

Introduction

Trust House Housing provides social and affordable rental homes to people and families who need it most in our communities.

We are more than just a housing provider. We work hard to foster a sense of community, so our tenants feel like they have a place to belong. We aspire to connect our tenants with the wider community, so everyone can enjoy the benefits of being part of thriving neighbourhoods.

Our tenant satisfaction survey is an opportunity for all our tenants to tell us formally what is working well and what could be improved.

This is the first tenant satisfaction survey we have carried out for some time. The results provide a benchmark for future annual surveys.

Tenant satisfaction survey results



TRUST HOUSE
HOUSING

2025

Summary

While the overall results are positive and encouraging, qualitative feedback suggests a more complex picture. Some tenants said they were reluctant to offer critical feedback, out of concern for 'rocking the boat' or affecting their tenancy.

We also found that, while most tenants said their home contributed to their wellbeing, some said this was simply because it was better to have a roof over their head than not.

This suggests some deeper issues may be masked by high-level positive satisfaction scores. There is a need for Trust House to engage more deeply with tenants to understand their expectations and pain points.



An example of deeper engagement is the drop-in session we ran on the Eastside of Masterton to encourage tenants to complete the surveys. Held in collaboration with Te Āwhina Community Hub, the event drew higher numbers of tenants than expected and doubled the survey response rate from the Eastside.

Tenants at the drop-in had the opportunity to give detailed feedback to two Trust House representatives who are not tenancy managers. Insights that we gathered included:

- house repairs that were long overdue, unfinished, or defective.
- challenges tenants are facing, which we can now assist with.
- gaps in tenants' knowledge about services and support, which we can now provide.

The value of face-to-face engagement with tenants in a relaxed, safe environment cannot be underestimated.



What our tenants said

More than half of the survey respondents said improving the condition of their homes would increase the value they feel they get for the rent they pay. We had already planned an extensive redevelopment and refurbish programme for Trust House's housing stock, and this work is underway.



Tenants who are now in new or refurbished homes say:

"Since moving here, we are all healthier." – Alan, Clyde Street.

"I'm happy in this lovely place." – Helen, Opaki Road.

"Trust House has been good to me." – Karen, Kuripuni Street.

Opaki Road development completed 2024.



What our tenants said

Tenants also told us they would like repairs and maintenance completed faster. We have increased our focus on the quality and timeliness of repairs, with the appointment of an asset manager.

We have also extended the scope of our annual maintenance programme.



Newly appointed
Trust House asset
manager, Brett Pigott.



What our tenants said

Tenants told us in the survey that they want more involvement in decisions that affect their home.

We will establish a tenant advisory group so we can start to cultivate trusting relationships with our tenants and enhance their involvement in decisions that affect them.



Marama Scott, the programme manager at Trust House Housing, is leading the set-up of the tenant advisory group.



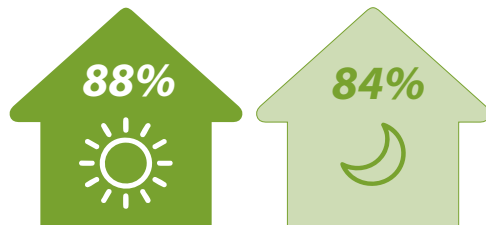
Homes and neighbourhoods

Most tenants (74%) are happy with the condition of their homes. At the same time, over half (53%) said a refurbish would make their rent feel like better value. Trust House Housing has started a major refurbish programme, but most tenants haven't seen the benefits yet because the work is still in its early stages.

Most respondents say they like their neighbourhood (88%).



They feel their home contributes to their overall wellbeing (85%).



Most respondents say they feel safe during the day and after dark (88% and 84% respectively).



