

# At Home

AN ACCESSIBLE PROPERTIES PUBLICATION

## CANTERBURY 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

### Teamwork helps keep Vai dry

Wheelchair user Vai's new carport means he now stays dry when getting in and out of his car on a rainy day.

Before moving into their Accessible Properties home, Vai and his wife Seulata lived in an unmodified house that was difficult for him to get around.

Their new house was built to be accessible and is much easier to live in.

The uniport carport was put in with funding from ACC. The plans and installation were done by disability services company Enable, in conjunction with facilities maintenance company BGIS, and there was great support from Vai's occupational therapist.



Tenancy Manager Sarah Boyd says it's great to see people and agencies working together to come up with an innovative solution that keeps Vai and his wheelchair safe and dry.

### How to contact us

Accessible Properties office  
Level 2  
7 Winston Ave  
Papanui

If you need to come in, it is best to call and make an appointment.

Write to:  
PO Box 27-202, Christchurch 8640

Email:  
[info@accessibleproperties.co.nz](mailto:info@accessibleproperties.co.nz)

Phone:  
Sarah on 027 249 6456 or  
0800 862 769

### 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.

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## 2023 Tenant survey cont.

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 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

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.



## Inspections

The second inspection round for the year is under way.

You will always be advised in writing of the inspection date and time.

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

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

When we inspect your property we:

- Check that all your chattels (oven, heat pump, extraction fans and smoke alarms) are working and functioning properly
- Check that your property is clean and tidy – we provide you with a cleaning checklist to work from when we send your inspection letter
- Look for mould or leaks
- Address any other concerns that you might want to discuss with us

## Good neighbour award



Is there a standout Accessible Properties neighbour who is making a difference in your community? We want to know!

Nominate them for a Good Neighbour Award - for lending a hand, going above and beyond, and making our communities safer, more resilient or connected.

Award winners will get a \$100 Prezzy card and their nominators a \$50 Prezzy card. Send your nomination to Lisa - email: [lisa.mackinnon@accessibleproperties.co.nz](mailto:lisa.mackinnon@accessibleproperties.co.nz) or write to: 141 Cameron Road, Tauranga 3110.

## Backyard bounty



It takes a very green thumb to grow avocados in Canterbury.

Accessible Properties tenant Vaine has a four-year old avocado tree that he planted from a seed.

There's no sign of fruit just yet, but it can take eight years and if anyone can do it, Vaine can.

A talented gardener, he grows his own vegetables and fruit and takes great pride in his lemon tree.

It is always a pleasure to see what he produces.

Stay safe ...

## 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.