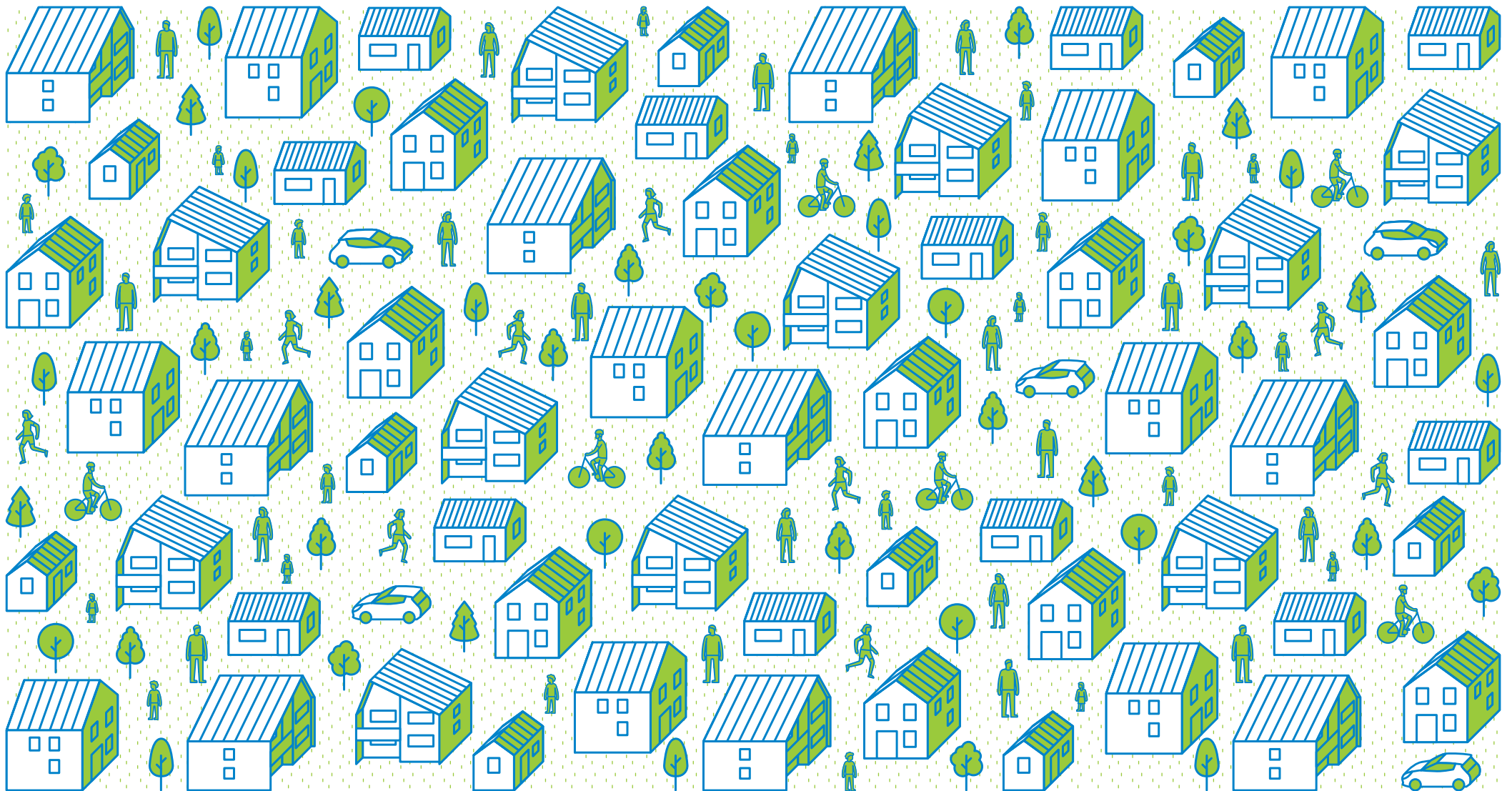


annual report fy22



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mission statement



**Providing
affordable homes
and building
sustainable
communities
where people
love to live.**

1



from the chair & chief executive

Kia ora and welcome to ŌCHT's Annual Report 2022.

