

Your community, your place.

It's been lovely meeting tenants at our first year anniversary events over the last few weeks. I hope you've enjoyed the get-togethers, too, and had a chance to catch up with your neighbours and Community Managers over a coffee or hot chocolate. I'd like to thank everyone for coming out to meet the Haumaru Housing team and the members of the Local Boards and Selwyn staff who attended. Our photos in this edition give a flavour of some of the events held so far.

During the celebrations, we've received a lot of encouraging feedback from tenants, family members and the various community representatives about how well the villages look. Our new contractors have been doing a great job with the lawns, trees and shrubbery, and the new entrance signage is now in place. With your support, we're looking forward to continuing our work to create welcoming environments that we can all be proud of.

We've now reviewed the results of our tenant satisfaction survey and include the main findings here. Whilst there's always more to do, your overall message is that things are continuing to improve and to keep up the good work.

Until next time.



Gabby Clezy, Chief Executive Officer

First anniversary village celebrations



(Left to right) Anna Anderson, Carmelita Laxa and Tauri Kairamaki enjoying a coffee at the Preston Court celebrations (North Shore).



Otara Court tenants taking in the scenery.



Howick's Minerva Court tenants enjoying the sunny day.

2018 Tenant Satisfaction Survey results

Thank you to everyone who took part in our 2018 customer satisfaction survey. We received a total of 750 responses, which represented a very good sample size of 58% of all tenants. The general findings were:

- **The most significant improvements you've noticed in the last 12 months relate to the level of personal contact with staff and the help and support they provide to new tenants settling in.**
- **You would like us to give you a clear indication of timeframes as to when reported repairs or other house maintenance jobs might be completed.**
- **A timely response to maintenance issues is important to you, as is the speed with which general maintenance is carried out and the quality of the work that's undertaken.**
- **Tree maintenance and keeping the paths/outside areas tidy are a priority. You would also like to have garden waste bins to help keep things looking ship-shape.**
- **Whilst people are generally positive about safety and security, some additional focus in this area would enhance tenants' feeling of being safe in their home/village.**
- **You would like to be able to participate more in events and social gatherings, to get to know your neighbours better and strengthen the sense of connection within your village community.**

We've reviewed all the feedback as a team and are prioritising the various tasks and areas that can be addressed immediately, in the near future or in the slightly longer term.

Our contractors are concentrating on the tree and grounds maintenance to make sure we're meeting your standards. We've carried out an audit of all the village community halls and have initiated a schedule of refurbishment, so tenants have a comfortable space for socialising. We're also looking at a raft of other ways we can add value to the range of services we provide, and we'll keep you up-to-date with work in progress and new initiatives as we go forward. The main area you tell us we need to work on is communicating what's happening in our villages, so we're working very hard to make sure this happens. Thank you again for your participation. It's onwards and upwards!

First anniversary village celebrations *continued*



Topping Court (Otaru) tenants having a cuppa & a sing-a-long.



Mae Te Maari of Papakura's Pahurehure Village provides a musical interlude.



Kaumatua Court, Te Atatu: (Left to right) Henderson-Massey Local Board Chair Shane Henderson, Haumaru Housing Board Member Matthew Harker, Haumaru Housing CEO Gabby Clezy, Auckland Mayor Phil Goff, The Selwyn Foundation Board Chair Kay Hawk, and Waitakere Ward Councillor Linda Cooper.

Haumaru Housing's Community and Cultural Liaison Adele Hamilton (left) and Community Manager Faith Hyland with Kaumatua Court tenant Bill Tangariki.



We always appreciate your feedback. You can talk to your Community Manager, call us on 0800 430 101, email info@haumaruhousing.co.nz or visit www.haumaruhousing.co.nz

The Selwyn Foundation



Auckland Council
Te Kaunihera o Tamaki Makaurau

