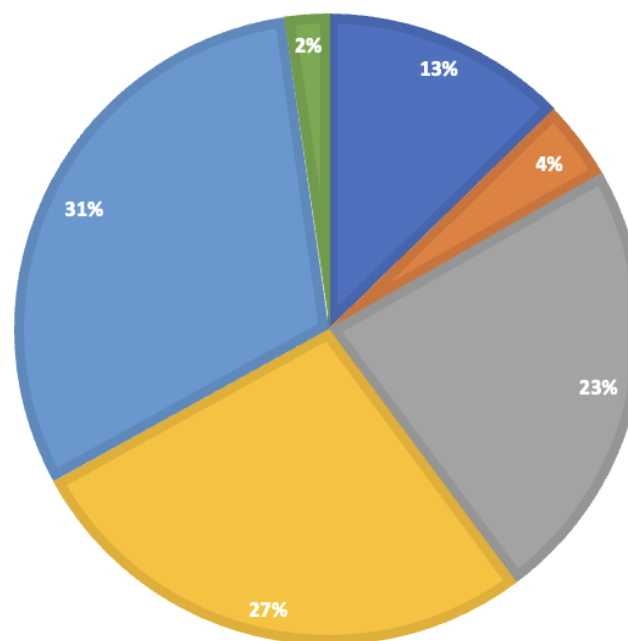
**Figure 4. Percentage of Respondents by Age**

■ 24 and under ■ 25-34 ■ 35-44 ■ 45-54 ■ 55-64 ■ 65 and over ■ No answer

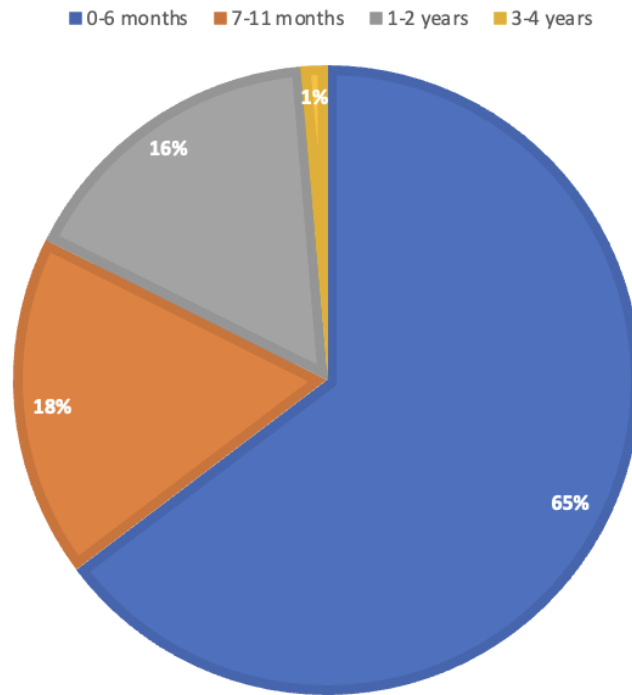


**Figure 5. Percentage of Respondents by Time Lived in Current Home**

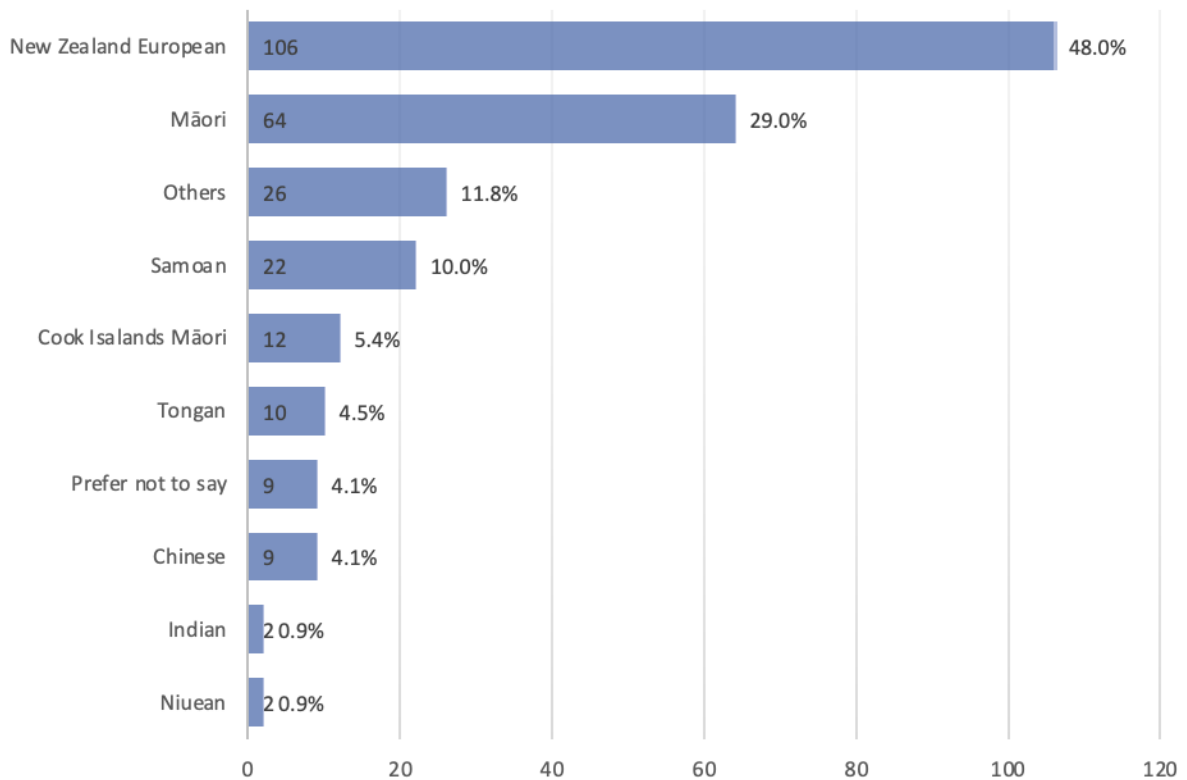
■ 0-6 months ■ 7-11 months ■ 1-2 years ■ 3-4 years ■ 5+ years ■ No answer



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



**Figure 7.** Percentage of Respondents by Ethnicity



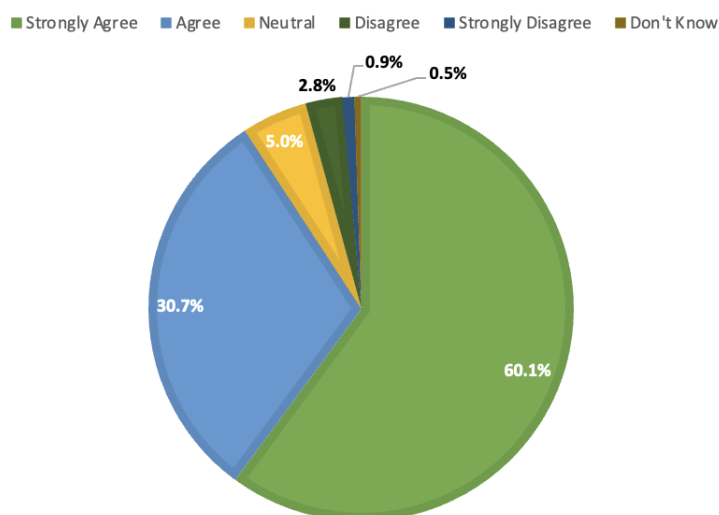
### 6.3 QUANTITATIVE ANALYSIS

The objective of this section is to evaluate the overall satisfaction levels of CORT's tenants regarding their property, the surrounding area, CORT's services, and the dissemination of information. The corresponding data, presented in **Table 1**, is represented as percentages, providing an overview of the tenants' satisfaction in these areas.

Table 1. Results from 'CORT in General' section						
I feel...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know
Satisfied with my house and property	55.5%	34.0%	5.0%	3.6%	1.4%	0.5%
Satisfied with the area I live in	56.2%	31.0%	9.1%	1.8%	1.4%	0.5%
Satisfied with all CORT service	59.2%	28.9%	7.8%	1.4%	1.4%	1.3%
Informed about CORT services and activities	60.1%	30.7%	5.0%	2.8%	0.9%	0.5%

