

City Housing residents survey

2021

Background



Annual survey of our City Housing residents



Over 400 responses in 2021 – more than 2020, but response has been larger in previous years

Includes 13 perceptible measures across several areas, including:



Satisfaction with accommodation and City Housing services & communication

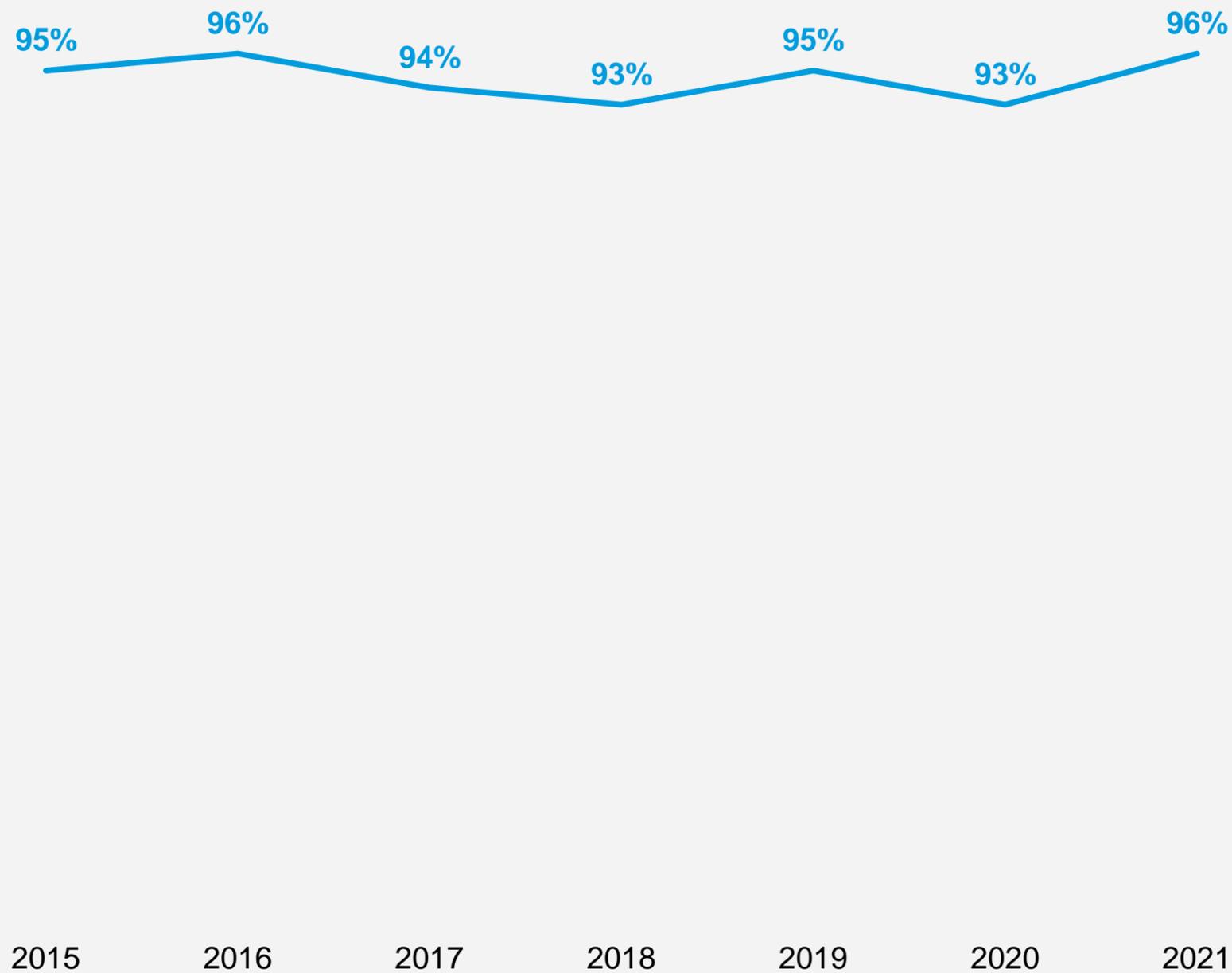


Quality of life, safety and emergency preparedness

Research was conducted using a mailout methodology, but we gave residents the opportunity to complete the survey online by following a link printed on the mailout form.

