

Tenant Survey 2025



Every LinkPeople tenant was given the opportunity to feedback on key services. The survey was open for all September 2025 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

4.4

I am happy with the service I get from LinkPeople

76%

response rate
(548 of 772 tenants responded)

88% agree or strongly agree: "My tenancy manager listens to me and treats me fairly."



87% agree or strongly agree: "I can get hold of my tenancy manager when I need to."



91% agree or strongly agree: "I trust LinkPeople as a Landlord."



83% agree or strongly agree: "My house meets my needs."



● Strongly agree ● Agree ● Neutral ● Disagree ● Strongly disagree

Equity analysis of survey responses

The tenant survey was a representative sample of LinkPeople users across age, ethnicity, gender and disability. The below table looks at satisfaction results across four key questions.

Survey question	Overall rating	Māori	Pacific Peoples	Disability	Whānau with children	Female	Male
Overall rating	4.3	4.3	4.3	4.3	4.4	4.3	4.3
I am happy with the service I get from LinkPeople	4.4	4.4	4.4	4.5	4.5	4.5	4.4
LinkPeople's support is positive for my wellbeing	4.4	4.4	4.5	4.5	4.5	4.5	4.4
I feel comfortable talking to LinkPeople staff when I need help with my tenancy	4.4	4.4	4.6	4.4	4.6	4.5	4.4
I trust LinkPeople as a landlord	4.5	4.4	4.5	4.5	4.6	4.6	4.5



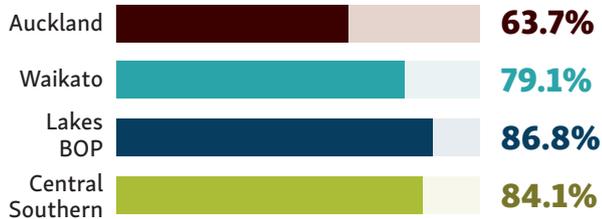
Some questions had higher response rates than others. Percentages are calculated based on the number of people who responded to each question.



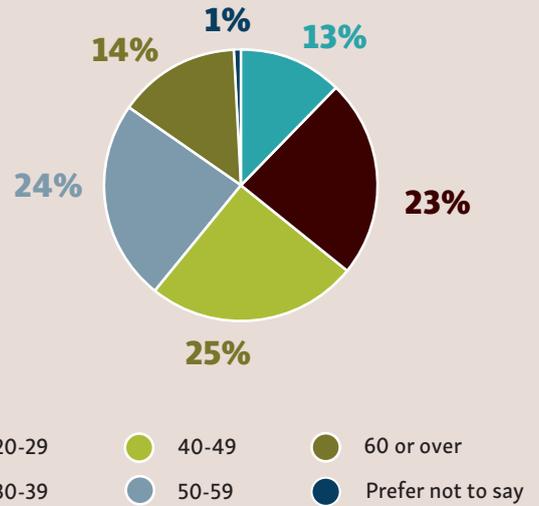
Who responded to the survey

Response rates

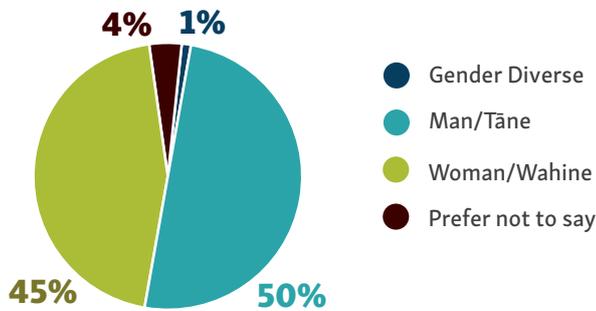
548 responses
(76% of all LinkPeople tenants)



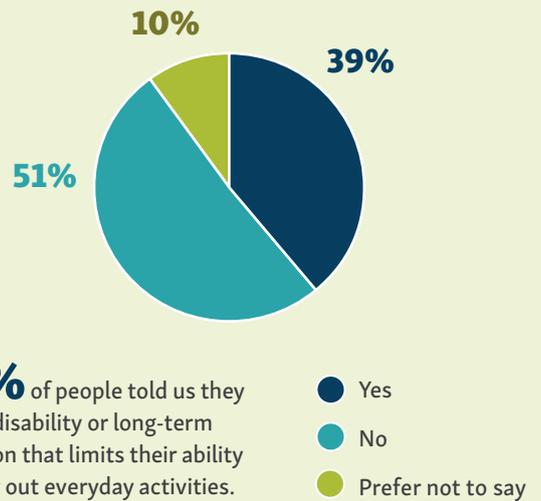
Age



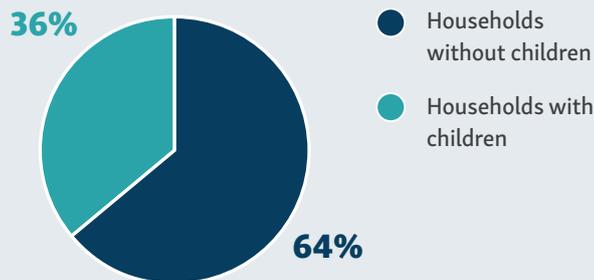
Gender



Disability

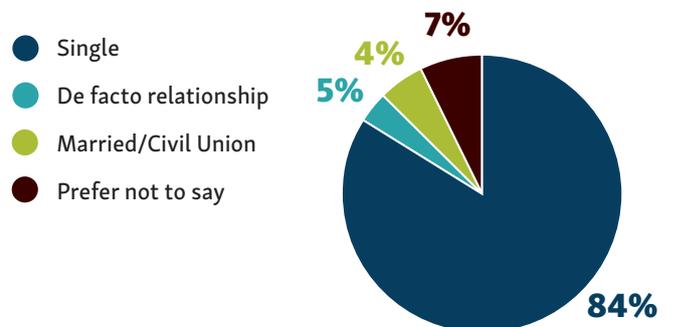


Children



410 children live in the houses of survey respondents

Relationship status



"I just needed to say that I really appreciate what the social worker assigned to me has done for me and my two babies. In regards to support whether its emotional or if we need help in other areas, her support during my journey to date, means so much."