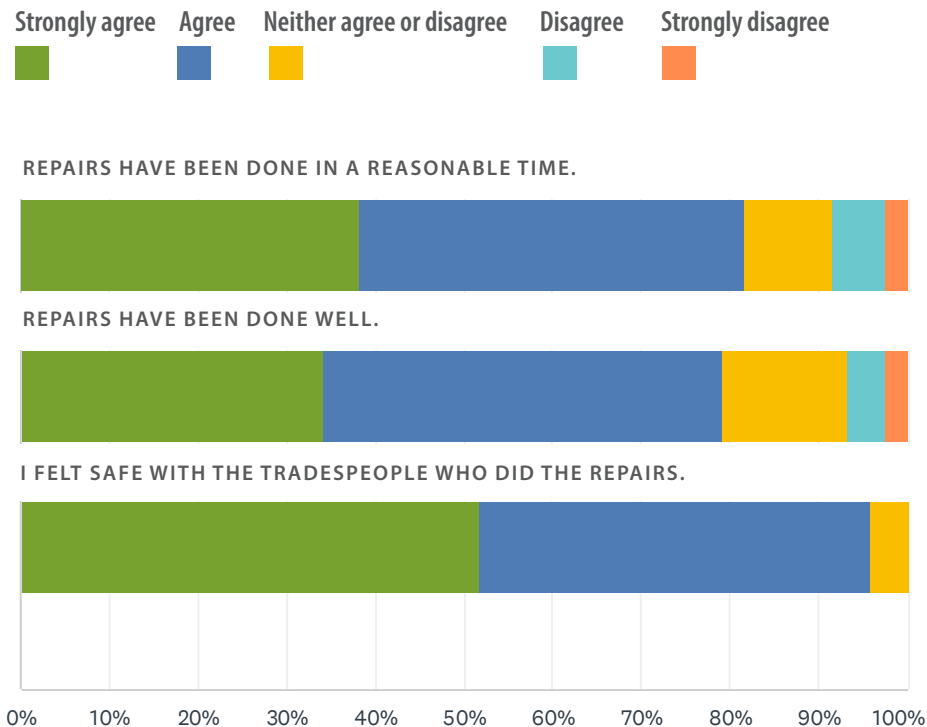
89% say they feel secure in their tenancy and that they feel they can stay as long as needed.



84% say their home enables them to pursue other goals.

Repairs

Most respondents were happy with how quickly and well repairs were done, and felt safe with the tradespeople. At the same time, we know repairs need more attention, and the survey may not show the full picture. We're putting more investment into improving this service.



Customer service

Most respondents were very satisfied with the service from Trust House Housing and felt well-informed about our services. Most found our staff to be friendly, helpful, easy to reach, and responsive. Fewer (67%) felt their feedback is considered before decisions are made. We know we need to improve tenant involvement and trust, so we are setting up a tenant advisory group as the first step toward stronger tenant-led engagement.

Survey key results



I find it easy to contact Trust House Housing	95%
I feel satisfied with the service I receive from Trust House Housing	87%
The staff are friendly and helpful	92%
I am satisfied with the condition of my home	74%
My home contributes to my wellbeing	85%
Repairs have been done on time	81%
Repairs have been done well	83%
I felt safe with the tradespeople who did the repairs	96%

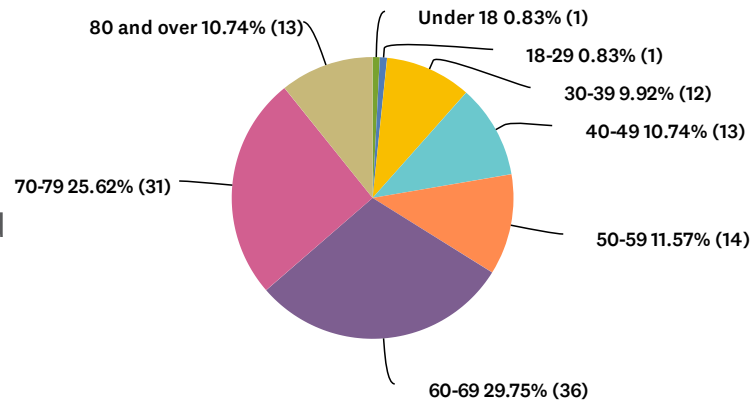
Who responded?