Satisfaction with City Housing services

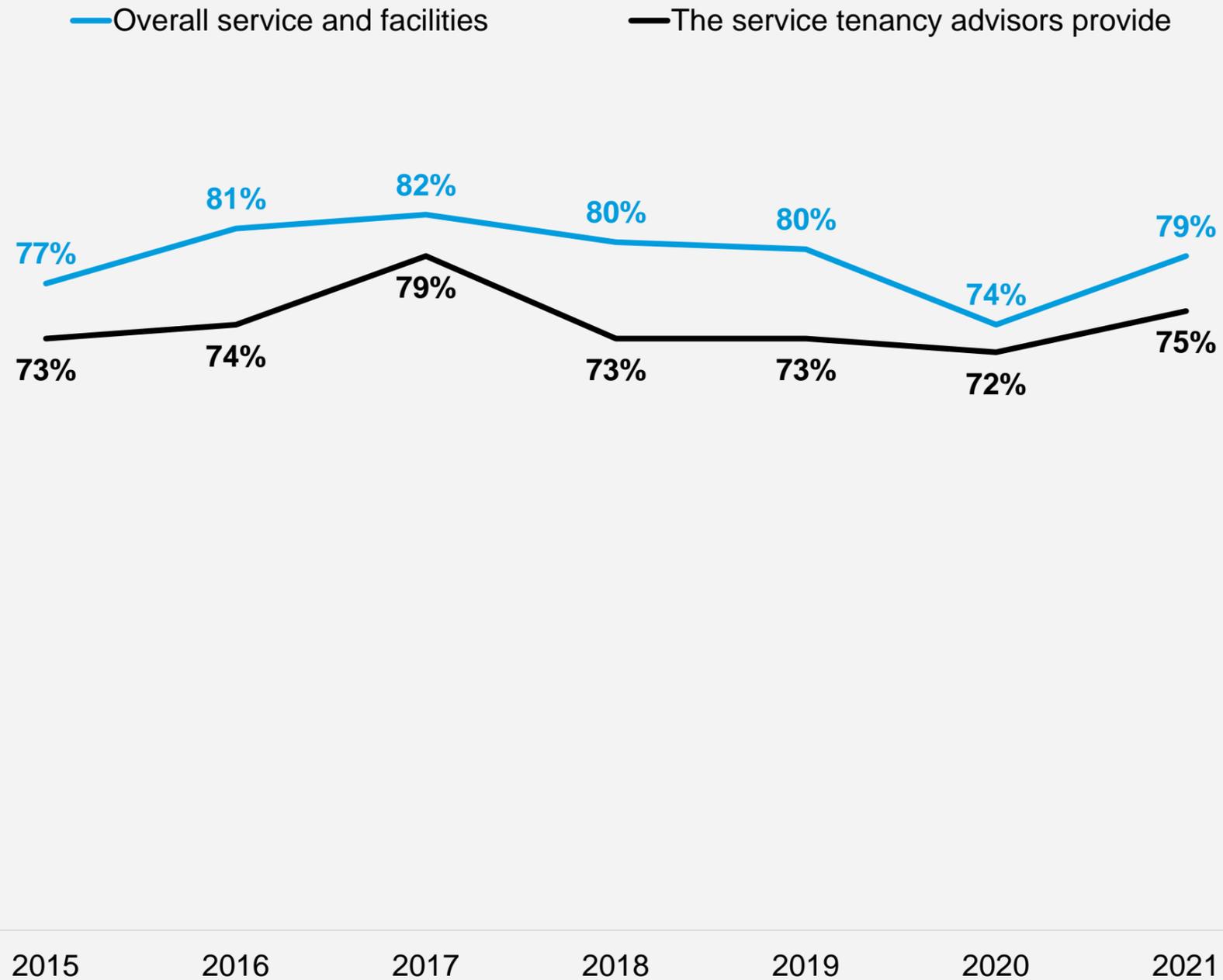
How would you rate the overall condition of your house/apartment?
Excellent, good or average



Perception of overall condition remains high – About half in upgraded homes rate condition as “excellent”



