

Attachment to WPQ 38561 (2025): Key satisfaction results from monthly survey between November 2023 and June 2025

Key satisfaction results from November 2023-June 2024	Oct-Dec 2023	Jan-Mar 2024	Apr-Jun 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
SPE 1.2 - Customer satisfaction with tenancy and Customer Support Centre interactions <i>Note: SPE measure 1.2 is based on three components.</i> <i>Two components are measured via questions in this survey (overall satisfaction with HSM and HSM takes individual circumstances into account), and the final component is measured by the Customer Support Centre post call text survey.</i>	78%	76%	77%	81%	81%	80%	82%
SPE 1.4 / SPE 1.5.1 - Customers satisfied that their interactions are culturally appropriate	76%	73%	79%	82%	80%	80%	83%
SPE 2.11 / SPE 2.10 - Percentage of customers satisfied with repairs and maintenance	79%	74%	78%	82%	83%	78%	76%
SOI 2.1 Percentage of public housing customers who are satisfied with the services we provide	78%	76%	77%	81%	81%	80%	82%
SOI 2.2 Percentage of public housing customers who are	76%	71%	73%	77%	79%	77%	81%

satisfied with their Kāinga Ora home							
SOI 6.3 Percentage of public housing customers who feel safe in their neighbourhood	69%	69%	72%	71%	73%	70%	74%