We received 121 responses to the survey – a response rate of 30% of our tenant population. This is considered typical for the sector, and acceptable for reporting.

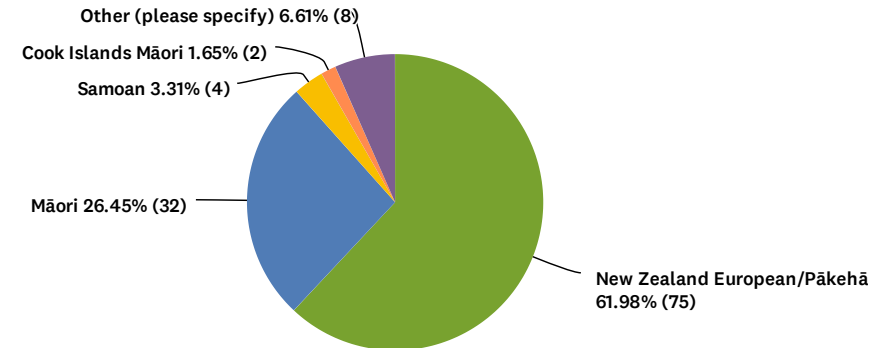
Most survey responses were completed on the paper forms (80%) while 20% were completed online. This reflects our tenant demographics (predominantly aged 55 years plus). It is important to offer these different feedback options to meet our tenants' expectations.

Respondents were generally more likely to be aged over 60, New Zealand Pākehā, and female. 70% of respondents said they received IRRS.

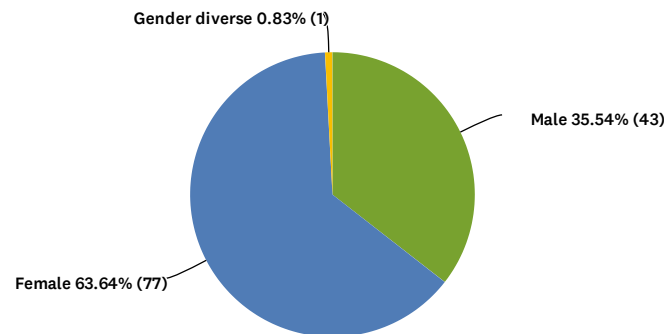
Age



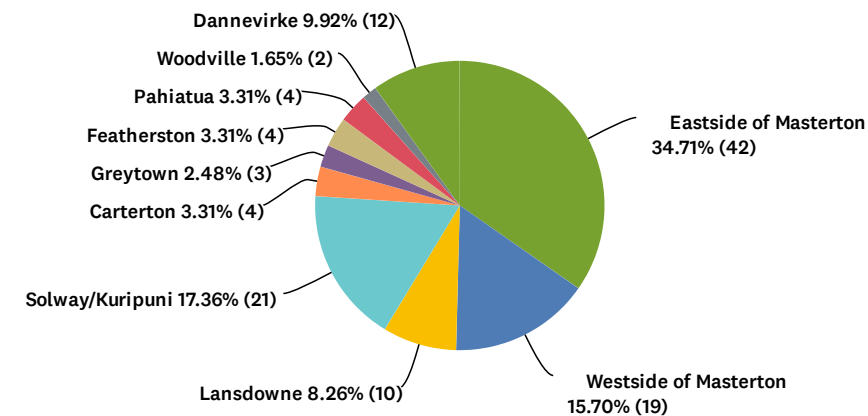
Ethnicity



Gender



Location



How the survey was done

The survey was open for six weeks and was available:

- as a printed document with a freepost return envelope mailed directly to all tenants.
- as an online survey.
- at a tenant drop-in session.
- in te reo Māori and gagana Samoa in the printed document.

Several tenants took up our offer to speak to an independent interviewer to share deeper insights. Their feedback was captured in the survey data.

We incentivised the tenant survey by offering five grocery vouchers worth \$200 each to those who completed the survey and asked to be included in the draw. Those who attended the tenant drop-in received a \$20 grocery voucher on completion of the survey.



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