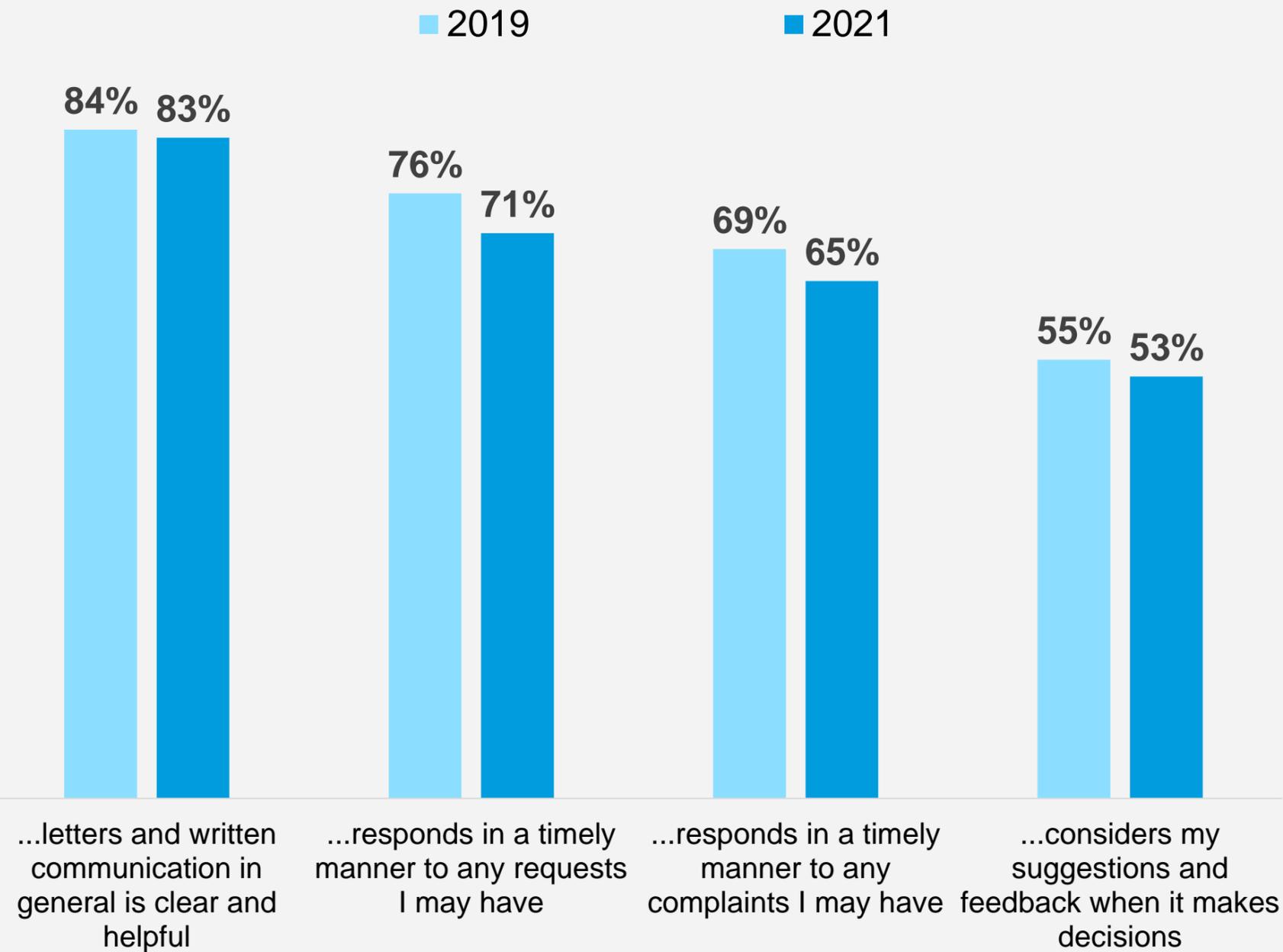
Thinking about all your dealings with City Housing over the past 12 months, how satisfied are you with the following... **Total satisfied**



Overall satisfaction and satisfaction with TAs both high and relatively stable



How much do you agree with the following statements? - City Housing...
Total agree

