We’ve had some highs and lows in the past few weeks. We are deeply saddened at the passing of a Leabank Court tenant, which you may have read about in the newspapers recently.

We wish to assure you we have all our tenants’ best interests at heart. This includes maintaining confidentiality about each person’s tenancy and any difficulties they may be having. We may not be able to share with concerned neighbours what we’re doing for individuals, but we will be listening and acting upon information provided to us as appropriate. It’s important to note that we’re unable to carry out needs assessments for tenants – these are carried out by the District Health Board based on GP reports, and a tenant’s relationship with their GP is private. We assure you that we don’t share private information with the general public or media.

We aim to continue improving how we support people to live independently. As CEO, I’m available 24/7 via 0800 430 101 for issues relating to tenant welfare. Many individuals have complex issues and, as a landlord, we do our best to assist our tenants where we can. We welcome your feedback and listen to it very carefully, so we can continue to improve our services and processes.

On a happier note, we celebrated our second anniversary with the news that tenants’ satisfaction with our services has improved significantly over the last 12 months – up from 62% to 72% – and overall satisfaction rates have improved across all three regions. We’re now reviewing the feedback in greater detail and will be prioritising the various opportunities for further improvement and deciding on a timetable for implementation. Thank you to everyone who took part in the survey, and special thanks to all the Haumaru Housing team for their great work in supporting our tenants over the last year.

We thank you for all your messages of support in the past weeks.

Gabby Clezy, Chief Executive Officer
Flagstaff Court celebrates re-opening of community space

Tenants of Flagstaff Court in Massey joined with Haumaru staff and local councillors this month to celebrate the re-opening of Flagstaff Hall, which has undergone extensive refurbishment. With stylish new kitchen and bathroom units, and plush new carpeting and soft furnishing, the freshly redecorated venue offers a warm and welcoming community space for tenants to enjoy social activities and get-togethers. Flagstaff is one of seven communal facilities that are being renovated around the Haumaru village portfolio, providing attractive and comfortable meeting places for tenants to share community time together.

Enjoying a catch-up in the new community space are (from left): Elita Tagaola, Jeanette Burton and Joyce Galloway, Patricia Brown and Judy Remacha.

Satisfaction Survey results

Thank you to everyone who took part in our 2019 tenant satisfaction survey. We received a total of 789 responses, which represented a very good sample size of 59% of all tenants. The key results were:

- Tenants’ satisfaction has gone up to 72% from 62%. Only 6% of tenants expressed dissatisfaction (down from 11% in 2018).
- Satisfaction with the overall service provided by Haumaru Housing staff has gone up to 74% from 67%. Tenants were particularly pleased with the quality of communication, the support received from staff, how staff deal with building maintenance issues and how they help tenants connect with neighbours.
- Tenants have expressed greater satisfaction with unit maintenance as well as with the overall service provided by contractors (up to 79% from 73%), especially in regard to the speed of response to maintenance issues, how quickly things were fixed, the ease of contacting someone who can help and the quality of the maintenance work done.
- Tenant perceptions of grounds maintenance have improved, up to 68% from 52%, with people significantly more satisfied with the tidiness of hedges, bushes and shrubs, for example.
- The majority of tenants are feeling safe and secure in their home/village (up to 75% from 73% in 2018).
- Tenants’ sense of connection and involvement in their village have greatly improved (48%, up from 41%), and 62% are satisfied with their current level of connection (up 10 percentage points from 2018).
- Awareness of activities in the villages has increased, up to 88% from 60%. Similarly, activity participation rates have increased significantly – up to 64% from 44% last year.

We always appreciate your feedback. You can talk to your Community Manager, call us on 0800 430 101, email info@haumaruhousing.co.nz

Trips out and about

Pakuranga’s Dale and Mattson Court tenants enjoyed a trip to Howick’s historic Monterey Cinema on 16 July for the screening of ‘Camino Skies’. The film’s about the inspirational journey of a group of six New Zealanders and Australians who defied their age and physical ability to walk Spain’s 800km Camino de Santiago pilgrim route. Tenants enjoyed a coffee afterwards, before returning back to base. Pictured (from left) are: Yangniang Xu (Suzy), Yufen Zhang and Qun Fan Yu.

Crystal Mountain welcomed tenants from Milford’s Stratford, Dallington and Gordon Courts and from Sunnynook’s Cockayne Court on their community minivan trip on 5 July. Everyone had a great time and very much enjoyed the ‘banter’ with driver, Walt, and with their fellow villagers. Stratford Court’s Emily and Keith Poulson are pictured at some of the impressive displays in this photo taken by their neighbour, June Baillache.