What the survey results tell us



All results

Question	Average rating
Overall satisfaction	
I am happy with the service I get from LinkPeople	4.4
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	4.4
Property and location	
My house meets my needs	4.3
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	4.0
My house is secure	4.1
Things in the house like the oven, plumbing, and power points work well	4.2
Tenancy management services	
I am satisfied with the tenancy management services provided by LinkPeople	4.4
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	4.4
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
I am satisfied with the way LinkPeople deals with repairs and maintenance	4.3
There is good communication with me before and after a tenancy inspection	4.4
I am satisfied that my views are being taken into account by LinkPeople	4.4

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

- ▶ Response rate increased compared to 2024, up from 59% in 2024 to 76% in 2025.
- ▶ Our average rating across all questions increased from 4.26 in 2024 to 4.33 in 2025 – a small but statistically significant improvement.
- ▶ Comments on the service were largely positive.

Our properties meet the needs of most people, but there is room for improvement:

- ▶ Responses to the property-related questions improved compared to last year, but still received the lowest ratings of all the questions.
- ▶ In 2024, 13% of people disagreed or strongly disagreed that their house was warm, dry and secure. Due to the way this question was asked, it was unclear whether the main concern was to do with warmth/dryness or security. This year we split this question to help us gain further understanding of the issues.
- ▶ We also did the survey in September, so it was slightly warmer, and ran a healthy homes campaign prior to winter, contributing to the improved responses for property-related questions.
- ▶ In 2025:
 - ▶ 10% of respondents disagree or strongly disagree that their house is warm and dry.
 - ▶ 6% of respondents disagree or strongly disagree that their house is secure.
 - ▶ LinkPeople has recently employed a Property and Procurement Lead. This appointment should lead to further improvement in these ratings over the next 12-months.



Who responded to the survey

Ethnicity

Of the 528 people who stated their ethnicity:

60% Māori

40% New Zealand European

14% 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.



"I am truly grateful for the opportunity to live in my 'LinkPeople' house. Having a safe, comfortable place to call mine means so much to me as I appreciate the stability and peace it provides. The location is a short drive away to get to my psychology appointments which has been great. And ultimately, having this rental has contributed to a significant improvement in my health and wellbeing. Thank you!"

Iwi of people who responded to survey*

56 Ngā Puhī

53 Waikato-Tainui

36 Te Arawa

32 Ngāti Porou

19 Ngāti Maniapoto

17 Ngāti Kahungunu

16 Ngāi Tūhoe

11 Ngāti Whakaue

10 Ngāti Tūwharetoa

9 Ngāti Pikiao

6 Ngāi Tahu

6 Te Whakatōhea

5 Ngāti Whātua

5 Te Āti Awa

4 Ngāti Awa

4 Ngāti Māhanga

4 Ngāti Mahuta

4 Te Rarawa

4 Te Whānau a Apanui

3 Ngāti Manawa

3 Ngāti Raukawa

3 Ngāti Ruanui

3 Te Āti Haunui-a-Pāpārangi

3 Ngāti Pāoa

3 Ngāti Rangiwewehi

2 Ngā Ruahine

2 Ngāi Te Rangi

2 Ngāti Hauā

2 Ngāti Hine

2 Ngāti Kahu

2 Ngāti Ranginui

2 Ngāti Rangitīhi

2 Ngāti Roro o Te Rangi

2 Ngāti Te Wehi

2 Ngāti Tipa

2 Ngāti Wai

2 Ngāti Whare

2 Ngāti Whāwhākia

29 Other iwi*

Each of the following iwi had one person whakapapa to them: Muaūpoko, Ngāi Tāhuhu, Ngāi Tai, Ngāti Hau, Ngāti Hinehika, Ngāti Kaha, Ngāti Korokī Kahukura, Ngāti Kuri, Ngāti Naho, Ngāti Ngutu, Ngāti Pukenga, Ngāti Rongomai, Ngāti Rongomaiwahine, Ngāti Tahinga, Ngāti Tamainupō, Ngāti Tara, Ngāti Tarawhai, Ngāti Te Hana, Ngāti Torehina, Ngāti Tunohopu, Ngāti Waiora, Ngāti Wairere, Ngāti Wairoa, Ngāti Whakaekē, Patuwai, Te Āti Awa ki Taranaki, Te Kapotai, Te Parawhau and Tūhourangi.



"LinkPeople have gone over and above to help me into a home, also thinking of my children and making sure their schools don't have to change. I'm very grateful for LinkPeople."

*Includes iwi, hapū and whānau as self-reported by respondents when asked to list all iwi/hapū affiliations.