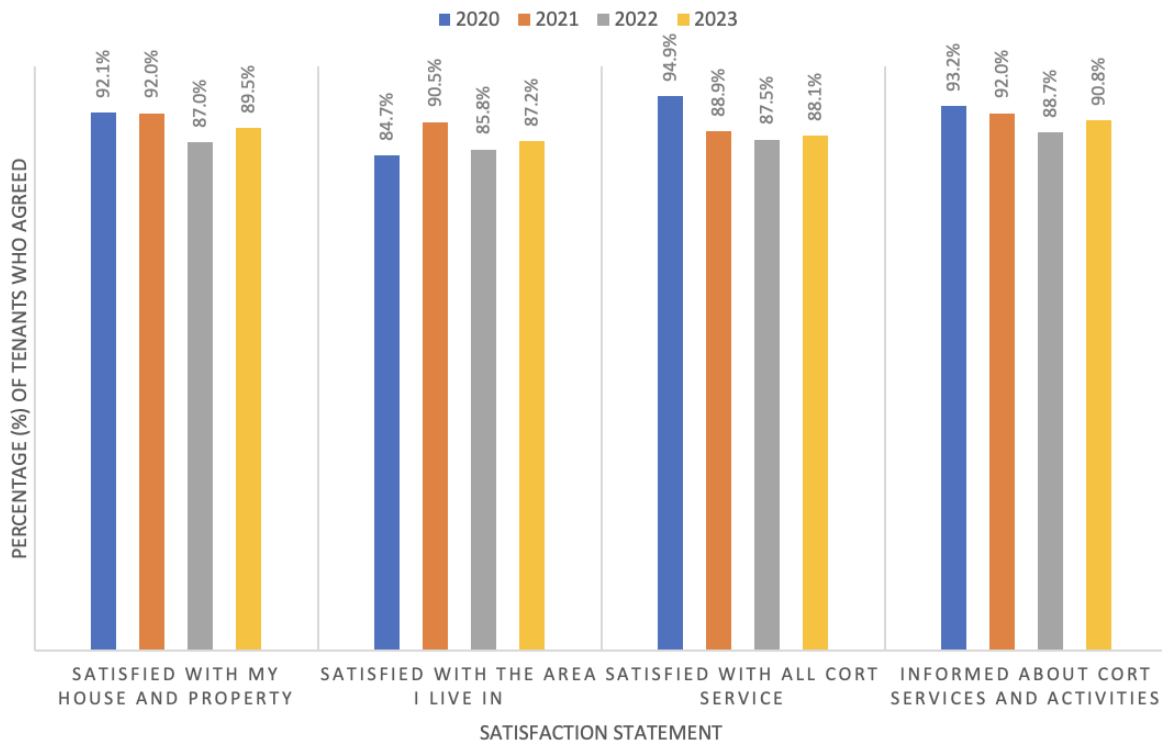
The data analysis of CORT's services reveals a highly positive perception among respondents. The overall agreement rates range from 87.2 to 90.8 percent. Disagreement rates are between 2.8 and 5.0 percent. These findings demonstrate that CORT is delivering high-quality homes and services. Particularly notable is the statement 'I feel informed about CORT services and activities', which receives the highest agreement rate of 90.8 percent and the statement 'I feel satisfied with all CORT service', which has the lowest disagreement rate of 2.8 percent. These results highlight CORT's exceptional performance in these areas. On the other hand, the statement 'I feel satisfied with the area I live in' has the lowest overall agreement rate of 87.2 percent, and 'I feel satisfied with my house and property' has the highest disagreement rate of 5.0 percent.

**Figure 8.** Agreement on 'I feel informed about CORT services and activities'



**Figure 8** presents a high agreement rate of 90.8 percent for the statement 'I feel informed about CORT services and activities'.

**Figure 9.** Agreement on satisfaction statements in the 'CORT in General' section: 2020-2023



**Figure 9** illustrates a comparison of overall agreement rates for statements in the 'CORT in General' section across the 2020 to 2023 surveys. The Y-axis represents the percentage of the overall agreement, while the X-axis represents the statements. Although the 2023 survey results are not as favourable as those from 2020 and 2021, it is noteworthy that the agreement rates for all four statements are higher than those in 2022, indicating an apparent improvement in satisfaction levels. The data indicates that, despite some fluctuations in satisfaction rates, there is an overall positive trend in the satisfaction levels of tenants regarding various aspects of CORT's services from 2020 to 2023.

Overall, despite some fluctuations in satisfaction rates, the data highlights a positive trend in tenant satisfaction with CORT homes, the area of residence, CORT services, and being informed about CORT services and activities from 2020 to 2023. These findings suggest that CORT has been attentive to tenant needs, making efforts to maintain high levels of satisfaction and continually improve their services over the years.

## 6.4 QUALITATIVE ANALYSIS

Out of the 81 qualitative responses received for the 'CORT in General' section, more than half of them (56) expressed positivity, while 8 responses were neutral and another 17 expressed concerns. Most of the comments reflect overall satisfaction and appreciation for CORT's services, including the location, communication, support, and notifications provided to tenants. The feedback highlights positive experiences, gratitude, and a sense of satisfaction with the quality of the homes and services offered by CORT. In contrast, the neutral and concerned responses reveal themes of dissatisfaction with the respondents' neighbours and issues related to maintenance or repair problems.

### **HOUSING AND LOCATION**

Comments included:

- "All round great location, supports and communications."
- "Am always happy with CORT housing. Appreciated."
- "CORT got great homes."
- "CORT has built a beautiful complex. They have taken into account public transport, lab test, countdown and schools. There is nothing to complain about."

### **NOTIFICATIONS AND INFORMATION DISSEMINATION**

Comments included:

- "Always receive notifications via txt, periodicals newsletters, phone calls, visits from Tenancy Manager."
- "CORT always check up to see if I'm ok and keep me up to date with what's going on."
- "I am always receiving letters of updates and new letters on current things happening in our community."
- "Happy and grateful. CORT newsletter excellent communication."

### **NEIGHBOURS AND NOISE**

Comments included:

- "I am satisfied with the area I live in but no so much my neighbours can often be disturbing."
- "I have been living under a tenant that constantly stomps and tells. When he has visitors he becomes as how off and coughs and spits. he is all ways bringing street kids home to stay with him to collect rent."
- "People are noisy and no good stealing."

### **MAINTENANCE AND REPAIRS**

Comments included:

- "Have found repairs that are reported are not fixed for months and there is no follow up."
- "Mostly satisfied except this house is non-compliant. The deck is unsafe, missing railings, matting is rotting."
- "Not getting the jobs fixed around our home and not sorting out the people in complex."
- "Since Covid maintenance to my home takes months to get sorted."

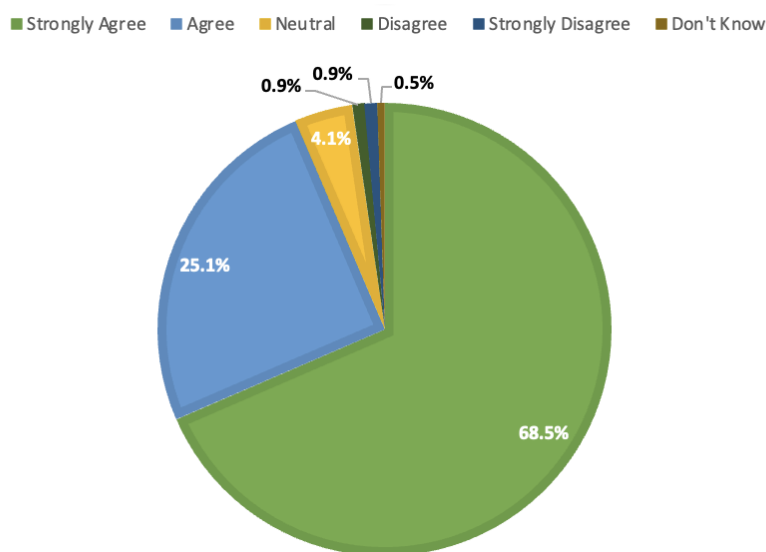
### 6.5 QUANTITATIVE ANALYSIS

CORT recognizes the importance of fostering strong relationships between its staff and tenants. The objective of this section is to assess CORT’s tenants’ satisfaction levels by examining various factors such as the ease of communication between tenants and CORT, the attentiveness and friendliness of staff, their ability to fulfil agreed-upon tasks, and their consideration for the unique circumstances of each tenant and their family.

Table 2. Results from 'CORT Staff' section						
I feel...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know
It is easy to contact CORT	57.1%	32.4%	5.9%	2.7%	1.4%	0.5%
CORT staff members take the time to listen to me	56.2%	30.0%	6.9%	2.8%	3.2%	0.9%
CORT staff members are polite and friendly	68.5%	25.1%	4.1%	0.9%	0.9%	0.5%
Staff carried out the tasks they agreed to	59.8%	25.6%	8.7%	1.8%	3.2%	0.9%
Staff members are considerate of my individual and family circumstances	57.1%	30.0%	6.5%	2.8%	1.8%	1.8%

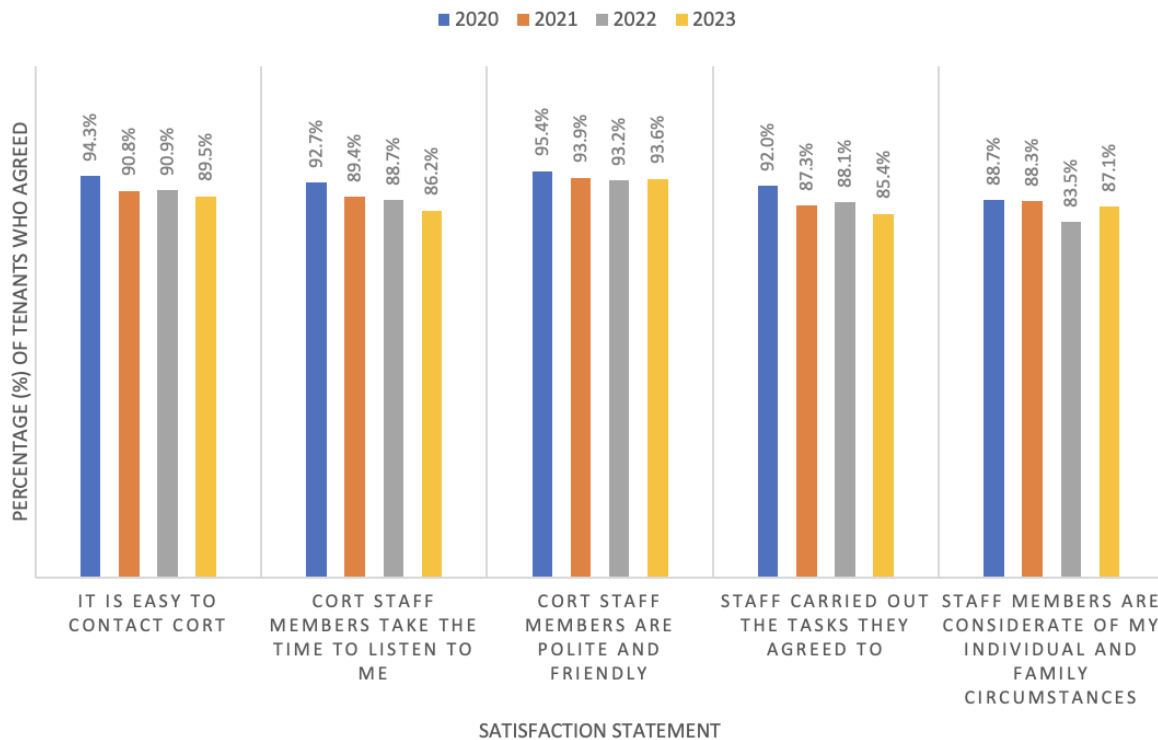
Tenants in this section have also expressed high levels of agreement, ranging from 85.4 to 93.6 percent and overall disagreement rates between 1.8 to 6.0 percent. The statement that received the highest agreement rate, at 93.6 percent, is ‘CORT staff members are polite and friendly’. This statement also has the lowest disagreement rate at 1.8 percent. On the other hand, the statement ‘CORT staff members take the time to listen to me’ has the highest disagreement rate, at 6.0 percent, and the statement ‘I feel staff carried out the tasks they agreed to’ has the lowest agreement rate of 85.4 percent.

