

Attachment to 56408

Customer Satisfaction survey results for Questions 1 to 8, from December 2023 to September 2025

Questions	Results Dec 23	Results Mar 24	Results Jun 24	Results Sep 24	Results Dec 24	Results Mar 25	Results Jun 25	Results Sep 25
Question 1: When you have contact with your Housing Support Manager, how satisfied are you that they treat you with respect?	86.53%	84.96%	87.96%	85.65%	82.11%	83.06%	86.46%	87.18%
Question 2: When you have contact with your Housing Support Manager, how satisfied are you that they respond to your queries in a timely manner?	N/A	N/A	N/A	78.22%	75.07%	74.10%	78.00%	75.50%
Question 3: When you have contact with your Housing Support Manager, how satisfied are you that they follow on your requests or complaints to have these resolved?	N/A	N/A	N/A	73.31%	71.80%	68.96%	73.53%	70.06%
Question 4: How satisfied are you with the quality of repairs/maintenance?	73.76%	69.83%	72.70%	80.93%	76.96%	74.78%	77.84%	84.53%
Question 5: How satisfied were you with the time it took for any work to be completed?	75.84%	74.09%	75.85%	81.70%	84.58%	80.63%	79.00%	84.83%
Question 6: How satisfied were you that the contractors treated you and your family with respect? For example, did they introduce	89.74%	86.68%	89.08%	89.81%	88.41%	90.57%	91.11%	92.65%

themselves and ask permission to access your home?								
Question 7: Overall, how satisfied are you with the service the Advisor- Customer Support provided?	88%	88%	85%	88%	88%	91%	89%	90%
Question 8: Overall, for the last 3 months, how satisfied are you with your Kāinga Ora home?	76.19%	70.94%	73.25%	77.20%	79.20%	77.05%	80.79%	81.35%

- Margin of error is +/- 4%
- Questions 2 and 3 were only introduced in September 2024
- The wording for question 7 changed in July 2025, however, it is sufficiently similar to compare the data; responses to this question are collected through the CSC post interaction survey.