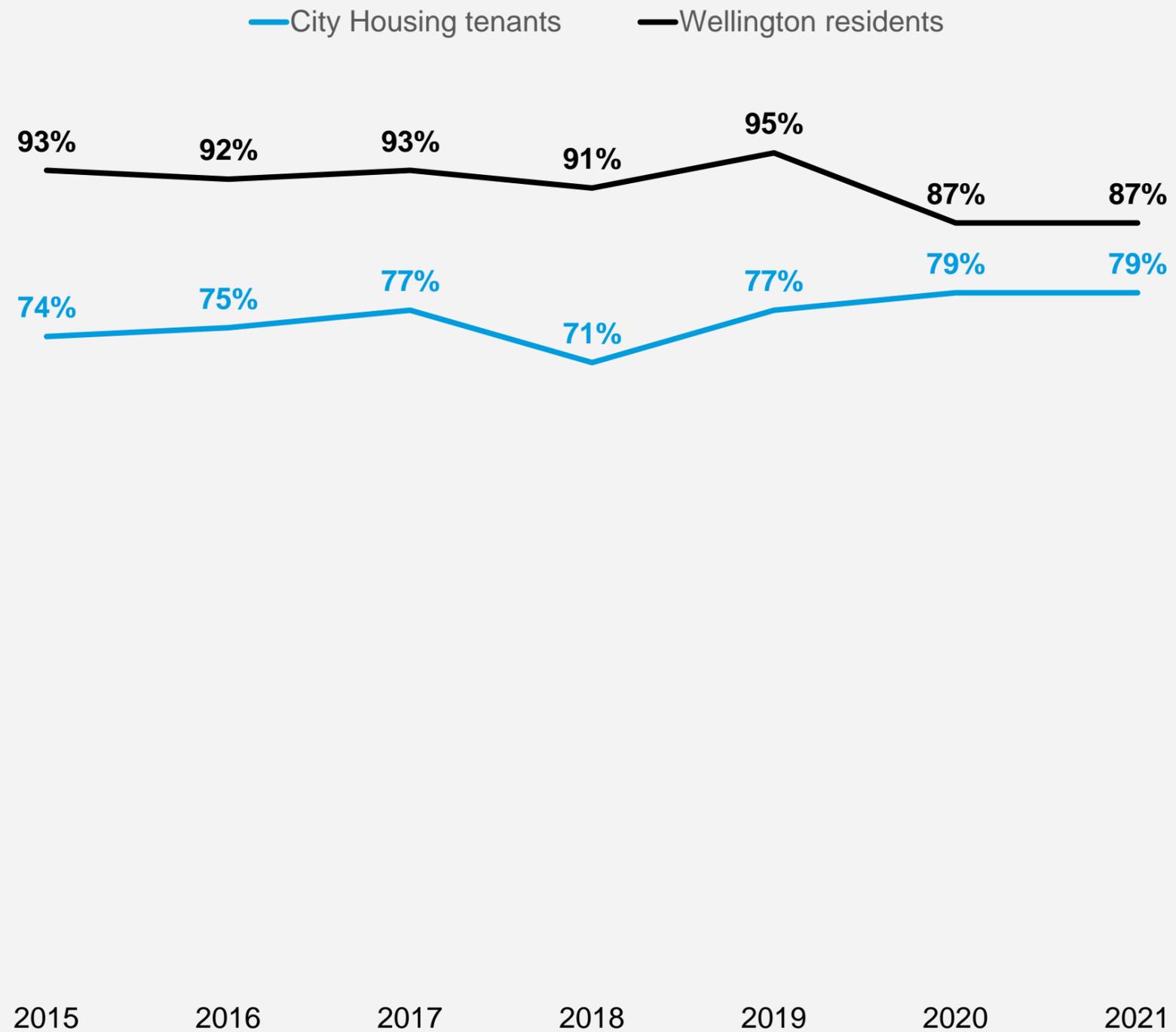


Agreement with these measures similar to previous – lower agreement driven by higher ‘neutral’ responses rather than more disagreement