2022 was a challenging but rewarding year for the Trust as we continued to face the impact of the Covid-19 pandemic while delivering our vision to provide affordable homes and build sustainable communities where people love to live.

The pandemic challenged our service delivery as we provided affordable homes to more people than ever. More than 2500 people were secure in homes they could call their own.

We worked hard to help sustain these tenancies. In a year of wonderful highlights, our new homes team supported 430 new tenants into homes.

We delivered innovative and award-winning new homes on time and on budget, even as the pandemic affected supply chains and contractor availability.

ŌCHT was established to make sustainable Council's housing portfolio. By year's end, 52% of tenants were eligible for the government's Income Related Rent Subsidy, ensuring affordable rentals while servicing our Council lease and planning for – and delivering – sustainable tenancies and improved homes.

Our trusted relationship with Council was further underscored when our Deed of Lease final expiry date was extended from 2046 to 2061.

We expanded upon our work managing the day-to-day maintenance of Council properties to undertake major maintenance, such as planned renewals. This is a significant step and sees the Trust taking a more active hand in the improvements on properties they manage.

Our focus was also on environmental sustainability and our Toitu carbonzero commitment. By year's end, more than three quarters of our car fleet was electric or hybrid.

We are proud to demonstrate consistent high scores across a range of metrics which you will see in this report.

This year we said farewell to foundation trustee Stephen Phillips, a tireless and wise steward who helped guide the fledgling trust from start-up through a period of sustained growth. Thank you, Stephen, for all that you achieved for the Trust.

We also welcomed new trustees Dr Sina Cotter Tait, Darren Evans and trustee intern Jessica Riddell. They combine enviable corporate and governance experience with a firm community focus.

In closing, our tenants are at the centre of all that we do. Everything from our services, our new or renovated homes and our revenue is ultimately deployed to support sustainable tenancies. Housing security is a foundation upon which better lives are made, in a pandemic and after.



A handwritten signature in blue ink, appearing to read 'Cate K'.

Cate Kearney
Chief Executive

A handwritten signature in blue ink, appearing to read 'Alex S.'.

Alex Skinner
Trust Board Chair



Ōtautahi Community Housing Trust (ŌCHT) is a charitable trust and the largest registered community housing provider in the South Island. We manage tenancies in more than 2400 homes across Christchurch comprising properties leased from the Christchurch City Council's community housing portfolio (76% of our properties) and Trust-owned community housing previously transferred from Council or built by the Trust (598 homes and growing).

As a charitable trust, ŌCHT invests any surplus it earns into improving and growing community housing and support services for those most in need in our city. We're no ordinary landlord; we have a tenant-centric delivery model in which we actively connect tenants and social services to foster sustainable tenancies and help build connectedness and inclusion through digital inclusion, employment coaching and whānau support.

introduction

In FY22 we demonstrated

We support our communities:

We established a whanau support service to help navigate families to the community and social supports they may need; our digital training coaching service delivered 200 sessions and made low-cost digital devices available to tenants; and our employment coach supported more than 30 job seekers. We helped get tenants vaccinated, partnering with the Maōri and Indigenous Health Institute to deliver COVID-19 and flu vaccinations in our communities.



We're innovative:

Free broadband internet was provided at community lounges in partnership with Enable; we partnered with universities on research to learn more about tenant wellbeing and transport needs, and we partnered with Orion to examine energy use and efficiency in our homes. Major maintenance functions were transferred from Council to ŌCHT, meaning ŌCHT is now responsible for all maintenance of Council-owned homes.



We're growing and improving community housing in Christchurch:

We opened new homes in Sydenham, Richmond and St Albans; we began building innovative, low carbon Homestar 7 housing in Halswell, and we planned to deliver two more new communities in FY23. Our innovative, three lane Brougham St development secured regional and national architecture and building awards.



