



Tēnā koutou, Tēnā koutou, Tēnā koutou katoa — Greetings to you all

Season's greetings

As 2020 comes to a close so too does my tenure as Tenant Advisory Group chair.

It has been an enjoyable and fulfilling two years and I make way for two very capable people. Imgaard van Shouten and Dave Wilson will



Noeline Monsef

act as joint chair, taking the lead of the group for half a term each. No deputy is required under these terms.

Despite the time lost to Covid-19 I feel overall we have achieved several milestones, including the successful and ongoing Warm and Dry initiative, and the social activities that included bus trips to Kaikoura and high teas.

A highlight was the wonderful Art Exhibition, at which so many talented tenants were able to reach the general public through their art. TAG manned the event, and was proud to promote it.

The new year brings with it many new opportunities, including the always competitive garden awards and the Housing Heroes, a TAG-led award. TAG is also working with an electricity bulk tender business on a pilot project to help tenants cut their power bills. There will be more about this potentially very exciting development — including how to take part — early next year.

You can read more about TAG, and how to join the group on Page 2. We'd love to meet new prospective members.

Have a wonderful and safe holiday season.

Noeline Monsef
Tenant Advisory Group chairwoman



ŌCHT chairman Alex Skinner, Housing Minister Megan Woods, resident Aaron Stevenson and ŌCHT chief executive Cate Kearney open Reg Stillwell Place.

The end of a year unlike any other

Welcome to the end of a year that was far from normal for all of us.

We were all part of the team of 5 million that tackled Covid-19 and we're still doing our bit to meet the challenge.

Thanks so much for following the advice from public health officials by staying home, social distancing and keeping tabs on where you've been. I do hope our contact with you, and the information we shared, helped you get through those difficult times of lockdown and changing alert levels.

Lockdown could not slow the Warm and Dry Initiative, with more than 2200 heat pumps installed in your homes. It also didn't stop our service redesign, which we hope makes it easier and quicker for you to get the service you need at ŌCHT. The annual Tenant Satisfaction Survey gave a us snapshot of how this is working, but we would love your feedback as we work together.

We opened 59 new homes this year and we intend providing 170 more next

year. Welcome all our new tenants and I hope you have all settled in well and enjoying your new home.

Building and maintenance during a pandemic is only part of the story of the past year. There was also the pre-lockdown joy of celebrating all those wonderful gardens at the Garden Awards – amazing work from so many green fingers, and I hope we see more of the same in 2021.

Just as amazing was the Art Exhibition, an absolute showcase of some of the talent in the ŌCHT community. The creativity was truly inspiring. Some pieces of art are proudly displayed in our foyer, for all visitors to see.

It really has been a BIG year. Thank you for your efforts, for the support you have shown, and for wonderful contribution during an unusual time that challenged us all.

I wish you a wonderful festive season, from me and everyone here at ŌCHT. Take care.

Cate Kearney
ŌCHT CEO



Happy holidays!

The ŌCHT team hopes you'll have a safe and peaceful break. We're sure you'll want to unwind and recharge after what was a challenging 2020.

Our holiday hours

The ŌCHT office on Kilmore St closes at 5pm on Wednesday, December 23.

We're open again on Dec 29 and Dec 30, from 8.30am to 5pm. On Dec 31, we're open from 8.30am to 3pm.

We're closed again on January 1-4. Normal hours restart from Jan 5.

For holiday-time emergencies, call us 24/7 on **0800 624 456**

Garden Awards judges will visit you soon

Summer's a blooming beautiful time for a garden competition!

The ŌCHT Garden Awards are back for their fifth year and the judges will soon be on the hunt for our community's greenest fingers.

They'll visit all summer gardens in your area in late January. You don't have to fill in an entry form – you just have to enjoy growing a great garden.

We'll let the best gardeners know they've made the cut before the awards presentation in March.

They'll be in the running for certificates and prizes.

There's always a lot of friendly rivalry between ŌCHT communities. So catch up with your neighbours, and dig deep for the awards!

Judges will look at all front and rear



Certificate winners celebrate their success at last year's Garden Awards.

gardens. They'll look for **healthy plant growth; tidy presentation and a lack of weeds; plant colour and, if edible gardens are your thing, a wealth of healthy vegetables.**

ŌCHT employees will be with the judges when they visit. It'll be a welcome highlight of the New Year!

Your Tenant Advisory Group: an important part of community life

You and your home are part of a community – and a group of people is working hard to enrich it.

The Tenant Advisory Group is a group of tenant volunteers who advise ŌCHT. They raise things affecting tenants and drive projects that contribute to community life.

Many will know about TAG from some of the activities it has supported. It has organised bus trips out-of-town, and it has even organised high teas in many community lounges.

TAG is also very interested in the things that last much longer than time with new friends.

Tenant health and wellbeing is an important focus. TAG also advises ŌCHT on maintenance and is kept up-to-date about projects affecting residents, including ŌCHT's building projects.

TAG discusses new developments as they



Dave Wilson and Irmgaard van Schouten will lead TAG next year.

move from concept to build, and it has input into them. It is also part of the process when ŌCHT develops policies that'll affect tenants.

It's a small group – there are about a dozen members at the moment – but any tenant can apply. You don't have to be an expert on anything in particular; you just need to be

Joining the TAG team

Download the application form at ocht.org.nz – you'll find it on the **Tenant Advisory Group page**.

