

Attachment to WPQ 51023 (2025)

Question 1: When you have contact with your Housing Support Manager, how satisfied are you that they treat you with respect?

Result	Measure	Mechanism
87.18%	Statement of Performance Expectations	Customer Satisfaction Survey

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?

Result	Measure	Mechanism
75.50%	Statement of Performance Expectations	Customer Satisfaction Survey

Question 3: When you have contact with your Housing Support Manager, how satisfied are you that they follow up on your requests or complaints to have these resolved?

Result	Measure	Mechanism
70%	Statement of Performance Expectations	Customer Satisfaction Survey

Question 4: How satisfied were you with the quality of the repairs / maintenance?

Result	Measure	Mechanism
84.53%	Statement of Performance Expectations	Customer Satisfaction Survey

Question 5: How satisfied were you with the time it took for any work to be completed?

Result	Measure	Mechanism
84.83%	Statement of Performance Expectations	Customer Satisfaction Survey

Question 6: 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?

Result	Measure	Mechanism
92.65%	Statement of Performance Expectations	Customer Satisfaction Survey

Question 7: Overall, how satisfied are you with the service the Advisor – Customer Support provided?

Result	Measure	Mechanism
90%	Statement of Performance Expectations	Customer Satisfaction Survey

Question 8: Overall, for the last three months, how satisfied are you with your Kāinga Ora home?

Result	Measure	Mechanism
81.35%	Statement of Intent	Customer Satisfaction Survey