

At Home

AN ACCESSIBLE PROPERTIES PUBLICATION

TENANT SURVEY - WHAT YOU TOLD US

Thank you for filling out our recent tenant survey. We appreciate you taking the time, especially with the COVID-19 situation.

The survey is important. It is our chance to ask – and your chance to tell us – what we can do better. It allows us to identify some common themes of concern so we can address them.

It's also nice to hear that the majority of you are happy with their home and the service we provide.

Here are some of the points that you've raised with us that we want to address:

Heating

While many of you are comfortable and warm at home, a number said their homes could be warmer, and needed better heating. We take this very seriously. Cold, damp homes are linked to health problems, which is why we are rolling out our Healthy Homes programme, which will identify homes that need better heating or insulation and address the issues.

All homes are being surveyed to check insulation, and other aspects like draughts and ventilation. We plan to

have the surveys completed in all our properties by the end of the year. After that, we will start work on fixing and correcting any issues. More information will be provided nearer the time. If you'd like more information about Healthy Homes, please contact your tenancy manager.

Crime

Most of you feel safe and secure in your homes. However, some tenants had concerns that there was crime in their neighbourhood. Rest assured, we take anti-social behaviour and aggression from tenants extremely seriously. We will act quickly to address any instances, and work with police and others to keep communities safe, even during any COVID-19 restrictions. If you have any concerns, please contact your tenancy manager immediately.

Repairs and maintenance

We look to act quickly on requests for repairs and maintenance. However, it's clear that some tenants feel there have been times when we, or contractors we've hired, haven't moved quickly enough. Some of this may have been caused by the COVID-19 restrictions,

but we have taken on board your feedback and will aim to carry out work more quickly.

Contacting Staff

Some tenants told us they find it hard to get hold of or talk to an Accessible Properties staff member. We want to always be able to hear from you so that we can respond to your concerns. We will be reviewing how we can be contacted more easily, and looking for ways to improve this service.

COVID-19

Most of you felt you coped well with the COVID-19 lockdown restrictions. A lot of you commented that you actually enjoyed the chance to spend time with family, or enjoyed the peace and quiet. But feelings of loneliness and isolation were also common, as was missing children or grandchildren. However there was praise for support from Accessible Properties, and for the actions that the Government took to deal with the situation.

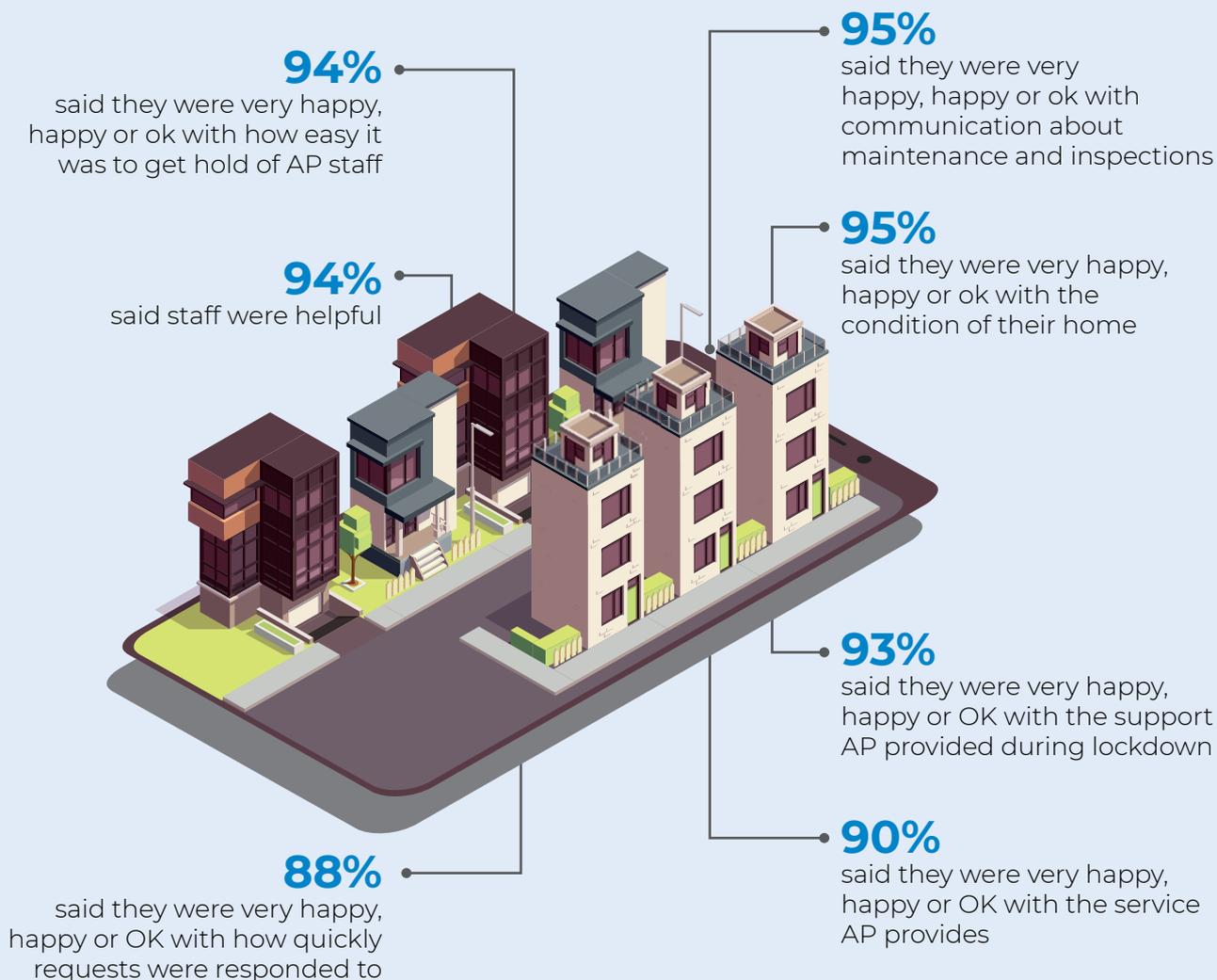
Remember

COVID-19 remains a threat.

- Stay home if you're sick
- Wash your hands regularly
- Keep a record of where you've been
- Get tested if you have symptoms



2020 Tenant Survey



What's Coming Up

The **general election** is being held on October 17 this year. It was going to be held on September 19, but was pushed back because of COVID-19. Advanced voting begins on October 3. If you haven't enrolled, there is still time to do so. Remember, you get two votes – one vote for the political party you like, and one vote for who you want to be MP in your area. There are two referendums to vote on this year too.

Everything you need to know about the election and the referendums can be found at www.vote.nz. You can also ring 0800 36 76 56.

Mental Health Awareness Week is being held from 21 - 27 September. This is a good time to think about your mental health, and that of family and friends. It's been a stressful year, and everyone needs support. More information can be found at mentalhealth.org.nz.

Māori Language Week runs 14 – 20 September. This is a great opportunity to learn Te Reo Māori – even if it is just a few new words, or some proper pronunciation. We all have a role to play in keeping this beautiful language alive – it's fun and a good challenge too. All you need to know can be found at www.tewikiotereomaori.co.nz.