**Figure 10.** Agreement on ‘I feel CORT staff members are polite and friendly’



**Figure 10** presents a high agreement rate of 93.6 percent for the statement ‘I feel CORT staff members are polite and friendly’.

**Figure 11.** Agreement on satisfaction statements in the ‘CORT in General’ section: 2020-2023



**Figure 11** presents a comparison of tenant satisfaction agreement rates in the 'CORT Staff' section from 2020 to 2023. While the agreement rates for all the statements remain consistently high throughout the years, it is worth noting that there are declining trends in terms of ease of contact, staff actively listening to tenants’ concerns, and fulfilling agreed tasks. They all mark the lowest agreement rate over the past four years. However, it should be noted that the agreement rates for the statements 'CORT staff members are polite and friendly' and 'staff members are considerate of my individual and family circumstances' have shown a slight increase compared to the results from 2022. These findings highlight potential areas for improvement and further evaluation to ensure tenant satisfaction and enhance the overall quality of services provided by CORT.



## 6.6 QUALITATIVE ANALYSIS

Out of the 70 qualitative responses received for the 'CORT Staff' section, 58 were positive, 4 were neutral, and 8 expressed concerns. The positive responses highlighted key themes such as overall appreciation for CORT staff and accessible services. On the other hand, the neutral and concerned responses reflected a recurring theme of concerns regarding difficulty in contacting CORT and issues with property managers.

### **APPRECIATION FOR CORT STAFF**

Comments included:

- “Alaina my tenancy manager cannot be better. She listens and she acts on what I say. She is cautious and very kind.”
- “Carole understood how difficult it would be for me to move out of my area when my flat came up for sale. Had a backup plan if I needed to move.”
- “Because the CORT staff members take time to listen to me and they are polite and friendly.”

### **ACCESSIBLE SERVICES**

Comments included:

- “CORT services is accessible.”
- “I find CORT staff are easy to talk to over the phone and my property manager is very understanding to my housing needs and at times she has gone that extra mile when I've had any major issues to do with CORT.”
- “Whenever I call, they help me as fast as they can.”
- “My support case manager Ion is always there to answer my inquiry. Staff are open and warm toward client. Friendly of course.”

### **DIFFICULTY IN CONTACTING CORT**

Comments included:

- “I've had trouble contacting CORT during an emergency, and I did have trouble moving to my new place among other things.”
- “Answer phone is often on during business hours. Staff are not necessarily aware of my circumstances.”
- “I can't get a understanding not being reply the text message on the beginning of April.”

### **ISSUES WITH PROPERTY MANAGERS**

Comments included:

- “Eleanor took it upon herself to contact mental health after I explained to her I was okay and added unnecessary stress when I'm already dealing with enough family matters.”
- “Frequent visits with little or no notice.”
- “I have told my property manager for over 2 years now about the tenant stomping and spiting, coughing. [...]. Property manager knows he stomps and said he will have to go to a bottom unit which she could have done when the neighbour moved out, she should have moved him but NO! I have had enough. It's too much, its beyond a joke.”

MAINTENANCE AND REPAIRS

6.7 QUANTITATIVE ANALYSIS

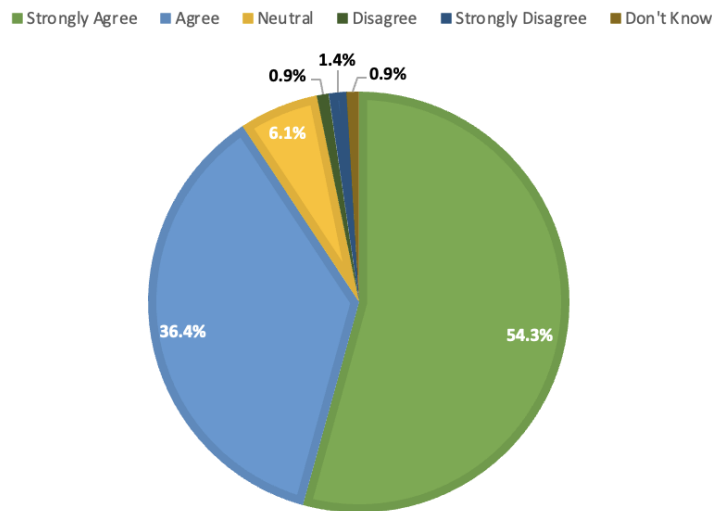
CORT strives to offer secure and top-notch housing for its tenants. This particular section of the survey evaluates the satisfaction of CORT’s tenants regarding the maintenance and repair work conducted by CORT and its contractors. It covers various aspects, including CORT's ability to uphold the homes of its tenants to an acceptable standard, satisfaction with recent repair work, contentment with the contractors' performance, and the timeliness of the maintenance and repairs.

**Table 3. Results from 'Maintenance and Repairs' section**

<b>I feel...</b>	<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	54.3%	36.4%	6.1%	0.9%	1.4%	0.9%
Satisfied with the last repair work or maintenance done at my home	53.3%	30.1%	9.0%	3.3%	2.4%	1.9%
Satisfied with the tradesperson who did the maintenance	54.0%	32.4%	6.6%	2.8%	2.3%	1.9%
The repairs were done in a reasonable amount of time	52.6%	31.0%	8.0%	2.3%	3.8%	2.3%

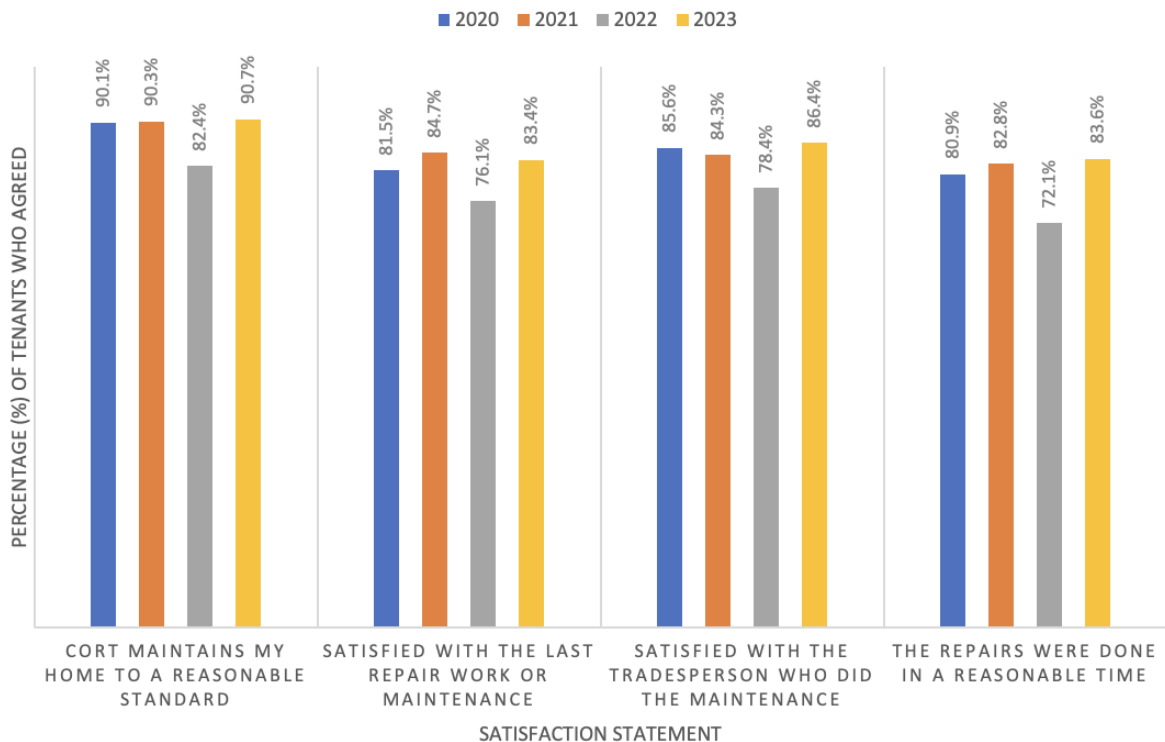
The table displays the agreement rates obtained for the 'Maintenance and Repairs' section of the survey. This section shows a generally high level of agreement, with agreement rates ranging from 83.4 to 90.7 percent. However, there is also an overall disagreement rate ranging from 2.3 to 6.1 percent for these statements. Among the statements, the one with the highest agreement rate, at 90.7 percent, is 'I feel CORT maintains my home to a reasonable standard', indicating that CORT is successfully fulfilling its objective of providing quality housing. Conversely, the statement with the highest overall disagreement rate, at 6.1 percent, is 'I feel the repairs were done in a reasonable amount of time'. The statement with the lowest agreement rate, at 83.4 percent, is 'I feel satisfied with the last repair work or maintenance done at my home'.