Call ŌCHT on **0800 624 456** or email admin@ocht.org.nz and we'll send a form to you

Any questions?

Contact TAG by visiting ocht.org.nz. You can contact the group via the Tenant Advisory Group page.

keen and available to help, and able to attend a monthly meeting.

Irmgaard van Schouten and Dave Wilson will be TAG's chair and deputy next year, and will switch roles through the next term.

They'd love to hear from you.

Bonding, support helping tenants find new jobs

Bas smiles when asked about what Job Club means to him.

“I think it’s great, and my advice to people who want to get into work is to come to Job Club,” the job-seeking ŌCHT tenant says.

Job Club is part of ŌCHT’s Employment Coach Service and is led by Job Coach Tracie Palmer.

Tracie meets job seeking tenants every Monday. Job seekers share their thoughts and experiences, and everyone learns from each other.

“I really enjoy seeing the Job Club people bond over their common goals. The support there is just magic,” Tracie says.

People who work in recruitment and with temping agencies also share their knowledge.

Tenants get help identifying their skills, preparing CVs and even getting



Job Club connects people with support every Monday morning.

clothes for interviews.

“Getting that confidence, feeling that support, that’s what it’s all about,” Tracie says.

Bas agrees: “It can feel a bit daunting getting into work. But Job Club makes it easier, I think it’s fantastic.”

**Job Club meets 10am Mondays.
For more info call 0800 624 456**

Heroes among us

Help us find your housing heroes!

We want to celebrate the people who make our communities brighter.

The Housing Hero Awards are returning after the disruption caused by Covid-19.

Past winners have done everything from helping others with their gardening to delivering food parcels — even saving lives.

You can nominate a tenant any time during the year by calling ŌCHT on 0800 624 456.

AEDs in more places

There are more automated external defibrillators (AEDs) at ŌCHT homes.

The St John Christchurch Area Committee donated AEDs for Knightsbridge Lane (Aranui), Bridgewater Courts (South Brighton), and Reg Stillwell Place (New Brighton).



There’s a new AED at Knightsbridge Lane.

They’re available for emergency use by residents and the wider community.

The 111 call handler will say where the nearest AED. They have easy to follow instructions.

There are also AEDs at Haast Courts (Linwood), Harman Courts (Addington), Mary McLean Place (Woolston) and Jecks Place (Avonside).

The annual tenant survey results are in

Thanks to everyone who completed this year’s satisfaction survey. Ten people each won a \$100 Pak ’n Save voucher for taking part.

The survey helped us learn more about you and about ŌCHT’s work. We’ll publish more later, but here are some highlights:

The results:

Overall satisfaction

82% satisfied with the quality of the tenancy service (meets target)

79% satisfied with the condition of their unit (it was 61% last year)

Housing satisfaction

93% satisfied with new heat pump

85% satisfied with maintenance contractors service (up from 76%)

84% agree their house is warm, dry and weather tight (up from 59%)

83% agree maintenance is completed when necessary (it was 76% last time)

83% think the Warm and Dry initiative had a positive impact

80% agree the lawns and gardens in communal areas are managed well

ŌCHT’s performance

92% thought ŌCHT’s lockdown response was good

84% satisfied with the call centre

84% agree they are kept well informed

81% satisfied with the overall services provided over the past year

77% agree that they are kept well informed about plans for long term maintenance (up from 65%)



The ribbon's been cut at Reg Stillwell Place

It took just three-and-a-half months to redevelop and it was opened last month with speeches, sandwiches and a few games of basketball.

Housing Minister Megan Woods helped cut the ribbon at Reg Stillwell Place - a 19-home development she called a fine example of innovation and a can-do attitude.

ŌCHT chief executive Cate Kearney told the crowd the trust's second intentional family/whanau development helped boost to 75 the number of new homes the trust provided in the past two years.

It includes 12 relocatable, refurbished homes transported from Linwood Park . The old community hall has been converted into a 3 bedroom home, and the bedsits are now one bedroom units.



Warm and Dry Initiative closes in on milestones

More than 2200 heat pumps have been installed, ventilation has been improved and insulation has been blown in and sprayed on homes as the Warm and Dry Initiative continues.

Spray in foam insulation was installed at Veronica Place and Forfar Courts, with more work to follow at more ŌCHT communities by March.

Draught stopping is on track to finish by April, before work to install thermal-backed curtains is completed by June.

The Warm and Dry Initiative is a partnership between Christchurch City Council and ŌCHT to meet the Healthy Homes Standards by 2021.

We're working hard to make sure the upgrades will be completed well ahead of when the legislation requires changes to community rental homes.

Thank you for allowing us into your homes and supporting the work of our team and contractors.



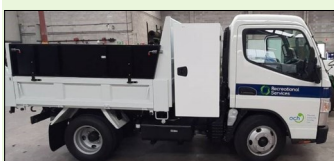
New look gardening

Our new gardening contractor Recreational Services' trucks now have the ŌCHT logo on their doors. They'll be in your neighbourhood over summer, keeping the gardens tidy and spraying weeds. Don't worry, the sprays they use have been

thoroughly investigated by our Health and Safety team, and they're approved for use.

Discounted tidying

Need help with the garden at your unit? We're offering a 25% discount on all tidies and removals of tenant garden areas booked in December. The discounted rates are \$80 for a tidy, and \$180 for removal. Call 0800 624 456 if you'd like to know more.



Thank you!