**QoL, safety and
emergency
preparedness**

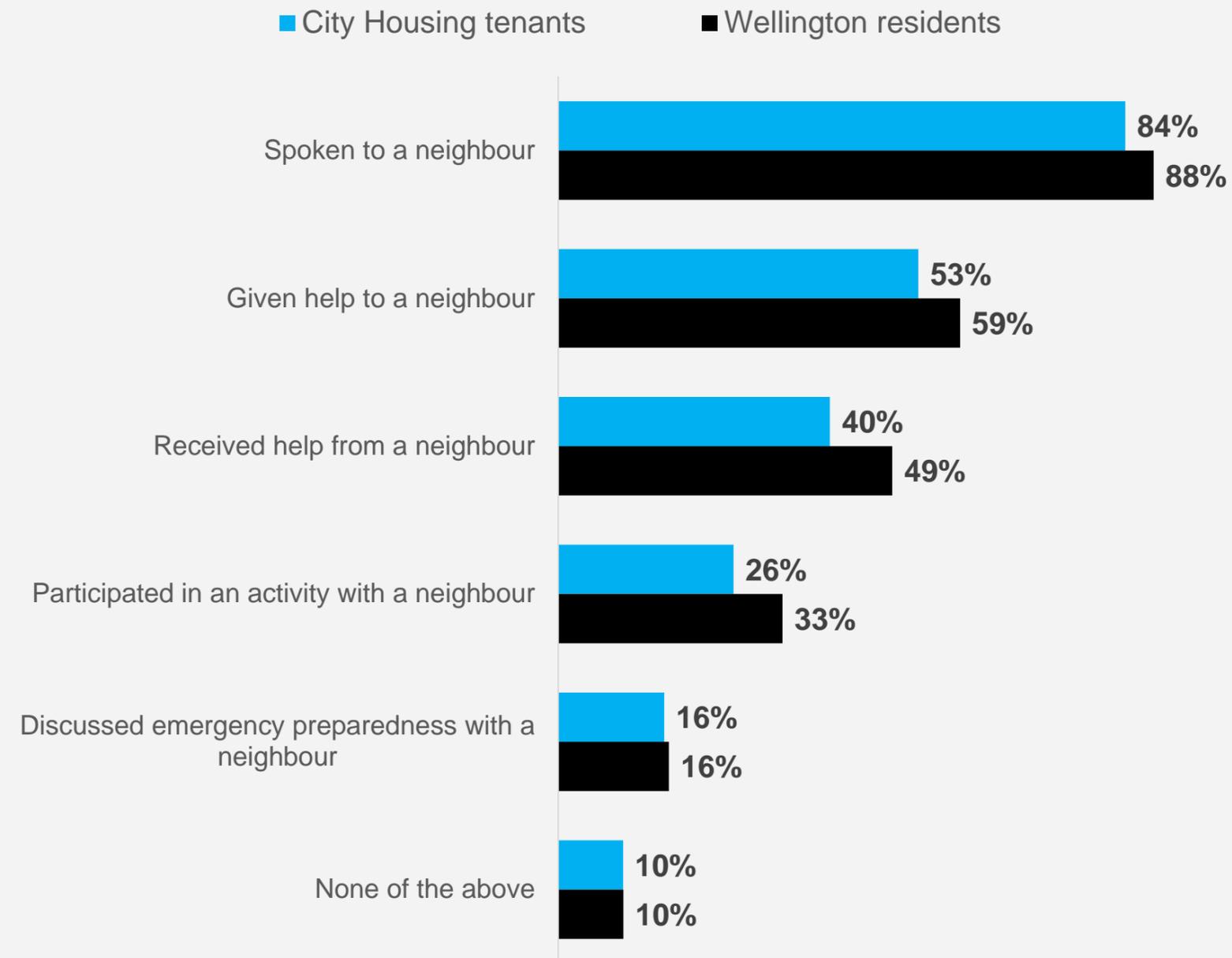
Would you say that your overall quality of life is
Extremely good, very good, good



QoL stable, still below that of City residents overall, but gap has closed somewhat.