**Figure 12.** Agreement on 'I feel CORT maintains my home to a reasonable standard'



**Figure 12** presents a high agreement rate of 90.7 percent for the statement 'I feel CORT maintains my home to a reasonable standard'.

**Figure 13.** Agreement on satisfaction statements in the 'Maintenance and Repairs' section: 2020-2023



**Figure 13** illustrates the comparison of results for the 'Maintenance and Repairs' section from 2020 to 2023. The data suggests that CORT's maintenance and repair services had generally high agreement rates, indicating satisfaction among respondents. There were some fluctuations in agreement rates over the years, with a notable decline in 2022 for all four statements. However, all of the agreement rate rebound in 2023, suggesting that efforts were made in the past year to address concerns and improve maintenance practices.

## 6.8 QUALITATIVE ANALYSIS

A comprehensive analysis of the 'Maintenance and Repairs' section yielded a total of 67 qualitative responses, encompassing 40 positive, 4 neutral, and 23 concerned feedback. Positive responses primarily highlighted satisfaction with the quality of maintenance and repair work and effective communication and information updates. Conversely, the neutral and concerned feedback centred around delayed or incomplete repairs and inadequate maintenance and repair experiences.

### **QUALITY OF MAINTENANCE AND REPAIR WORK**

Comments included:

- “A number of small jobs have been carried out and efficiently organised. I found I could trust each diverse tradesman/woman.”
- “All maintenance is done promptly according to what time suits me. And did an excellent job the tradespersons were friendly and polite. I really liked them.”
- “I had the gutter cleaned on Thursday. The water blasted into my front door. The man mopped the water just before it wet my carpet + vacuum cleaner.”

### **EFFECTIVE COMMUNICATION AND INFORMATION UPDATES**

Comments included:

- “CORT kept me informed when work was going to be done at our home, and when workers were coming around.”
- “Cort communication and prompt service have been amazing.”
- “Great communication from the maintenance crew very prompt.”
- “Maintenance issues are done when needed and carried out with client's consents. Staff take any calls promptly and professionally.”

### **DELAYED OR INCOMPLETED REPAIRS**

Comments included:

- “I have reported my oven hasn't worked since the cyclone and it still hasn't been fixed or replaced.”
- “It took 4 months to be repaired.”
- “Still waiting for vent above over to be fixed (nearly 2 years).”
- “Toilet seat is a bit unfinished.”
- “Work done does not fix the problem.”

### **INADEQUATE MAINTENANCE AND REPAIR EXPERIENCES**

Comments included:

- “It was a service without any notice.”
- “Maintenance is not done as good as I expect for example Shower fan can hardly work windows frames and hand lockers needed to be changed and farm spaces allow insects inside the unite.”
- “The last repair job (maintenance) that was done at our complex, outside cleaners made an awful mess on my 1st floor deck and my ranch slider windows.”
- “The people who did the heat pump did not show up 3 times in a row.”
- “To fix the toilet it took the whole day because they did not do a thorough job the first time.”

6.9 QUANTITATIVE ANALYSIS

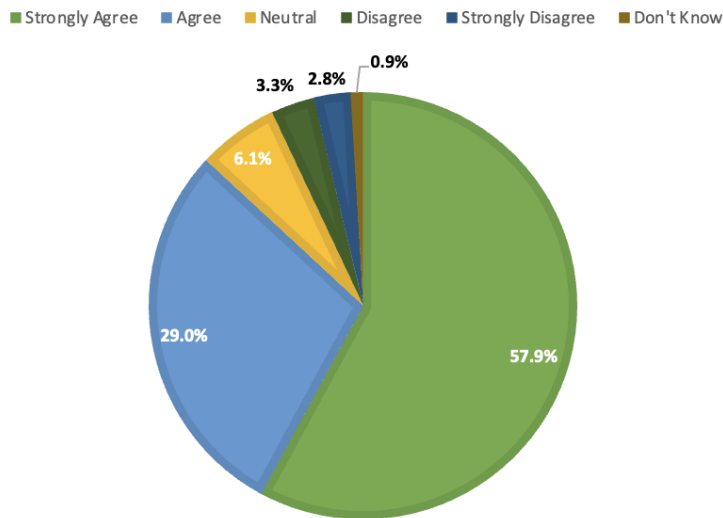
Ensuring the health and wellbeing of its tenants and enhancing their overall quality of life is a fundamental aspect of CORT's strategic planning. This survey section evaluates the level of satisfaction among CORT's tenants regarding the impact of CORT on their personal wellbeing and health. It focuses on crucial aspects such as happiness, safety, and opportunities provided by CORT.

**Table 4. Results from 'Health and Wellbeing' section**

<b>My current housing situation...</b>	<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	57.9%	29.0%	6.1%	3.3%	2.8%	0.9%
Contributes to my happiness	53.3%	29.9%	11.7%	2.3%	2.3%	0.5%
Allows me to feel safe at home	49.1%	34.6%	8.9%	3.7%	1.8%	1.9%
Allows me to pursue other goals in life	49.8%	31.8%	11.8%	2.4%	1.9%	2.3%

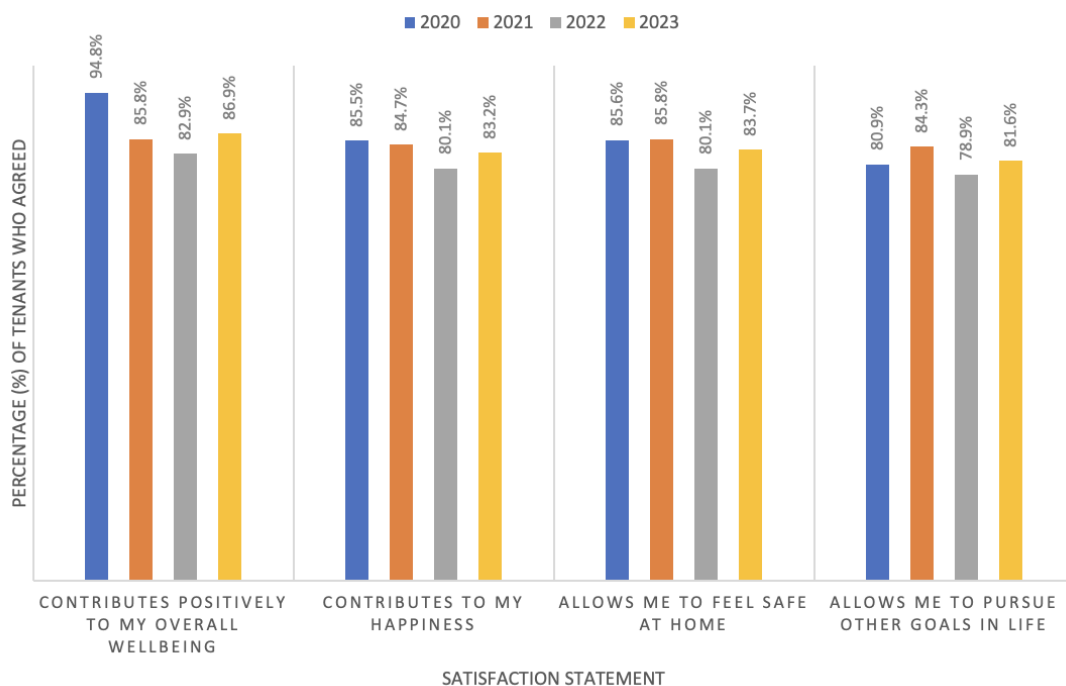
The provided data illustrates the agreement rates obtained for the 'Health and Wellbeing' section. The overall agreement rate ranges from 81.6 to 86.9 percent, indicating a generally positive response. Conversely, the overall disagreement rate for this section ranges from 4.3 to 6.1 percent with the statements provided. The statement with the highest agreement rate, reaching 86.9 percent, is 'My current housing situation contributes positively to my overall wellbeing'. Interestingly, this statement also has the highest overall disagreement rate, standing at 6.1 percent. On the other hand, the statement 'My current housing situation allows me to pursue other goals in life' has the lowest agreement rate, at 81.6 percent, as well as the lowest disagreement rate, at 4.3 percent. However, compared to the other three main sections of the survey, the 'Health and Wellbeing' section exhibits the lowest overall agreement rates. The results imply that CORT could benefit from implementing improvements in this specific area.

**Figure 14.** Agreement on ‘My current housing situation contributes positively to my overall wellbeing’



**Figure 14** presents a high agreement rate of 86.9 percent for the statement ‘My current housing situation contributes positively to my overall wellbeing’.

