

Tenant Survey 2024

Every LinkPeople tenant was given the opportunity to feedback on key services in our first annual tenant survey. The survey was open for all July 2024 with tenants able to fill in a hardcopy survey or respond online via a LinkPeople tablet or on their own device.



Results

Results across key questions using a 5 point scale.

4.3

Average across all questions

4.5

I am happy with the service I get from LinkPeople

4.4

LinkPeople's support is positive for my overall wellbeing

89% agree or strongly agree: "My tenancy manager listens to me and treats me fairly."



91% agree or strongly agree: "I can get hold of my tenancy manager when I need to."



92% agree or strongly agree: "I trust LinkPeople as a Landlord."



79% agree or strongly agree: "My house meets my needs."



Strongly agree

Agree

Neutral

Disagree

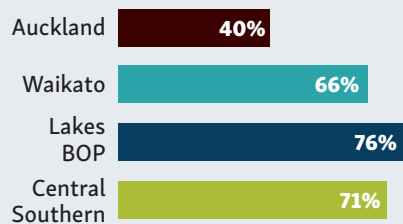
Strongly disagree



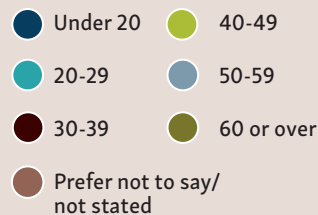
Who responded to the survey

Response rates

470 responses
(59% of all LinkPeople tenants)



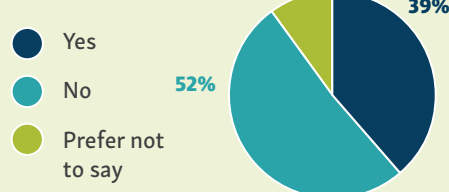
Age



Gender



Disability



39% of people told us they have a disability or long-term condition that limits their ability to carry out everyday activities.



"LinkPeople have gone above and beyond for me. I feel like I would have still been vulnerable to severe mental distress if I didn't have their support. I am in the perfect place for me. My LinkPeople housing has completely elevated my wellbeing."



Ethnicity

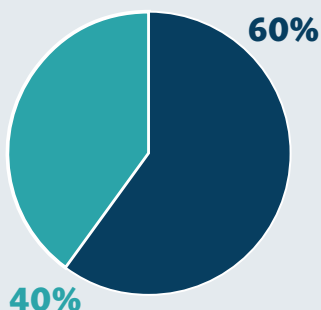
Of the 464 people who stated their ethnicity:

- 59%** Māori
- 41%** New Zealand European
- 11%** Pacific Peoples
- 8%** Other ethnicities

Numbers add to more than 100% because some people identified with more than one ethnicity and have been counted under each.

Children

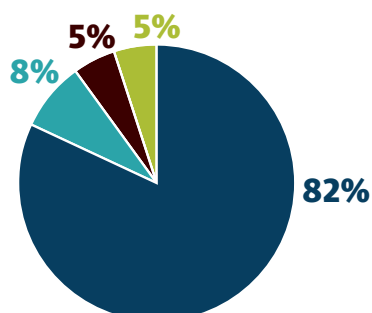
-  Households without children
-  Households with children



More than **420** children live in the houses of survey respondents

Relationship status

-  Single
-  De facto relationship
-  Married/ Civil Union
-  Prefer not to say



Iwi of people who responded to survey

- 54** Waikato
- 38** Te Arawa
- 33** Ngā Puhi
- 28** Ngāti Porou
- 25** Ngāi Tūhoe
- 20** Ngāti Maniapoto
- 11** Ngāti Kahungunu
- 8** Te Whānau ā Apanui
- 7** Ngāi Te Rangi
- 7** Ngāti Tūwharetoa
- 7** Te Āti Awa
- 5** Ngāti Ranginui
- 4** Ngāruahine
- 4** Ngāti Awa
- 4** Ngāti Raukawa
- 4** Whakatōhea
- 3** Ngāi Tahu
- 3** Ngāti Haua
- 3** Ngāti Pīkiao
- 3** Ngāti Te Wehi
- 3** Ngāti Whakaue
- 3** Ngāti Whātua
- 2** Ngāti Korokī Kahukura
- 2** Ngāti Kuri
- 2** Ngāti Māhanga
- 2** Ngāti Manawa
- 2** Ngāti Ruanui
- 2** Taranaki
- 2** Te Aupōuri
- 2** Te Rarawa
- 2** Tūwharetoa ki Kawerau
- 19** Other iwi*

Each of the following iwi had one person whakapapa to them: Ngāti Hāmua, Ngāti Hei, Ngāti Kahu, Ngāti Kauwhata, Ngāti Mahanga, Ngāti Mākino, Ngāti Maru, Ngāti Paoa, Ngāti Rangiteaorere, Ngāti Tama, Ngāti Tipa, Ngāti Toa, Ngāti Tumutumu, Ngāti Wai, Rangitāne, Tapuika, Te Aitanga a Hauiti, Te Atihaunui ā Pāpārangi and Tūhourangi.



