On 1 July, we celebrated our third anniversary with the news that tenants’ total satisfaction with our services has risen significantly over the last 12 months. Back in May, we asked you to tell us in our annual survey how satisfied you are with the services we provide. The results are now in and, all in all, tenants’ overall satisfaction has jumped to 95% (aggregate 91%), up from 62% in 2017 when Haumaru Housing first took over the service from Auckland Council.

You’ve told us that we’ve improved in many areas, but we’re particularly pleased at the feedback on how we handled the COVID-19 lockdown. As you know, it happened very quickly, and we all had to change our ways of doing things. Tenants and staff worked together to get through this challenging time, and many of you have said that you appreciated staff checking in regularly and our extra communications.

Thank you to everyone who took the time to participate in the survey and to answer so thoughtfully.

You can read more about the survey results in this edition. For the team at Haumaru, it’s now onwards and upwards – we won’t be resting on our laurels, but will be working to continually improve our processes and to create positive village environments to support our tenants in living independently.

Stay well over winter.

Gabby Clezy, Chief Executive Officer
2020 Tenant Satisfaction Survey results

Thank you for all your detailed feedback. Here are some survey highlights, which show significant improvement in satisfaction compared to previous years.

- Tenant satisfaction with their connection and involvement with their village is now 93%, up from last year’s 62%.
- Satisfaction with maintenance is 96%.
- Perceptions of safety and security in the home and village are both at 92%.
- Overall satisfaction with service provided by Haumaru staff is at 93%. Improvements were based on the quality of communication, personal contact and support from staff, and the help provided with settling in. Tenants feel their needs matter to staff and that staff help them well with connecting with neighbours and dealing with maintenance issues.
- The significantly increased tenant response rate at 62% is up from 49% in 2017.

Most of you told us you feel very connected, and you enjoy friendly, caring and helpful neighbours. In particular, it seems that over lockdown you all really looked out for one another (this was reported across all 63 villages). One respondent wrote: “I appreciate the community aspect of my village, especially during COVID-19. I would only have to ask for a neighbour to help, and they would. And vice versa.”

We’re also delighted to hear that you’re pleased with your interactions with Haumaru staff. We’ve stepped up our communications, explaining what we need to do and how we need to do it, and your feedback tells us that this is helpful and reassuring. We’ll keep that up.

You report greater satisfaction with unit maintenance, but there are still a few minor concerns. To address these, we aim to introduce clearer timeframes for non-urgent work, so expectations are clear. Tenants also report improved tidiness of hedges, bushes and shrubs, garden weeding and tidiness of paths after mowing.

There were fewer safety concerns this year, with most people reporting that they feel safe and secure in their homes. We’ll continue improvements to paths, and installation of gates and fences to reduce access to villages by non-tenants.

Many of you reported that you like the privacy, peace and small scale of where you live and its convenient location. As one respondent wrote: “I feel safe here, and I love my deck when having a cup of tea. I also really like how we can get our own personal gardens as I enjoy growing my own vegetables.”

<table>
<thead>
<tr>
<th>Tenant satisfaction with management of housing facilities for the elderly (Aggregation of all questions)</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall satisfaction (Single question)</td>
<td>62%</td>
<td>63%</td>
<td>68%</td>
<td>91%</td>
</tr>
<tr>
<td>Service provided by Haumaru Housing staff overall</td>
<td>63%</td>
<td>67%</td>
<td>74%</td>
<td>93%</td>
</tr>
<tr>
<td>Service provided by contractors overall</td>
<td>73%</td>
<td>73%</td>
<td>79%</td>
<td>96%</td>
</tr>
<tr>
<td>Grounds maintenance overall</td>
<td>54%</td>
<td>52%</td>
<td>68%</td>
<td>90%</td>
</tr>
<tr>
<td>Perceptions of safety and security in home</td>
<td>-</td>
<td>74%</td>
<td>76%</td>
<td>92%</td>
</tr>
<tr>
<td>Perceptions of safety and security in village</td>
<td>-</td>
<td>73%</td>
<td>75%</td>
<td>92%</td>
</tr>
<tr>
<td>Satisfaction with current connection and involvement</td>
<td>-</td>
<td>52%</td>
<td>62%</td>
<td>93%</td>
</tr>
</tbody>
</table>

* These questions were not asked in 2017.

As a result of your feedback and suggestions, we’ll be introducing the following initiatives:

**Tenant-only parking permits**: Community Managers will distribute Haumaru Housing parking permits to tenants who park in the village. There are no allocated carparks but we will, wherever possible, accommodate tenants with a disability, displaying a mobility card.

Permits are for personal use and not transferrable without Haumaru’s approval; they will be revoked if used for any commercial purposes. Only visitors with a disability, displaying a mobility card, can park in the village grounds; there’s no parking for boats, trailers, motor homes, trucks or commercial vehicles (other guests must park outside/on the street).

**Haumaru Housing village letterbox sticker identification**: In March, we introduced a ‘Mail for Haumaru Housing’ letterbox in each village, to make it easy to post any correspondence destined for the Haumaru main office or for Community Managers (they’re cleared twice a week). We’ll be placing an identification sticker on the Haumaru letterboxes, but if you’re unsure as to where your letterbox is situated, please call our 0800 helpline number.

**Good Neighbour Programme booklets**:

The Community Managers will be handing out our new ‘Good Neighbour Programme’ booklets, which offer an overview of the concept and benefits for tenants. We encourage everyone to be part of the Good Neighbour Programme as it’s designed to be tenant-driven and to be run in each village. By getting involved in the programme, you’ll be more socially engaged with your neighbours, and will know who to contact if you have concerns about a fellow villager, as well as what to do in case of an emergency. Our Placement Manager, Linda McKenzie, is pictured with a Good Neighbour Programme booklet.

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

---

The Selwyn Foundation
Auckland Council

---