**Figure 15.** Agreement on satisfaction statements in the ‘Health and Wellbeing’ section: 2020-2023



**Figure 15** illustrates a comparison of results from 2020 to 2023. While there were fluctuations, the agreement rates remained consistently high over the years. There was a decline in all agreement rates across all four statements from 2020 to 2022, but the 2023 data shows improvements compared to the previous year. These improvements reflect CORT’s commitment to enhancing the quality of life for its tenants.

## 6.10 QUALITATIVE ANALYSIS

A total of 72 qualitative responses were collected for the 'health and wellbeing' section, comprising 55 positive responses, 4 neutral responses, and 13 responses expressing concerns. These findings are consistent with the feedback received last year, indicating that most participants have a positive perception of CORT homes in terms of providing safe shelters and improving health and wellbeing. However, it is important to highlight that some tenants expressed concerns specifically related to issues with their neighbours and the overall safety of the community.

### **CORT PROVIDES SAFE SHELTERS**

Comments included:

- “Been a long time coming to have a home and not on the streets anymore.”
- “Because this is my house and I can live here for as long as I can.”
- “Always feel safe and I'm happy in my whare and I can happily get things done.”
- “I feel so blessed with my CORT home and that it is situated in a friendly community, I love being at home and know that my home as well as myself are safe so thank you CORT.”
- “It's a cosy safe place I call home. I love it here and my duty to keep it tidy and clean.”

### **POSITIVE EFFECT ON TENANTS' HEALTH AND WELLBEING**

Comments included:

- “Confidence is built up, always involved with my flat.”
- “Being here an having my own place has given quite A positive boost to my mental health. I do wish i was a bit more closer to shops because I have trouble walking after a while.”
- “Allows me to pursue other goals in life.”
- “Focus on health, and not have to worry about living in a cold, old, mouldy home.”

### **NEIGHBOUR-RELATED ISSUES**

Comments included:

- “Neighbours have been annoying for months on end is my only complaint.”
- “Neighbours make me feel anxious and unsafe --> late night antics --> yelling abuse -> strange encounters. I just lock door and play music.”
- “I am constantly being used by the neighbours for their own selfish needs!!”
- “It is hard to handle it when residents are shouting and swearing as all times of day and night.”

### **OVERALL SAFETY OF THE COMMUNITY**

Comments included:

- “My things has been lost and disappeared sometimes. and I can't get a understand with safe contact.”
- “My car was stolen here making me feel unsafe also many polices around the place many times and some gang people around came and threaten me the other day.”
- “I wish I was more motivated but unfortunately my surroundings are so sombre & lifeless!.”

### 6.11 QUALITATIVE ANALYSIS

---

In this section of the survey, tenants were given the opportunity to share additional feedback and offer recommendations, express concerns, or provide general comments about the services provided by CORT. A total of 84 responses were gathered, consisting of 65 positive, 8 neutral, and 11 expressing concerns.

#### **GRATITUDE AND APPRECIATION**

The comments provided by CORT tenants reflect a strong sense of gratitude and appreciation for the housing services and support received. Many express their love for their homes and express satisfaction with the quality of the accommodations.

- “Thanks to the Cort housing team for what they have provided for us to be happy.”
- “Love my home.”
- “Everyday I am grateful for my new home, the people in my area are really nice and friendly.”
- “I would like to Thank all CORT staff. You all do an amazing job. You have been patient with me over the years. (6 years I've been here!).”

#### **POSITIVE TENANT-STAFF INTERACTION**

The positive interactions with CORT staff, including Tenancy Managers, are highlighted, along with their responsiveness to concerns and maintenance requests. Tenants appreciate the supportive services provided by CORT and feel well-informed through newsletters, text messages, and notifications.

- “Just to thank CORT for my beautiful home and my property manager [REDACTED] for helping me with any of my housing issues whether they're big or small.”
- “Thank you [REDACTED] and thank you Cort services for all that you do for each and every one of us especially the tenant hangouts you guys do for us we are lucky tenants”
- “My case manager [REDACTED] is very helpful, she listens to me via mobile calls or texts promptly. She looks after me. She even reaches out and pays me a visit when needed.”
- “Staff listen to my concerns.”

#### **PERSONAL WELL-BEING AND SOCIAL ACTIVITIES**

The positive impact on personal well-being and mental health, as well as the enjoyment of social activities and events organized by CORT, are also mentioned. The spiritual and emotional support provided by CORT is recognized and acknowledged.

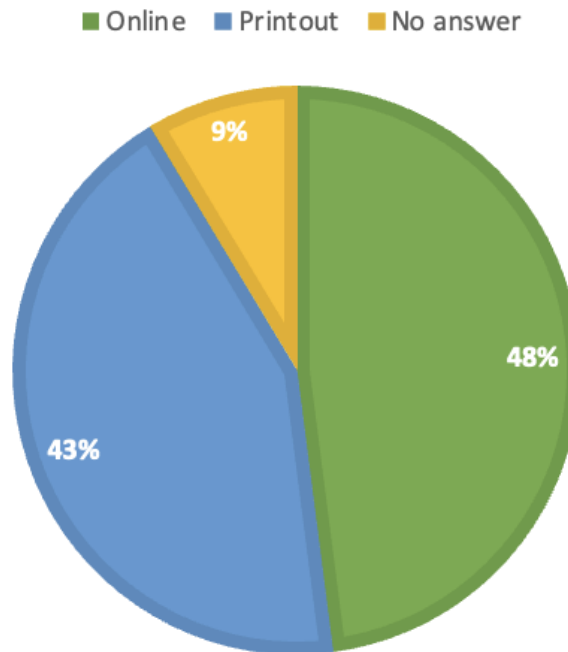
- “I'm happy with your support and the service. We thank you again for the gift cards that gifted for us sometime.”
- “I appreciate living in a CCORT residence that is warm, comfortable and affordable. I dread to think what may have become of me if CORT had not offered me accommodation.”
- “ I am so very very lucky to have a CORT flat when social housing is such a throat-cut industry. CORT has been fabulous, their staff awesome, thank you.”
- “I'm in a wheelchair I feel CORT tries their hardest to compensate this.”



### 6.12 QUALITATIVE ANALYSIS

The figure presented below illustrates the preferred survey format indicated by the respondents.

**Figure 16.** Percentage Distribution of Respondents' Preferred Survey Format



**Figure 16** illustrates the distribution of respondents' preferred survey formats. Among the participants, 48% indicated a preference for the online survey format, while 43% expressed a preference for a printout. It is worth noting that 9% of the respondents did not provide a specific preference. These findings provide insights into the varying preferences of participants regarding the survey format, highlighting the importance of offering multiple options to accommodate diverse respondent preferences.

## 6. RECOMMENDATIONS

---

Throughout this report, it is evident that CORT maintains a strong level of performance, with an average agreement rate of 86.9 percent across the 2023 survey results. There was even an impressive increase compared to the 83.8 percent recorded in the 2022 survey.

Regardless, tenants specifically expressed concerns regarding two main areas: maintenance and repair work, and neighbour-related issues. Based on these findings, the following recommendations are proposed:

### 7.1 RECOMMENDATIONS FOR CORT

---

To improve CORT's services, CORT could:

- Regularly assess contractor performance to maintain high-quality maintenance and repair services
- Develop strategies, such as mediation processes, to effectively address neighbour-related concerns raised by tenants
- Foster a stronger sense of community and belonging among tenants by organizing more community events, social activities, and support networks
- Invest in training and professional development programs for CORT staff to further enhance their skills and knowledge in tenant relations, property management, and customer service

### 7.2 RECOMMENDATIONS FOR FUTURE SATISFACTION SURVEYS

---

To improve future evaluation of tenant satisfaction, CORT could:

- Continue to offer both online and hardcopy survey formats to accommodate different preferences and ensure maximum participation
- Increased the value of incentives to further increase survey response rates
- Share survey results with tenants and provide updates on actions taken based on their feedback, fostering transparency and accountability

## 7. CONCLUSION

---

The 2023 Annual Tenant Satisfaction Survey, conducted on behalf of CORT, aimed to collect and evaluate feedback regarding CORT's performance in four key areas: CORT in general, CORT staff, maintenance and repairs, and health and wellbeing. The survey identified both areas where CORT is excelling and areas that could benefit from improvement.

As demonstrated in this report, CORT maintains a strong performance, with an average agreement rate of 86.9 percent across the survey results. CORT consistently delivers high-quality service to its tenants, with the 'CORT in general' section receiving particularly positive feedback. Although satisfaction levels in this section have remained consistent over the years, it can be attributed to already high levels that are challenging to surpass.

Among the four main categories, 'health and wellbeing' showed the lowest performance level for CORT. Improvement efforts should focus on addressing concerns related to issues with neighbours which caused stress and unease.

Overall, many tenants expressed high satisfaction with the housing provided which met their needs. They showed appreciation for the proactive communication and responsiveness of the tenancy managers. However, there were instances of dissatisfaction related to disturbances caused by neighbours and delays in attending to maintenance requests.

In conclusion, CORT is achieving exceptional results and successfully fulfilling its strategic plans. The organization continues to provide high-quality, affordable housing, positively impacting the lives and wellbeing of its tenants.

