

Attachment to parliamentary question 19882 (2026)

Customer Satisfaction Survey Results (Sep 2025 to Mar 2026)

Questions	Sep 25	Dec 25	Mar 26
Q1: When you have contact with your Housing Support Manager, how satisfied are you that they treat you with respect?	82.81%	86.48%	85.99%
Q2: When you have contact with your Housing Support Manager, how satisfied are you that they respond to your queries in a timely manner?	75.06%	83.13%	77.24%
Q3: 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?	67.75%	75.42%	71.79%
Q4: How satisfied are you with the quality of repairs/maintenance?	81.70%	84.32%	79.50%
Q5: How satisfied were you with the time it took for any work to be completed?	80.02%	83.82%	81.32%
Q6: How satisfied were you that the contractors treated you and your family with respect? For example, did they introduce themselves and ask permission to access your home?	90.09%	91.45%	90.59%
Q7: Overall, how satisfied are you with the service the Advisor- Customer Support provided?	90%	91%	91%
Q8: Overall, for the last 3months, how satisfied are you with your Kāinga Ora home?	77.52%	82.98 %	79.17%

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