

HAMILTON NEWSLETTER



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.

Continued over page

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



Pukete Neighbourhood House Te Whare Takiwa o Pukete

Pukete Neighbourhood House is a centre for a large variety of local community events and services. It is a non-profit organisation whose only aim is to aid the local community.

Justice of the Peace

Monday - Friday

Pukete Neighbourhood House has an on-site Justice of the Peace. He's available, by appointment, to provide the JP services you may require. Call or book online.

FREE

Tai Chi

Wednesday & Friday, 10.30am

These sessions are open to all ages and ability ranges. At only \$5.00 per session they are an affordable way to stay fit and healthy.

Cost: \$5

Tuesday Craft

10am-12pm

Bring your unfinished projects and work on them with like-minded people in a social setting.

FREE

Food Bank

Tue, Wed, Thurs, Fri

Are you or your family finding it difficult with food? If so the team, can arrange an emergency food parcel for you. Conditions do apply, however the friendly staff can walk you through the process.

FREE

43 Church Road, Pukete

Email: ContactUs@pukete.org.nz

Phone: (07) 849 1115

Website: www.puketehouse.org.nz



Accessible Properties
For thriving communities

2023 Tenant survey cont.

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 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. Concerns are increasing overall with food and groceries 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

Inspections

The second six-monthly inspection round for the year is under way. You will always be advised in writing of the inspection date and time.

It is important that you or someone else who has signed the tenancy agreement is at home for the visit.

A reminder about what we look for:

- Walls/light switches/doorways and doors are clean from marks
- Carpets are clean and stain free
- Windows & screens intact/clean
- Kitchen area clean including oven/stove top
- Shower, bathroom and toilet, laundry & all walls/flooring clean
- Gardens tidy and presentable/ weeds removed
- Rubbish removed

Please note that the inspection involves taking photos of the property and any repairs required.

Introducing Aseem

Kia ora koutou katoa.

I'm Aseem and I joined the Accessible Properties team late last year as a tenancy manager.

I came from the Ministry of Social Development where I was a social and emergency housing customer service representative.

My background is in hospitality and cooking fascinates me. I love cooking different cuisines for my friends and family.

Learning about new cultures and languages is something I really enjoy. It's great to kōrero with people from diverse backgrounds and sharing meaningful experiences and



stories with them. I also like to play online games like FIFA.

Get in touch with me if you have any concerns or questions.

Phone: 022 043 5994

Email: info@accessibleproperties.co.nz

To Wāhi - Your Place

Every 6-8 weeks over the next 12 months, the Accessible Properties team will be visiting as many of our Hamilton complexes as possible (with a coffee cart to provide a free hot drink to our valued tenants!).

We're using the opportunity to connect and have a chat about what community connection looks like for you.

This will help us better support connecting you with relevant community services, providers and activities so keep an eye out for an invitation in your letterbox as we move around the city.

ALWAYS check IDs

All our staff and contractors have identification cards. Before you let anyone into your home, always ask to see this card. If you are still not sure, please call 0800 862 769.

Western Community Centre

Luncheons

The Centre's pot luck luncheons provide an opportunity for people in our area to meet and socialise. Transport is provided for those unable to drive.

They're held on the third Friday of each month at 12pm. There's a different theme each month and



The Woolly Club

A fun craft group. Bring your own, learn from others or just enjoy the company. Wednesdays, 10-12. It's free too.

Bus trips

There are 4-5 bus trips a year which are well attended. They're a great opportunity for people to get together and have a day of fun, food, travel and company. The cost depends on the trip.