We're committed to the future:

Our approaches to quality, health and safety and the environment were International Organisation for Standardisation (ISO) certified, highlighting our commitment to excellent service delivery and continuous improvement. Our status as an accredited Progressive Home Ownership product provider was confirmed in our next step to helping people move through the housing continuum.



ISO accreditation



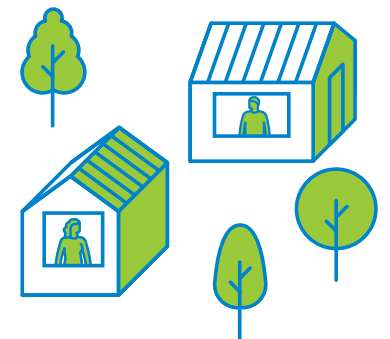
We're the only registered community housing provider in New Zealand whose approaches to quality, health and safety and the environment are International Organisation for Standardisation (ISO) certified.

Our ISO certifications were confirmed after a thorough whole-of-business audit that explored everything connected with our quality management, environmental and health and safety practices.

They demonstrate we're meeting international, expert-set standards in areas crucial to our work and reinforce our focus on providing the best service to our community and on social, economic, and environmental sustainability.

Our certifications

- ISO 9001:2015 (Quality Management systems)
- ISO 45001:2018 (Health and Safety Management systems)
- ISO 14001:2015 (Environmental Management systems)





Health and safety in action

ÖCHT performance results

Total Revenue



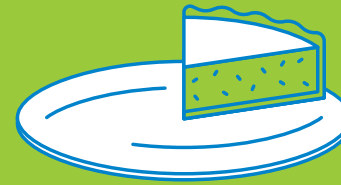
2022 **\$29.9m**
2021 **\$24.5m**



Surplus Lease Payment to CCC



2022 **\$4.7m**
2021 **\$3.9m**



Surplus Payment as % of CCC rent revenue



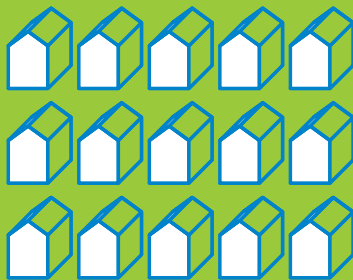
2022 **23.2%** 
2021 **21.2%** 

Tenancies Sustained



2022 **99.7%** 
2021 **99.2%** 


Total Properties



2022 **2,486**
2021 **2,418**


IRRS – CCC Properties (Income Related Rental Subsidy)



2022 **46.1%** 
2021 **41.3%** 



IRRS – ÖCHT Properties (Income Related Rental Subsidy)



2022 **70.5%** 
2021 **62.2%** 

Occupancy



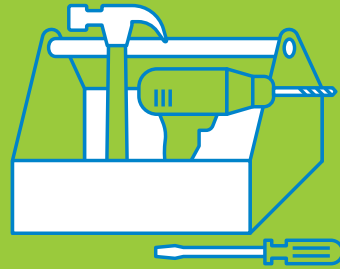
2022 **98.4%** 
2021 **97.4%** 

New Tenancies



2022 **430**
2021 **446**

Tenant satisfaction with maintenance



2022 **82%** 
2021 **80%** 



Tenant satisfaction with condition of unit



2022 **82%** 
2021 **79%** 


Revenue collected



2022 **99.4%** 
2021 **99.7%** 



Tenants agree their unit is warm, dry and weathertight



2022 **87%** 
2021 **84%** 

Tenant satisfaction with call centre



2022 **83%** 
2021 **84%** 

Tenant satisfaction with quality of tenancy service



2022 **77%** 
2021 **82%** 

Tenant satisfaction with overall performance



2022 **78%** 
2021 **82%** 

3



year in review

Better tenant outcomes

ŌCHT actively works with tenants to sustain tenancies.