8. APPENDICES


APPENDIX A: CORT ANNUAL TENANT SATISFACTION SURVEY TEMPLATE



## CORT Community Housing Annual Tenant Satisfaction Survey 2023

General Information (please tick)						
<b>Suburb of your home (for more detail please look at the Frequently Asked Questions):</b>						
Central Auckland <input type="checkbox"/>		West Auckland <input type="checkbox"/>		South Auckland <input type="checkbox"/>		
<b>Number of people in your household:</b> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 or more <input type="checkbox"/>						
<b>Gender:</b> Female <input type="checkbox"/> Male <input type="checkbox"/> Prefer not to say <input type="checkbox"/>						
<b>Age:</b> 24 and under <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-44 <input type="checkbox"/> 45-54 <input type="checkbox"/> 55-64 <input type="checkbox"/> 65 and over <input type="checkbox"/>						
<b>Length of time in current home:</b> 0-6 months <input type="checkbox"/> 7-11 months <input type="checkbox"/> 1-2 years <input type="checkbox"/> 3-4 years <input type="checkbox"/> 5+ years <input type="checkbox"/>						
<b>Ethnicity (select all that apply to you):</b> New Zealand European <input type="checkbox"/> Maori <input type="checkbox"/> Samoan <input type="checkbox"/> Cook Islands Maori <input type="checkbox"/>						
Tongan <input type="checkbox"/> Niuean <input type="checkbox"/> Chinese <input type="checkbox"/> Indian <input type="checkbox"/> Other <input type="checkbox"/> Please state: _____						

Please tick one box per line for the following statements:

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

**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="checkbox"/> No <input type="checkbox"/>

Any further comments or feedback (optional):

Thank you for your time.  
Please get your survey in the mail by **Sunday 23rd April 2023.**

## APPENDIX B: ALL QUALITATIVE RESPONSES

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

### *CORT IN GENERAL*

1. A little too far from work
2. Act good except cockroach problem
3. All round great location, supports and communications
4. Always getting messages feeling included :)
5. Always helpful
6. Always lots of social activities
7. Always receive notifications via txt, periodicals newsletters, phone calls, visits from Tenancy Manager.
8. am always happy with CORT housing. Appreciated
9. Because nobody disturb me
10. Being careful my situation
11. Best place I have ever lived in in my entire life. And am generally happy. I have a few problems mostly with mobility getting out an a some noise problems with other people an A bit of mold in the winter nearly lost a brand new bed to it but meh.
12. Brilliant and kind professionalism.
13. CORT always check up to see if I'm ok and keep me up to date with what's going on
14. CORT got great homes
15. CORT has built a beautiful complex. They have taken into account public transport, lab test, countdown and schools. There is nothing to complain about.
16. Cort refuge is an amazing service too all us tenants I am privileged to be a part of cort community.
17. Everyone and everybody who has knocked on my door has taken advantage of me.
18. Everything is Cool
19. Everything is straight forward and always receive quick response when I need help.
20. Everything is well organised with CORT housing
21. Feel like I know [REDACTED] will inform me of what I need to know
22. Happy and grateful. CORT newsletter excellent communication
23. Have found repairs that are reported are not fixed for months and there is no follow up
24. I agree all about the cort services. Thank you for your good and helpful service that always kept in touch with us when we need help
25. I agree with the statements
26. I am always receiving letters of updates and new letters on current things happening in our community.
27. I am currently living in a one bedroom unit. I've lived in this neighbourhood all my life, the people are friendly and I am very happy with CORT series. They have a newsletter that informs us about what's happening. They also text and email us about anything
28. I am happy living in a CORT house it helps my well-being
29. I am happy with what I have thank you :)
30. I am not sure if Cort can still provide services for my family. Few years ago cort was ready to provide housing service for my extended family from overseas but recently once my extended arrived Cort has not helped confirming the services requested few years ago.
31. I am satisfied and I identify with the questions above
32. I am satisfied with the area I live in but no so much my neighbours can often be disturbing

33. I dislike my area (Mt Wellington) so much. I'm already on medication for depression, anxiety etc., I feel I never want to go to my local shops. I hate it :(
34. I do not have time for the BBQs and groups because I already have friends
35. I feel very satisfied with all CORT service and everything
36. I have been in some very dark places in my history and I feel very privileged to be a client of CORT and very happy in a cosy place and safe
37. I have been living under a tenant that constantly stomps and tells. When he has visitors he becomes as how off and coughs and spits. he is all ways bringing street kids home to stay with him to collect rent.
38. I have lived in this house for over 9 months and am very happy here.
39. I have not received the newsletter for a while?? Do they still have men's meeting group?
40. I like how fast CORT come to and get concerns dealt with
41. I like my flat
42. I love my CORT home and its location and I'm always kept up to date with CORT services through SMS and CORTs activities through the mail.
43. I put neutral because we need cameras at our front doors to keep us safe. If something goes down.
44. I'm happy and it quite and I like it here
45. I'm satisfied but I would like a transfer in the near future.
46. I'm very happy with the service Cort have provided so far
47. It would be good if mental health services called around more often to see how residents are doing
48. Living on the main road has disadvantages such as loud busy traffic flow
49. Location
50. Mostly satisfied except this house is non-compliant. The deck is unsafe, missing railings, matting is rotting
51. Mostly we are left alone to live here with no problems
52. Moved here in 2017 and happy about trains/buses and local shops in New Lynn
53. My tenancy manager is always very clear and communicative and checking up to ask how I am plodding along
54. My work and family supports are in south Auckland
55. Never had an issue, my landlord [REDACTED] is amazing
56. Newsletter, text messages, etc.
57. No complaints about any issues
58. Not getting the jobs fixed around our home and not sorting out the people in complex
59. People are noisy and no good stealing When Wana move and transferred, Cort never accept transfer but say to ask msd housing instead
60. Perfect accommodation. Meets all my needs.
61. Really like living here.
62. Satisfied with all CORT-service
63. Since Covid maintenance to my home takes months to get sorted.
64. Sometimes floor is damp
65. Sometimes I don't go outside to open mail, I prefer email
66. Staff always keep us in the loop and inform us of any knowing issues. The newsletters are wonderfully prepared. Heart-warming!
67. The house is a good house to live in it - it suits my needs
68. The house is just right for all my needs, the island bench in the kitchen love it, the area is nice and people friendly nice new shopping centre in Takanini and 5 minute drive to Papakura township so blessed and grateful been at my lowest but blessings were coming right after each other God is truly truly good

69. The rubbish bins outside are often overflowing, people don't care to be hygienic or even decent about it.
70. The services provided met my needs well
71. The texts and monthly news letters
72. There are times when I would like more personal contact with Tenancy Manager
73. They are very supportive and kept me apprised of everything that was happening and are very considerate of my needs and also very friendly
74. This is a very nice home
75. Txt messages etc are clear
76. Very competent staff and healthy organisation
77. Very happy with my where
78. We always receive newsletters and text messages regarding upcoming events and changes in staff, office location etc....
79. Well provide and helping services
80. You have a good service.
81. You take your life in your hands when you enter/exit the driveway. Driving by a highway that is heavy with traffic, more pollution and traffic fines is not ideal.

### CORT STAFF

1. * answer phone is often on during business hours. * staff are not necessarily aware of my circumstances.
2. █████ is amazing!
3. █████ my tenancy manager cannot be better. She listens and she acts on what I say. She is cautious and very kind.
4. All answers reflect the satisfactory nature. CORT does respect and communicate fairly well with their tenants.
5. All the activities been organised for us the tenants are well prepared but sometime my family always been busy for the family meeting and church as well. Tysm for all the staff members.
6. Always friendly, they get stuff done
7. Always there to listen and help.
8. am grateful for CORT housing
9. As per last answer was losing hope but CORT staff made my welcome friendly and trusting with everything I needed in a home thank you
10. Awesome team to help us all out
11. Because the CORT staff members take time to listen to me and they are polite and friendly.
12. Because we having a really good communication with the workers and get along perfectly
13. █████ understood how difficult it would be for me to move out of my area when my flat came up for sale. Had a backup plan if I needed to move.
14. Considerate.
15. Cort services is accessible
16. CORT staff are the best that I have ever dealt with.
17. Cort staff are very helpful and respectful.
18. CORT staff are very nice
19. Cort staff have always been helpful and understanding. My queried are always answered.
20. CORT staff members are polite and friendly.
21. CORT staff members are very positive



22. Court housing are very friendly and polite towards me thank you
23. Don't you dare give my family a key. Please do not think of getting my family to do gardening.
24. ██████ took it upon herself to contact mental health after I explained to her I was okay and added unnecessary stress when I'm already dealing with enough family matters. A "concerned" neighbour that is basically a "nosey" neighbour took it upon herself to ring cort and caused me to be annoyed instead of approaching me herself. I found that to be very annoying. As I exercise quite often and am training for future employment. I felt ignored but overall I'm fine.
25. Fantastic people on staff, especially ██████
26. Fantastic staff
27. Frequent visits with little or no notice
28. Good service
29. Have always had prompt response from Cort
30. I am happy with what they do
31. I appreciate all the above extended to me
32. I appreciate the honesty of cort staff.
33. I can't get a understanding not being reply the text message on the beginning of April
34. I consider myself fortunate to be a client of CORT and have a lovely-friendly tenancy manager who caters to if I have any issues. We keep in touch with each other
35. I find CORT staff are easy to talk to over the phone and my property manager is very understanding to my housing needs and at times she has gone that extra mile when I've had any major issues to do with CORT.
36. I have no trouble at all to my tenancy manager. She treats everybody with respect, is humble, and helps whenever she can!
37. I have told my property manager for over 2 years now about the tenant stomping and spiting, coughing. He pisses on the walls outside which stinks. I have had enough I can't sleep, the stomping shakes the place. Property manager knows he stomps and said he will have to go to a bottom unit which she could have done when the neighbour moved out, she should have moved him but NO! I have had enough. It's too much, its beyond a joke.
38. I like the other cort Officer b4. Thus one now too strict
39. I like the staff that I have met. No problems.
40. I'm able to speak freely with CORT staff.
41. I've had trouble contacting CORT during an emergency, and I did have trouble moving to my new place among other things.
42. If somethings needs doing in my house I just contact my housing manager and she makes sure it gets done. Also when I call CORT they are so friendly and helpful.
43. My home is warm and dry, my neighbourhood is safe and I get updates on what is happening with CORT
44. My personal experience.
45. My property manager ██████ is very helpful, and caring everything needed to be done in the house she know and I don't have to ask her
46. My support case manager ██████ is always there to answer my inquiry. Staff are open and warm toward client. Friendly of course.
47. My tenancy manager always go out of her way to check up and do as much as she can do
48. My Tenancy Manager is such a blessing and very helpful thanks ██████
49. My tenancy manager made it supra easy for me to understand our contract and contain all details/notes for if I may need to check on anything
50. No complaints about their work
51. No reason to criticize
52. Our tenancy manager is kind, compassionate and professional

