

TAURANGA NEWSLETTER



Kia ora koutou,

Spring has arrived with those pockets of beautiful warm, sunshine-filled days. It's a reminder too that the end of the year will be here before we know it.

In this newsletter we're sharing the results from our latest tenant survey. We thank everyone who took the time to complete the survey and greatly appreciate your feedback, thoughts and ideas. The team has been reflecting on the results, seeing what we are doing well but also what we can do to improve, working in partnership with you our tenants, and our community.

Part of the work we do at Accessible Properties is connecting with organisations and services across our communities. We understand the current cost of living crisis is creating real challenges for many whānau. There are a number of organisations doing great mahi for those who may need some extra support at this time. Please let us know if have any questions or need any assistance to connect with them.

Ngā manaakitanga,

Tania Wilson
General Manager, Tenancy Services

Cosy crochet blankets a hit

Some of our tenants have received a beautiful free crocheted blanket over the past month or two.

They're made with love and gifted to us by the mum of one of our team members.

A huge shout out and thank you to Chris who revived her crocheting hobby a short while ago because of her desire to make and give away blankets to people who would appreciate some extra warmth.

Thank you Chris for spreading so much joy!



Above: Daniel and Irene Gates-Te Keeti and their Tenancy Manager Riria Gibbons (left).

2023 Tenant survey

The Accessible Properties annual tenant survey again shows high levels of satisfaction, with 91.6 percent of respondents satisfied with our overall service. This is on a par with last year's result of 91.3 percent.

There was a slight reduction in satisfaction with repairs and maintenance services from 93.3 percent in 2022 to 92 percent this year. This is likely to reflect the challenges we have faced managing maintenance deferral through the pandemic period, increased labour and material costs, and the severe weather events in January and February.

As in previous surveys, tenants reported that the most important services Accessible Properties provides are being kept informed, repairs and maintenance, and the quality of homes.

The good progress we have made on the Healthy Homes programme has again been reflected in the survey. In 2021, 35 percent of tenants reported that their home was easy to heat, last

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Kathleen Kohi and her Tenancy Manager Dave Burbury

2023 Tenant survey cont.

year the number had jumped to 47 percent and this year it had moved up considerably again, to 58 percent.

For the second year we asked tenants about cost-of-living concerns. They're increasing overall and the price of food and groceries is now a concern for 94 percent of respondents.

In brief

- 95% (2022: 95%) said they were satisfied with how easy it was to get hold of Accessible Properties staff
- 97% (2022: 96%) said staff were helpful
- 96% (2022: 97%) said they were satisfied with the condition of their home
- 94% (2022: 95%) said they were satisfied with communication about maintenance and inspections
- 88% (2022: 87%) said they were satisfied with how quickly requests were responded to

Matariki in Merivale

In July we celebrated Matariki at the Merivale Community Centre with a free fun event for the wider community.

There was a fantastic turnout of whānau who had the opportunity to learn all about Matariki and to come together to connect and kōrero.

Accessible Properties sponsored the free face painting and provided koha toward meat for the free hāngī kai. Team members Lisa and Tania thoroughly enjoyed connecting with community members and passing out the delicious cupcakes and sweets made by Merivale locals.

The event coincided with Merivale Community Centre's 30th birthday which made the day even more special.



Sharing the warmth

The Accessible Properties Tauranga team supported our friends at Good Neighbour over winter, creating a Give a Little page for their 'Share the Warmth' fundraising campaign.

We raised \$792 for the amazing work Good Neighbour does to provide practical support, opportunities and most importantly human connection to individuals, whānau and communities in the Bay of Plenty.

We know many of our tenants have benefited from support provided by Good Neighbour over the years including our firewood partnership so it was a privilege for us to be able to give back to them.



'How Bout You'

Mobile Health Waka

Ngāi Te Rangi iwi has a free community mobile health clinic with doctor and nurse consultations available.

They're at five different locations throughout Tauranga Moana, Monday to Friday, 6-9pm.

To find out where they are:

Email - hbu@ngaiterangi.org.nz

Website - facebook.com/HBUMobileHealthClinic

Test your smoke alarms once a month

When testing your smoke alarm:

- Press the test button for two seconds.
- An alarm will sound.
- Take your finger off the button.
- It will reset and the light will blink continuously.