ŌCHT tenants live in affordable housing at below market rent. New ŌCHT tenancies are Ministry of Social Development (MSD) Income Related Rent tenancies. This year 46.1% of the Council's portfolio and 70.5% of ŌCHT tenancies received the income related rent subsidy. The remaining tenants who transferred to ŌCHT from Council on October 2, 2016, are on an Assisted Rent. ŌCHT subsidises these rentals. A tenant on an Assisted Rent is not expected to pay more than 85% of the annually assessed market rent and will not have more than a net 5% rent increase a year. In FY22 tenants on an assisted rental paid, on average, 64% of the assessed market rent. ŌCHT discounted the rent by \$5.8 million to ensure rentals were affordable for low income tenants.

ŌCHT provides targeted support to tenants to help work through any issues that may affect sustaining tenancies. Our target is to sustain no less than 99% of tenancies; 99.7% were sustained in FY22 and fewer than 10 (0.03%) tenancies ended due to ŌCHT-initiated action. Over the year, 98% of tenancies received at least one wellbeing visit and one property inspection visit. Among our support initiatives, ŌCHT employs an Employment Coach who helps tenants to become work-ready and assist them to access work opportunities. During the COVID-affected year, 11 of 34 tenants supported by the programme were helped into employment.

Better tenant outcomes story: Whanau support

ŌCHT's new whānau support service expanded its focus to help even more families establish community connections as they settle into their new surroundings.

Support worker Catalina works with families in ŌCHT's new Brougham Street communities, and in Hastings St East, Tiwaiwaka Lane and Gowerton Place.

The move reflects the growth in whanau joining ŌCHT communities as new family-sized homes are built or become available for new groups of tenants.

Catalina gets alongside people with children as early as she can, providing guidance and support to establish community connections as they settle into their new homes.

She helps whanau with everything from connecting with social services and GPs, to linking them with other families in and around their community.

"As much as I can, I help people settle and feel settled. The hope is whanau will be better able to sustain their tenancies in a place they consider home."

Catalina's worked closely with migrant families, who often feel a sense of isolation as they adapt to a new language and social setting.

She's also brought mothers together to overcome the isolation they feel without close family connections and supports. Encouraging engagement can take time: many people are involved with many agencies, and it takes time for people to see how their landlord might help, Catalina says.

Catalina encourages people to make the most of ŌCHT services such as the employment service and digital coaching – services that continue to have great results for tenants.

She's also developed an extensive and growing list of community organisations and activities to further encourage community connectivity.

3.1 Our homes: Property and development

ŌCHT is a landlord building sustainable communities. We aim to replace homes damaged by the Canterbury earthquakes and to build more. We delivered 70 new homes and two new communities at Gowerton Place, Richmond (December) and Coles Place, St Albans (April) in FY22. The last of the Brougham St development's communities, the 30-home Hoiho Lane, was officially opened in July. Our developments continued to be delivered on time and on budget. We have delivered 229 new homes since 2019.

Plans for 86 new homes were developed for delivery in FY23. Construction of six homes at Glovers Road, Halswell, began in late FY22 ahead of opening in FY23 (September 2022).

Most properties in ŌCHT's property portfolio are older homes which would not meet building codes if built today. In partnership with Christchurch City Council, who funded the upgrade programme, ŌCHT has improved all lettable properties to meet the Government's Healthy Homes Standards.

Our tenant survey found 87% of respondents agree their home is warm, dry, and weathertight in FY22. This was up from 84% last year and 59% in FY20. It also found 82% are satisfied with the condition of their home and its maintenance. We undertook 11,964 minor maintenance jobs in FY22, 27% more than FY21, and completed 98% of all jobs within timeframes over the period.

Occupancy is a key performance indicator of our teams working together to prepare a property for the next tenant. Our average annual occupancy achieved our 98% target, improving on the previous two financial years.



Property and development story: New homes combo

ŌCHT opened new homes in three new communities to further lift the standard for community housing in Christchurch.

Each achieved New Zealand Council Homestar ratings demonstrating they'll be warm, dry and efficient to run for decades to come.