53. People don't believe in what we say we are not under mental health. The tasks are not carried out we wait for months.
54. Polite friendly service overall!
55. Still looking forward to consider my request providing my family a housing opportunity by cort
56. Thanks
57. The staff are kind and caring
58. The staff are well and understanding help forward
59. These services of CORT staff is more than I could ask for
60. They treat us more as a equal than just a tenant
61. They were very considerate towards me and treated me with respect through the whole process
62. Thru experience with tenancy managers [REDACTED] and [REDACTED] I answered honestly
63. To treat nice of CORT staff members
64. [REDACTED] has been so helpful. She is always super friendly and helpful. I am very grateful to have [REDACTED] as my Landlord. [REDACTED] has gone out of her way to help me and my neighbour [REDACTED]. Thank you so much [REDACTED].
65. Very good attitudes
66. Very good support from Cort housing
67. Very helpful
68. When I need CORT, they answer satisfactory and carry out any maintenance that needs to be done.
69. Whenever I call, they help me as fast as they can.
70. You must have credit to be able to contact a member!

### *MAINTENANCE AND REPAIRS*

---

1. A number of small jobs have been carried out and efficiently organised. I found I could trust each diverse tradesman/woman
2. Action things immediately
3. All maintenance is done promptly according to what time suits me. And did an excellent job the tradespersons were friendly and polite. I really liked them
4. All the maintenance and repairs service done at my side
5. Always clean and tidy
6. Always great support when there's a problem
7. Always repair when I need help
8. Because I always hear with people who sent it over to do the maintenance or any other work. Appreciated.
9. CORT kept me informed when work was going to be done at our home, and when workers were coming around.
10. CORT maintains my home to a reasonable standard.
11. Cort communication and prompt service have been amazing
12. Fantastic
13. Fantastic & professional tradies!
14. Good
15. good business
16. Good orderly processes
17. Great communication from the maintenance crew very prompt
18. great service

19. Guy was very longer
20. Had a plumber in who fixed the issue. Property manager has failed to hold owner to account for deck.
21. Hard to contain doors and window not sealed. No tradesman come --> Owner comes and does some sort of repair, not sealed
22. I appreciate the help I had from cort setting up wifi.
23. I experienced the questions above
24. I got new taps, instead of just 'fix' the old one.
25. I had maintenance man over for a small job and was very happy with what he did. Thank you!
26. I had the gutter cleaned on Thursday. The water blasted into my front door. The man mopped the water just before it wet my carpet + vacuum cleaner
27. I have reported my oven hasn't worked since the cyclone and it still hasn't been fixed or replaced.
28. It took 4 months to be repaired.
29. It was a service without any notice
30. Just being straight up
31. Just Like My Last 2 Answers. They are Good At There, Job.
32. Kindly cut the vines on my steps that lead to my porch
33. maintenance is not done as good as I expect for example Shower fan can hardly work windows frames and hand lockers needed to be changed and farm spaces allow insects inside the unite.
34. Maintenance issues are done when needed and carried out with client's consents. Staff take any calls promptly and professionally.
35. My home is well maintained on a regular basis by CORTs maintenance people and any repairs done by trades people are quickly sorted professionally within days of being contacted.
36. My request to fix my fan was done
37. No complaints about their work
38. No maintenance done
39. Now a lot more trades have access to my home!! and which staff
40. Our tenants are very satisfied with the tradesperson who did the maintenance
41. Polite people
42. Repairs not done after 4 months with no explanation
43. Since the beginning of the year, we've had someone come in to repair our windows and shower. Both jobs were done quickly. The quality of the works performed were superb.
44. Small things. Not a biggy
45. So far its been a few months after the floods. Be nice to be informed how renovations are doing.
46. Still waiting for jobs to be fixed
47. Still waiting for vent above over to be fixed (nearly 2 years)
48. The cockroaches were sprayed wherever installed
49. The CORT repairer was very good
50. The guys who put the heater pump unprofessional right from the start he was meant to come in the morning as I was at work got home at 2:30pm picked up daughter on the way came up stairs doing dishes the enters our house with own keys, then brings stuff needed upstairs drop cloth near area drilling will be done sliding door open so dust was going everywhere then two other workers came up so he stopped working and talked with these guys for the next 20 minutes so I walked out and I told the guy to locked the door on the way out they were taking their time daughter and went to get dinner hour later came home and they were just leaving
51. The last repair job (maintenance) that was done at our complex, outside cleaners made an awful mess on my 1st floor deck and my ranch slider windows.

52. The person who did my stinking drains said I have to pour boiling water down the drain to try keep it clear at my cost power for hot water and we pay for water as well. The people who did the heat pump did not show up 3 times in a row.
53. The reason for this comment is I had a broken pipe in the shower and immediately they organise to fixed for me.
54. The tradesperson is always polite very friendly and it is nice to have conversation
55. There is one maintenance issues with our outside lighting, winter arriving with short days would be nice to service this.
56. They are very helpful people and understands me well when I explain my situation.
57. They do a good job
58. To fix the toilet it took the whole day because they did not do a thorough job the first time.
59. Toilet seat is a bit unfinished!
60. Very happy
61. We have had maintenance done in our house and it was done in reasonable time and satisfactory
62. We have regular Flat Inspections once a year
63. We've been waiting for a washing line to be replaced for months
64. When I call them, they answer straight away.
65. When will the toilet window be fixed
66. While I have had a problem with my stove that has been requested for repair an not been fixed it is not dire. The bedroom here requires A decant dehumidifier because of excessive moisture in the winter.
67. Work done does not fix the problem

## HEALTH AND WELLBEING

1. Wish yard was big for kids to play and for a veggie garden.
2. We are happy with our peace private living.
3. Treated with respect for my overall wellbeing in my state home
4. There are certain individuals here that make me feel unsafe sometimes
5. The rubbish bins and the neighbours have actually contributed to my mother being put in mental hospital.
6. The house I am living in now is helping me and my disability very well. I am grateful to be living here.
7. Refuge trust does a good job
8. Prior to becoming a CORT tenant. I was homeless for 8 months it was a very stressful time. The rising cost of living is awful but at least I have a roof over my head and helpful landlords
9. Overall I'm satisfied with my well-being in my home
10. Now that I am not driving, my life is far more confined to my home
11. Neighbours have been annoying for months on end is my only complaint
12. Neighbours make me feel anxious and unsafe --> late night antics --> yelling abuse --> strange encounters. I just lock door and play music.
13. My things has been lost and disappeared sometimes. and I can't get a understand with safe contact.
14. My physical health has improved. The apartment is warm and comfortable
15. My personal experience.
16. My own space is awesome 😎
17. My mental health doctor has noticed a improvement in my bipolar
18. My current housing situation is very safety and happy

19. My car was stolen here making me feel unsafe also many polices around the place many times and some gang people around came and threaten me the other day
20. Lovely
21. Living in west Auckland is financially difficult. I have to travel 350kms every week to work and to see family. If I could transfer to south Auckland, the financial strain would be alleviated
22. Living in my CORT home has greatly contributed to improving my physical and mental wellbeing.
23. Knowing that my unit is presentable and secure makes me feel safe. Knowing CORT staff will get any repairs that need doing in my unit quite quickly makes me feel happy.
24. Knowing I have a safe home to come to makes me feel safe and happy.
25. Keep up great work CORT.
26. Just so happy and satisfied thank you all so much
27. It's a cosy safe place I call home. I love it here and my duty to keep it tidy and clean
28. It is hard to handle it when residents are shouting and swearing as all times of day and night
29. If it weren't for CORT housing, I do not know where I would be.
30. I am happy with the service
31. I'm waiting on a housing NZ transfer
32. I'm very blessed to be here in this area
33. I'm getting over major challenges and feel distracted a lot of the time
34. I wish I was more motivated but unfortunately my surroundings are so sombre & lifeless!
35. I have settled in my new home and love walking the walking track around the area, makes me happy, thank you Cort.
36. I have black mould in the house affects everything in my life
37. I have ample free time to do whatever I want.
38. I have a guy living above me that is under mental health. He's constantly stomping. He has put burst and can be very spiteful. He's always up at night stomping around slamming doors. Coughing and spits. Also he pisses on the home walls and gardens outside which absolutely stink like urine. I can't sleep at night cause he's always up stomping around. He also is infested with cockroaches he does not clean and it stinks my home. I have done more for the property than our property manager. She does nothing.
39. I feel this is a safe neighbourhood.
40. I feel so blessed with my CORT home and that it is situated in a friendly community, I love being at home and know that my home as well as myself are safe so thank you CORT.
41. I feel safe when I'm at home
42. I feel safe in my home
43. I feel safe at home and it contributes to me achieving goals
44. I enjoy my flat
45. I came into Cort housing very ill and needing some reprieve to heal. I have been able to just that, since being in a safe n secure home.
46. I been requested for a lots of things to make me mere happier to stay here longer, and you done it for like the carpark, to put a gate on, air condition, really impressive and satisfy.
47. I am very happy living here. I've been here almost 16 years
48. I am so grateful to have this lovely flat. So happy.
49. I am finally able to relax with peace of mind knowing I have a secure place to live in but maybe there needs to be cameras or something because there was an incident where a guy was knocking on my door and yelling about 4am in the morning... The police were called so that was fine
50. I am constantly being used by the neighbours for their own selfish needs!!
51. I am approaching 50 years old. Personally needs and goals are changing. I enjoy living independently. I feel lonely sometime.
52. Having a nice place to live and secure tenancy is important for my mental health wellbeing

