

# 2024 Tenant Satisfaction Survey



**Te Toi Mahana**  
Community Housing

## Your opinion counts

This survey is used to inform Te Toi Mahana decisions and activities, so we can improve our service to you.

## The survey is confidential

The information we collect will remain confidential. The details shared to enter the prize draw will not be recorded as part of this survey.

## Need help?

- Ask a friend or family member
- Ask your Tenancy Advisor
- Phone: **0800 248 944**
- Email: [info@tetoimahana.org.nz](mailto:info@tetoimahana.org.nz)
- Come and see us at:

**Level 7, 34 Manners Street** (Mon-Fri 9am-4pm)

## Save time, complete the survey online

Scan the QR code below

Or go to [www.tetoimahana.org.nz/survey](http://www.tetoimahana.org.nz/survey)



Alternatively, you are welcome to fill out this paper survey and return it to us by free post.

Be in to win 1 of 5  
**\$200**  
grocery vouchers

Send us your completed survey with your entry details below to enter.



## Prize draw entry details *(these details will not be recorded as part of this survey)*

First Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

## Part 1 – You and your home

### Q1. Are you...?

- Male  Female  Gender diverse  Prefer not to say

### Q2. Age

- Under 18  18-29  30-39  40-49  50-59  60-69  70-79  80+

### Q3. Ethnicity

Which ethnic group(s) do you belong to? *(Please tick all that apply)*

- Pākehā/European  Somali  Ethiopian  Iraqi  
 Chinese  Samoan  Indian  
 Māori - *Please state Iwi (optional)*:  
 Other such as Burmese, Vietnamese, Russian. Please state:

### Q4. Which of the following best describes your position in this Te Toi Mahana tenancy household?

- Head Tenant (person named on the tenancy agreement)  Other member of household

### Q5. Overall how did you find the transition from City Housing to Te Toi Mahana?

- 😊 Very satisfied  😊 Satisfied  😐 Neither satisfied nor dissatisfied  😞 Dissatisfied  😡 Very dissatisfied

### Q6. What subsidies or support are you receiving (if any / please tick all that apply)?

- None  Income Related Rent Subsidy (IRRS)  Affordable Rent Limit (ARL)  
 80+ rent freeze  Accommodation Supplement

### Q7. How would you rate the overall condition of your house/apartment?

- Excellent - No immediate repair or maintenance needed  
 Good - Minor maintenance needed  
 Average - Some repair and maintenance needed  
 Poor - Immediate repairs and maintenance needed  
 Very Poor - Extensive and immediate repair and maintenance needed

### Q8. What improvements could be made to the maintenance service you receive?

## Part 2 – Customer service and communication

### Q9. Thinking about all your interactions with Te Toi Mahana, how satisfied are you with the following?

#### Overall services and facilities

- 😊 Very satisfied  😊 Satisfied  😐 Neither satisfied nor dissatisfied  😞 Dissatisfied  😡 Very dissatisfied

#### Tenancy Advisors

- 😊 Very satisfied  😊 Satisfied  😐 Neither satisfied nor dissatisfied  😞 Dissatisfied  😡 Very dissatisfied

### Contact Centre

- 😊 Very satisfied    😊 Satisfied    😐 Neither satisfied nor dissatisfied    😞 Dissatisfied    😡 Very dissatisfied

### Service Centre

- 😊 Very satisfied    😊 Satisfied    😐 Neither satisfied nor dissatisfied    😞 Dissatisfied    😡 Very dissatisfied

### The Level of Support from Te Toi Mahana

- 😊 Very satisfied    😊 Satisfied    😐 Neither satisfied nor dissatisfied    😞 Dissatisfied    😡 Very dissatisfied

### Q10. How much do you agree with the following statements?

#### Te Toi Mahana responds in a timely manner to my requests

- Strongly agree    Agree    Neither agree nor disagree    Disagree    Strongly disagree

#### Te Toi Mahana responds in a timely manner to my complaints

- Strongly agree    Agree    Neither agree nor disagree    Disagree    Strongly disagree

#### Te Toi Mahana considers my suggestions and feedback when it makes decisions

- Strongly agree    Agree    Neither agree nor disagree    Disagree    Strongly disagree

#### Te Toi Mahana letters and written communications are clear and helpful

- Strongly agree    Agree    Neither agree nor disagree    Disagree    Strongly disagree