Hoiho Lane (Homestar 7) was the first community opened during FY22 and the last of three ŌCHT opened in its three community Brougham Street development.

Like Hoiho Lane, Gowerton Place (Homestar 6) and Coles Place (Homestar 7) feature homes for families, couples and singles set in deliberately landscaped grounds.

They're all made from modern materials, and with passive solar design and high-spec insulation to make them environmentally sound and cheaper to run.

They have private courtyards and share communal spaces and vegetable gardens, fruit trees and grassed gathering spaces.

There's space for people to meet and children to play.

ŌCHT chief executive Cate Kearney says the new communities are future-proofed responses to the ongoing need to help people in need.

"Community housing is needed more now than ever, especially as we see the impact of the housing shortage, high rentals and the effects of COVID-19 on the number of people in need of a home."

All ŌCHT's new builds are designed to meet Homestar 6 requirements, at a minimum.

"More and more people need a home, and they want the chance to sustain their tenancies, to have the security that comes with having a home and being part of a community.

"ŌCHT is committed to helping people achieve sustainable tenancies, and to providing warm, dry, safe and modern homes."

The new homes further demonstrate the Trust's design and construction capability, and the standards achieved by its project partners.

ŌCHT's delivered 229 new homes since 2019; 213 of them since 2020.

3.2 Sustainability: Environmental

Toitū te whenua (environmental sustainability) is one of our core values and we seek sustainable and innovative solutions that result in environmental benefits, cost efficiencies and increased tenant satisfaction. All new ŌCHT community homes are built to at least New Zealand Green Building Council Homestar 6 standards, to ensure they have lower whole-of-life operational carbon and are cheaper and more efficient to run. In FY22, we began building six Homestar 7 homes at Halswell that use an innovative low carbon construction process. We've partnered with Orion to learn more about energy use in our new Homestar 7 homes in the Brougham Street communities.

We are a Toitū Carbonzero Certified Organisation and our involvement in the Toitū Envirocare Certification Programme is helping us reduce our impact on global warming. We are committed to reducing our office's carbon footprint by 5% annually to achieve an overall 25% reduction by the end of FY2026. In FY22, we produced 37.25 tCO₂e of emissions, 22% less than in FY21 and 26% less than FY20. This is in-part related to reduced air travel due to COVID restrictions, and the same rate of reduction is unlikely to be sustained as normal business activity resumes.

We're building toward achieving a low carbon car fleet. At the end of FY22, 11 of ŌCHT's 14 car fleet was electric or hybrid. Four e-scooters and three e-bikes are used by staff for short trips in the central city. We also started a two-year trial providing two electric cars for tenants' subsidised use on the Zilch Car Sharing service and partnered with university researchers keen to see the impact low carbon alternatives had tenant transport.



Environmental and business story: the Mahana House

ŌCHT is building sustainability into its communities. The Trust has improved the thermal envelope of all its homes and all new builds must achieve at least New Zealand Green Building Council Homestar 6.

High thermal-value, low-maintenance homes are warm and efficient to run and over time have a lower lifetime carbon impact than other building types.

Further innovation was explored when ŌCHT commissioned Naylor Love to build a duplex of six, open-plan, two-bedroom homes in Halswell.

Naylor Love's Mahana House design combined ŌCHT's specifications with building innovations that look set to be used in community housing nationally.

Naylor Love community living project director Craig Dixon says utilising robust, low-maintenance materials and building to exceed current building and thermal efficiency standards means they'll have an enduringly low carbon footprint.

"This is a win for the people who'll live there, for the Trust because of the long-term reduced impact on its resources, and for sustainability. Community housing is in it for the long term, so sustainability has to be valued."

The resource-efficient build utilised offsite pre-nail and Cross Laminate Timber manufacture/computerised numerical control cutting to reduce waste and improve the prefabrication programme.