53. Happy with my house and area
54. Great spot to live in feel privileged for the opportunity
55. Focus on health, and not have to worry about living in a cold, old, mouldy home.
56. Feel safe
57. Excellent quality of home
58. Everything done and I like the house it so good and safe for me and my family but the one thing is please can we have any 3 bedrooms house if you have one available soon. Tysm.
59. Everyday I feel that way with the questions above
60. Due to the people of complex of smoking drinking drugs and marijuana. Bld we were going to be screened never done.
61. Confidence is built up, always involved with my flat
62. Close to train station, work and income, and other store that I love to visit sometime.
63. Being here an having my own place has given quite A positive boost to my mental health. I do wish i was a bit more closer to shops because I have trouble walking after a while.
64. Been a Maori warden for 50 years and still helping out in the community
65. Been a long time coming to have a home and not on the streets anymore
66. because this is my house and I can live here for as long as I can
67. Am close to public transport, so that's good. Close to most amenities.
68. Always feel safe and I'm happy in my whare and I can happily get things done
69. Although I am limited to what I am able to do, I do see that having a place I can call home, allows me to explore endless possibilities. The relevance is that I've been homeless once upon a time but have had interventions. Holding on and keeping afloat is what it's about for me personally. It's about making sure ends meet; all bills are paid on time; go to bed- your own bed every night and rise to meet each and every challenge every day. Celebrate your successes whether big or small. They deserve to be acknowledged. Learn from mistakes. All these are made possible because of a place I can call home. God bless.
70. Also takes us on outings which other services don't do for us. Really grateful for that. Thank You.
71. Allows me to pursue other goals in life.
72. All the help done was on time

### FURTHER COMMENTS

1. Thanks
2. Thanks to the Cort housing team for what they have provide for us to be happy
3. Love my home
4. I will just day that in any future building don't use metal doors on the exterior of houses and apartments. They are a moisture magnet. In winter it creates a small river down my hall way that I have to mop up every morning.
5. Cort has been amazing and my Tenancy Manager is wonderful
6. Overall I'm very blessed to be able to live in a nice home and good neighbours around me.
7. I think cort provide important support for their clients.
8. Thank you
9. No happy heath wise other problems as well
10. Thank you [REDACTED] and thank you Cort services for all that you do for each and every one one of us especially the tenant hangouts you guys do for us we are lucky tenants
11. CORTS, Are A Just, Organisation.

12. Thank you ALL for the time && efforts you ALL put in, to looking after, our daily requirements. Whatever the services you take to deliver, I am truly grateful. Nga mihi
13. Well done to all involved
14. People broken my mailbox so mails are unsafe,, they taken out some mails and checkout all my mails I'd say and telling you I totally don't like this place and Wana move away from here to other cort places
15. More home bbqs?
16. Just to thank CORT for my beautiful home and my property manager [REDACTED] for helping me with any of my housing issues whether they're big or small.
17. Thank you for your generous support.
18. More free vouchers an can they be personally hard to us by our directed landlords...better choices then u either trespass (nark) on the people u have in your unit...so it easy for us to remove this people... (Never mind our own safety even though the gangsta stand over us..)by narking means suicide even if we're barking corts rules and regulations) it's sad coz fk that narking on them I'd rather sleep on streets...kia ora
19. Thanks I really enjoyed doing this survey.
20. Keep up the good work
21. just blessed to have this home ❤️
22. Thanks CORT for all you do, if we win give it to someone in need please.
23. A wonderful service and people
24. I hope hear from cort reaccepting my request providing my extended family housing opportunity by CORT so i can pursue my other life commitments.
25. I want to thank Cort Staff especially our Tendency Manager [REDACTED], Tendency Manager Chief [REDACTED](our former Tendency Manager)...but it reflects the leadership, [REDACTED].
26. I always recommend others in similar housing situations as I was to CORT.
27. Thanks for everything Cort you're the best
28. Everything is perfect
29. I'm very happy and satisfied with my well been. Thank you.
30. I'm happy with your support and the service. We thank you again for the gift cards that gifted for us sometime.
31. So grateful for the house and all that cort does for me. Thank so much! :)
32. A lovely place to live in with nice quiet neighbours. And I'm looking after the apartment the best I can
33. Thank you CORT you have been a great help here, look into our outside lighting is the only issues physically, all other wellbeing is great thank you.
34. I appreciate living in a CCORT residence that is warm, comfortable and affordable. I dread to think what may have become of me if CORT had not offered me accommodation.
35. Thank you for your support.
36. Thank you so much as always
37. Overall very happy
38. My case manager [REDACTED] is very helpful, she listens to me via mobile calls or texts promptly. She looks after me. She even reaches out and pays me a visit when needed.
39. I generally like CORT.
40. Very much appreciate all your efforts Thank you
41. Everything da same as last feedback
42. Thank you for having me CORT!
43. I love CORT housing
44. Staff listen to my concerns
45. If everyone be kindly and sharing, looked after each other, don't being in people with alcoholic and make party and shouting, doing stupid things, will be awesome.

46. I'm in a wheelchair I feel CORT tries their hardest to compensate this.
47. I am very happy with CORT. Thank you.
48. Would love for CORT to have neighbourhood bbq for tenants in their own surroundings maybe a one off so we can meet with those that help use like out housing manager in a social manner.
49. Tradesperson could redo maintenance
50. am grateful and appreciated for my landlord [REDACTED] excellent services, both her and team. Kia Ora.
51. Fire the two lawns men
52. So far, CORT have been great!
53. Thank you. CORT are the best landlords I've ever experienced.
54. thank you
55. Everyday I am grateful for my new home, the people in my area are really nice and friendly.
56. I am so very very lucky to have a CORT flat when social housing is such a throat-cut industry. CORT has been fabulous, their staff awesome, thank you.
57. Very nervous of neighbours. However I always am polite and friendly. Neighbours are scaring me.
58. In the past, a solar power light on the back eave down from the driveway was requested,. That has not been done. A request for a wide, sliding door over-head roof, through [REDACTED] services has not been fulfilled.
59. I've been with CORT for a long time now and here have many good things. Good times, wow! Unbelievable! I look forward to having some really good times in the future. Chow!
60. Thank you for the accommodation. Very much appreciated.
61. Whenever there is a maintenance problem it is dealt with straight away.
62. Could I have a staff showing the ID who is real from CORT housing community.
63. you have been fabulous as cort!!
64. Thank you CORT
65. :)
66. I would like to Thank all CORT staff. You all do an amazing job. You have been patient with me over the years. (6 years I've been here!) But, I would like to know if there are any options for me to be transferred to another CORT property!?? I do look on the Cort website, but it's pretty basic site... Help please!
67. I would like to take this opportunity to say thank you. You have a beautiful complex that is well built and maintenance but maybe the maintenance can be on a shorter cycle where everything is done sooner. [REDACTED] in [REDACTED] does a fantastic job cleaning up rubbish.
68. Get into the 21st century, and give people more options in the gender question
69. God bless you all and your families
70. This house is in a good neighbourhood
71. CORT is a blessing from God CORT systems is unmatched by any other systems I have ever experienced
72. Thanking CORT staff
73. I continue to feel blessed to have and enjoy the benefits of social housing through CORT. Thank you all!
74. [REDACTED] pushed me into signing something that I didn't understand! I'm upset.
75. thank you.
76. I highly appreciate CORT and the staff and all they do for us. The CORT people are very kind. They are excellent landlords and really take time out for their tenants. They take good care of us all.
77. Neighbours often use alcohol and drugs secretly. I do not share in their pastimes. On the whole they are quiet and respectful.
78. CORT needs to be compassionate and gentle dealing with their tenants particularly mental health tenants. They must check the complete originality and background of the incoming new tenants. Not letting any kind of people to become in is a must for the safety and welfare of the majority good



tenants. I experienced a couple of times since being a CORT tenant of having the unfortunate experience of living next to violent mental health tenants. You never know when these people are going to go off and have a psychotic episode.

Don't just let anybody in, homeless, abuser or violent criminals.

Have a vetting system where you would know the nature and character of the individual.

79. Thank you. :)

80. I feel like CORT housing saved my life.

81. Satisfied with answering the survey

82. CORT is very nice company! We are feeling happy and in luck's way in your tenancy

83. The property I currently reside in is an older build so is more susceptible to mold. Would like to move to a more newer build in the future. :)

84. Commenting that CORT help me with housing.