### Q11. We want to keep you informed of Te Toi Mahana matters that affect you and your tenancy.

Which of the following ways would you prefer to receive communication? *(Please tick as many as apply)*

- Te Toi Mahana website    Letter    Email    My Tenancy Advisor  
 Drop-in session    Poster    Te Toi Mahana Newsletter (by mail)  
 Social Media (Facebook / Instagram / LinkedIn)    Te Toi Mahana Newsletter (by email)  
 Other (please state)

### Q11a. Thinking about all the communication you receive from Te Toi Mahana would you say you receive?

- Not enough communication    About the right amount of communication    Too much communication

### Q11b. If you have any suggestions for improving communication please let us know below:

### Q12. Does anyone in your home (including yourself) have access to the Internet at home (such as on a computer, laptop, tablet or smartphone with a data connection)?

- Yes    No    Don't know

## Part 3 – Your wellbeing

### Q13. How do you feel about your overall quality of life?

- Extremely good    Very Good    Good    Neither poor nor good    Poor    Very poor    Extremely poor

### Q13a. How would you say your current housing situation contributes to your wellbeing?

- Extremely positively    Positively    Neither positive nor negatively    Negatively    Extremely negatively

**Q14. Thinking about positive contact with the people in your housing complex in the last 12 months, which of the following have you experienced? (Please tick all that apply)**

- |   |  |
|---|--|
| <input type="checkbox"/> Spoken to a neighbour                        | <input type="checkbox"/> Discussed emergency preparedness with a neighbour     |
| <input type="checkbox"/> Given help to a neighbour                    | <input type="checkbox"/> None of the above                                     |
| <input type="checkbox"/> Received help from a neighbour               | <input type="checkbox"/> Have had no contact with people in my housing complex |
| <input type="checkbox"/> Participated in an activity with a neighbour |  |

**Q15. Thinking about your overall sense of safety, how safe do you feel in the following situations?**

**In your housing complex during the day**

- Very safe    Reasonably safe    Somewhat unsafe    Very unsafe    Don't know / N/A

**In your housing complex after dark**

- Very safe    Reasonably safe    Somewhat unsafe    Very unsafe    Don't know / N/A

## Part 4 – Emergency preparedness

**Q16. How prepared is your household for a significant emergency, such as earthquake or tsunami?**

- Very prepared    Somewhat prepared    Somewhat unprepared    Very unprepared

## Part 5 – Community engagement

**Q17. Have you attended a community event or activity in a Te Toi Mahana community space (please tick all that apply)**

- Yes – a community event  
 Yes – I have attended an ongoing community activity in a community room  
 No – I have never been to a community event or activity in Te Toi Mahana community spaces

**Q17a. If yes to above, how would you rate your experience with community activities at Te Toi Mahana?**

- 😊 Very satisfied    😊 Satisfied    😐 Neither satisfied nor dissatisfied    😞 Dissatisfied    😡 Very dissatisfied

**Q17b. Would you have any comments or suggestions for community activities?**

**End**

**Q18. Is there anything else you would like to share?**

**Thank you for taking the time to complete this survey – your feedback is much appreciated.**

**Please now fold, secure and either free post in any DX mailbox or give to your Tenancy Advisor.**

**If you need to talk to us please:**

- Talk to your Tenancy Advisor
- Phone: **0800 248 944**
- Email: [info@tetoimahana.org.nz](mailto:info@tetoimahana.org.nz)
- Come and see us at:  
**Level 7, 34 Manners Street (Mon-Fri 9am-4pm)**

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**Protecting your privacy**

All survey responses will remain the property of Te Toi Mahana. We will not disclose your details to any third party. Please note that we will not be able to contact you in response to comments in the survey. If you need a response to a specific issue please contact us separately.

**Prize Draw terms and conditions.** All survey responses received by **5pm 7 June** will go into the draw to win one of five grocery vouchers worth \$200. The prize winners will be drawn randomly. Winners need to collect their prize from the **Te Toi Mahana, Level 7, 34 Manners Street, Te Aro, Wellington 6011**. The prizes are not transferable for cash or an equivalent. Entries are limited to one entry per tenant.

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If unclaimed, please return to DX No.: SP25501

**Reply DX**

Te Toi Mahana  
SR59902



**Te Toi Mahana**  
Community Housing