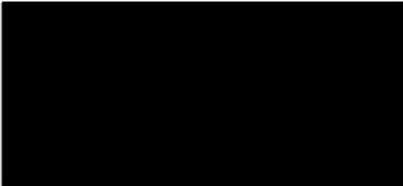


27 April 2021



Thank you for your Official Information Act 1982 (OIA) request received 4 March 2021 for the Quarterly Tenant Survey results for every quarter from 2015 to the present.

Kāinga Ora – Homes and Communities, as New Zealand’s largest public housing provider, regularly surveys customers about a range of issues to ensure we are providing the best possible service to them and their whānau. The quarterly survey has been carried out by telephone interview of a randomly generated sample of our customers, since June 2016. We are unable to provide you with comparable results from 2015. I must therefore decline the request for results from this survey, prior to September 2016, under section 18(e) of the OIA as they do not exist.

What I can provide is the Annual Tracking results September 2019 to June 2020, which includes the results from September 2016, when the survey began in its present format. The document provided is a summary of the information as it is received from Glasshouse Consulting, the research agency engaged by Kāinga Ora to carry out the survey. The contact details of their representative have been redacted from the first and last pages of the report under section 9(2)(a) of the OIA to protect the privacy of that individual.

The feedback gained from this survey ensures that Kāinga Ora has a better understanding of issues around our customers’ homes and our services as a housing provider that can help our organisation focus on those matters so they can be addressed and resolved. We’re comforted by recent trends that show improvements in many areas of customer service as a direct result of customers giving us their feedback through these surveys. Our frontline staff regularly interact with our customers and these conversations are also a vital part of understanding how we can best support our customers.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely

A handwritten signature in blue ink that reads "Rachel Kelly".

Rachel Kelly
Manager Government Relations