"LinkPeople people saved my family. Even now, years later we understand how lucky we are. Constant support and kindness. Thanks."



What the survey results tell us



All results

Question

Average
rating

Overall satisfaction

I am happy with the service I get from LinkPeople	4.5
LinkPeople's support is positive for my overall wellbeing	4.4
I know how to raise concerns or provide feedback about the service I am receiving from LinkPeople	4.3

Property and location

My house meets my needs	4.1
The location of my home supports me to connect with people/places that are important to me, e.g. Marae, churches, community services, whānau	4.2
My house is warm, dry, and secure	3.8
Things in the house like the oven, plumbing, and power points work well	4.1
My home provides an environment that supports my growth	4.1

Tenancy management services

I can get hold of my tenancy manager when I need to	4.4
I feel comfortable talking to LinkPeople staff when I need help with my tenancy	4.5
I trust LinkPeople as a landlord	4.5
My rights and responsibilities as a tenant have been clearly explained to me	4.4
My tenancy manager listens to me and treats me fairly	4.4
Repairs and maintenance issues have been addressed quickly	4.0
Tenancy inspections are done respectfully	4.4
There is good communication with me before and after a tenancy inspection	4.4

Overall, people are highly satisfied with LinkPeople's service:

- ▶ 92% of respondents said they agree or strongly agree with *"I am happy with the service I get from LinkPeople"*.
- ▶ 90% of respondents said they agree or strongly agree that LinkPeople's support is positive for their overall wellbeing.
- ▶ Māori respondents survey responses compared to the general service satisfaction rates, there is complete alignment.
 - 93% of Māori respondents said they agree or strongly agree with *"I am happy with the service I get from LinkPeople"*.
 - 90% of Māori respondents said they agree or strongly agree that LinkPeople's support is positive for their overall wellbeing.
- ▶ Our tenancy managers are respectful, fair and easy to engage with. People have a high level of trust in LinkPeople staff.
- ▶ Tenancy managers communicate well with tenants about their rights and responsibilities as a tenant, and about tenancy inspections.
- ▶ Our properties meet the needs of most people, but there is room for improvement, with property-related questions receiving lower ratings on average.
- ▶ 13% of people disagree or strongly disagree that their house is warm dry and secure. Due to the way the question was asked, it is unclear whether the main concern is to do with the warmth/dryness of the home or the security. Next year we will split this question to help us gain further understanding of the issues. Given the high cost of heating and the fact that the survey was undertaken in mid-winter, it is not a surprising result.
- ▶ Comments on the service were mainly complementary. Feedback on areas for improvement fell into four main themes - communication, health of home and repairs, inspection processes and safety within some of our larger complexes.



"Having that wrap around support network during my struggle to find a place to call home made all the difference for my wellbeing. I've made some positive decisions that have enabled me to move forward and grow."

Tenant survey feedback

Ways we could improve

There are LinkPeople staff who could be more communicative prior to visits and inspections. Some Tenancy Managers should consider a person's medicine schedule when setting times for an inspection.

There are LinkPeople landlords, who could be more responsive to repairs and maintenance requests.

Ensure that all LinkPeople staff using best practice when communicating with tenants.

Being clear on what LinkPeople can offer in terms of support.

A few people commented that their home felt cold and/or damp.

A clearer process for ensuring that people are supported when male LinkPeople tenancy managers and contractors need to access a person's home.

People have some concerns about safety at the larger complexes and seek more opportunities for engagement.

Opportunities for better physical health and wellbeing e.g. māra kai (gardening), exercise, healthy food options.

Actions we will take

Training with Tenancy Managers to ensure everyone understands how to design inspections, repairs and maintenance in a way that considers a person's mental health needs.

LinkPeople is reviewing how we onboard and manage relationships with landlords so that expectations and responsibilities are better established. We are also looking to introduce a new work order programme to support with more responsive repairs and maintenance.

We will do a best practice communications refresh for frontline teams including:

- wearing ID at all times,
- clearly explaining your name and role over the first few visits,
- ensuring that preferred names are used and pronounced correctly,
- communicating with people who are sedated/heavily medicated.

We are reviewing our communications material and style to ensure we are explaining our services as simply and clearly as possible. We will seek input from frontline staff and people in our service to ensure that these are fit for purpose.

We will do a Healthy Homes drive in the lead up to next winter to support tenants homes to be warm and dry.

We will incorporate a question into our initial assessment on whether a person has concerns about being home alone with a male LinkPeople staff member or contractor.

We will continue to work with people in complexes to support community engagement, wellbeing and safety.

We will seek information and partnerships with organisations that can support people to access these services.