

FOLD

FreePost Authority 143655



Kāinga Ora – Homes and Communities
Feedback
PO Box 50720
Porirua 5240

FOLD

We're here to help

Remember, our staff are here to help and answer any questions or queries you may have, so if you have anything on your mind, please talk to us.

For review of decisions on the amount of rent you pay or applying for Social Housing, call the Ministry of Social Development on 0800 559 009 (Work and Income), or 0800 552 002 (Senior Services).

0800 801 601
www.kaingaora.govt.nz

HCF-301 02 2020

New Zealand Government

How are we doing?

CUSTOMER FEEDBACK

Your feedback helps us do our jobs better. If you are not happy with our service or you feel we have not done what we said we would do, please tell us so we can set things right.



How are we doing?

Your feedback helps us do our jobs better. If you are not happy with our service, please tell us so we can set things right.

We hope most problems can be sorted out quickly and easily. If this isn't possible, we have a complaints process to ensure any issues are carefully considered.

You don't have to be one of our tenants, either. We welcome feedback from everyone in the community.

Feedback is used by Kāinga Ora – Homes and Communities to constantly review how we work in your area. So your views and suggestions on how we can do things better may help us improve our service not only for you, but for all our customers.

We also like to hear about what we're doing right. So if we've done a good job, or one of our staff has gone the extra mile, please let us know.

There are different ways you can give us feedback

First, we recommend calling us on **0800 801 601**. Calls are free, even from a mobile phone. Our friendly staff can talk through your feedback or problem and may be able to offer a solution over the phone. Or if you prefer you can:

- fill in the form attached and return it to us, or
- visit our website: www.kaingaora.govt.nz and send us a message via 'Contact Us'.

Sorting out complaints

Sometimes, there might be a problem. It may be with our service, one of our tenants, or issues with your tenancy. We want to hear any concerns you have so we can try and sort them out quickly. If you have a complaint about any aspect of our service – including our contractors – please let us know.

Talk to us first

We believe most complaints can be sorted out by talking to us. Call **0800 801 601** to see how we can help. Alternatively, you can fill in the form attached and return it to us.

Our staff will assist in sorting out the complaint and will keep you updated with progress. They will explain clearly what is going to happen next. They will also let you know what we decide.

We will carefully and objectively review all unresolved complaints. We will come to a final decision and will contact you to let you know the outcome.

What to do if you're not happy with the outcome

We really hope that the complaint will be resolved by this stage. However, if you are not happy with the review's decision, this can be appealed to a relevant government agency. These can include the Ministry of Business, Innovation and Employment and the Office of the Ombudsmen. Our staff can direct you to which organisation would be best to review our decision.

Tenant behaviour

We don't tolerate behaviour from our tenants that interferes with the peace, comfort, privacy or safety of those living nearby. Please contact us if you need help with issues in your neighbourhood. We will work with you and our tenants to try and best resolve the issue. Please note down as many details of the problem as you can, including what happens and when. This will help with resolving any issue. While these complaints are not covered by our complaint appeal process, please keep telling us about issues so we can continue to help.

We also recommend reporting issues to the proper authorities, such as the Noise Control Office at your local council for problems with loud noise or the Police for any illegal activity.

Your feedback

to Kāinga Ora – Homes and Communities

Type of feedback

- General feedback Complaint Complaint appeal Suspension or waiver review

Feedback details

What would you like done?

Your details

You can provide feedback to Kāinga Ora anonymously. Please be aware this will limit our ability to investigate complaints and restricts our ability to inform you of the outcome.

All feedback and complaints will be managed in accordance with the Privacy Act 1993.

Mr/MRS/MISS/MS FIRST NAME LAST NAME

KĀINGA ORA CUSTOMER/REFERENCE NUMBER (if applicable)

STREET ADDRESS TOWN/CITY POSTCODE

SUBURB MOBILE WORK PHONE

HOME PHONE

EMAIL ADDRESS

Relationship to Kāinga Ora

- Tenant Neighbour Member of community Home ownership customer
- Third-party service provider Home lease property owner
- Community organisation Other

PLEASE NAME COMMUNITY ORGANISATION (if applicable)

IF YOU TICKED 'OTHER', PLEASE PROVIDE MORE DETAILS

◆ TEAR OFF FORM, FOLD, TAPE ALONG SIDES AND TOP AND POST BACK