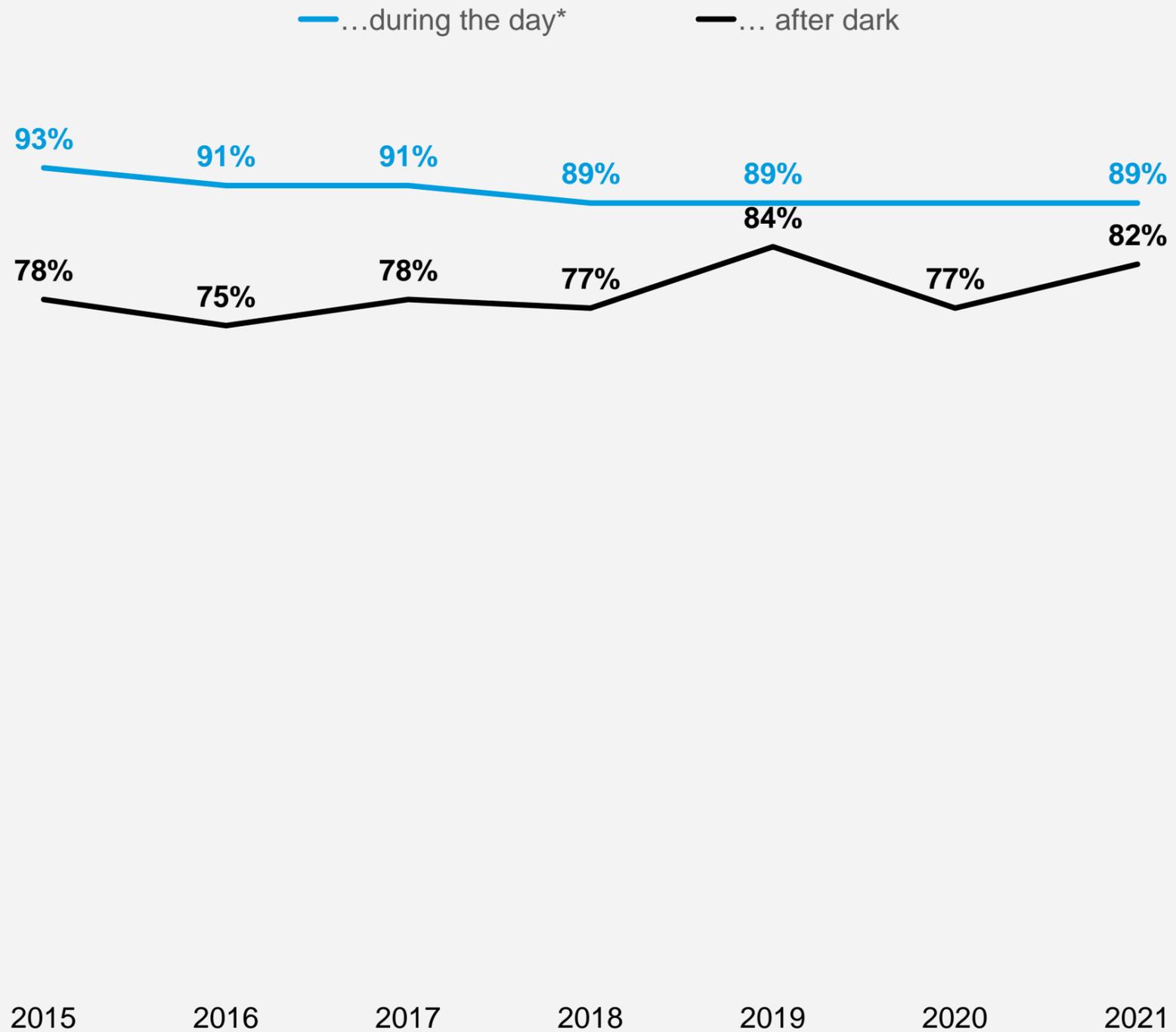
Thinking about positive contact with the people in your housing complex in the last 12 months, which of the following have you experienced?



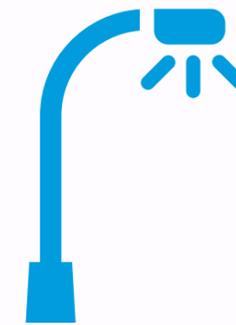
Neighbour interaction appears to be a little lower for City Housing tenants, particularly with the more meaningful interactions.



How safe do you feel in the following situations? - In your housing complex...
Total safe



Feeling of safety has remained relatively steady – marginally higher reported safety at night in upgraded complexes



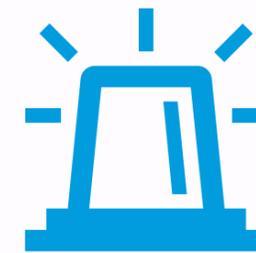
*Not asked in 2020
Source: City Housing tenants survey

How prepared is your household for a significant emergency such as an earthquake or tsunami? **Total prepared**



Source: City Housing tenants survey

Very little movement in this measure over the past six surveys.



Still room for improvement with a quarter saying they are not prepared