The wall linings are of high-pressure laminate, which is much more durable than plasterboard. They have high insulation-value roof panels, high performing thermal glazing, and there is additional insulation in the framework.

They have a balanced air ventilation and heat exchanger system that runs consistently and efficiently, taking out stale air and bringing fresh air into living and bedrooms.

The homes have a New Zealand Green Building Council Homestar 7 rating and ŌCHT general manager property and development Ed Leeson says that means they'll be warm, dry and efficient to run for years to come.

"They set a new standard and further ŌCHT's aim to progressively and significantly improve community housing in our city."

3.3 Strategic partnerships

ŌCHT and Christchurch City Council are strategic partners. Together, we are making the Council's housing portfolio sustainable, and improving and growing Christchurch community housing stock to support the needs of our growing city. ŌCHT has managed all minor maintenance of Council-owned homes since 2017 and in FY22, ŌCHT took over all planned maintenance and renewals of the council's portfolio as-well-as developing and updating a long-term Asset Management Plan. Our development programme continued with the support of Council loans.

ŌCHT is one of six collaborative partners of Housing First Christchurch, ensuring people experiencing chronic homelessness (kaewa) can

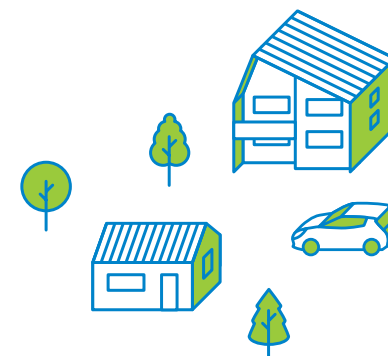
access housing and wraparound support services. ŌCHT employed two dedicated Tenancy Advisors to work with kaewa living in our homes, managing 64 Housing First tenancies in FY22.

ŌCHT is a member of Community Housing Aotearoa (CHA), the Community Housing peak body. CHA is the voice of the community housing sector nationally, promoting housing policy, building capacity and fostering collaboration. ŌCHT's chief executive is the co-chair of the CHA Council and the CEO & Sector Leaders Forum, work that influenced the Government's National Policy Statement on Housing and Urban Development.

ŌCHT's CHP model and partnership with Council has been increasingly attractive to other local governments, particularly those struggling with the financial sustainability of their portfolios. Our insights were shared with the Wellington City Council as it successfully prepared its case to form a CHP.

We want to be a great employer and we monitor employee satisfaction and other key indicators to help achieve this. Our fortnightly OfficeVibe surveys provide an overall "engagement" score, which is loosely defined as the commitment and engagement an employee has to the organisation at any given time. On average, this was 74% in FY22.

We continue to offer a range of employee benefits that meet and exceed our statutory obligations.



Strategic partnerships story: major maintenance bedding in

Wycola Courts, a Christchurch City Council owned complex, tenant Russell says a picture “only” captures a thousand words – and that’s not nearly enough to capture the improvements to his home.

“The new carpet, the double glazing, the warmth, you won’t get all that, but you can give it a go. It’s amazing, that’s what it is. It’s amazing.

“Just look at it. You’d be paying hotel rates every day to live somewhere like this. It’s 100%.”

The Trust now manages major maintenance of council-owned properties. This spans everything from external painting and roof replacement to full interior renewals.

The change also shifts asset management planning, works planning, reactive and scheduled maintenance, upgrades, contract management and data collection to ÖCHT.

The Wycola Courts homes received extensive refits. Bathrooms were reorganised with modern fixtures and kitchens got new cabinetry and stoves.

Fake fireplaces were removed from lounges, bulkheads were removed to lift bedroom ceilings, and cavity sliders gave rooms much more useable space.

Walls got new insulation and under-floor copper pipes were replaced. Homes were painted and new floor coverings complemented new blinds and thermal curtains.

Their thermal envelope is improved, too, by thermally broken double glazed doors and windows. They’re illuminated by LED lights and warmed by heat pumps.

“It’s better, much better - I haven’t even had to use the heat pump yet,” Russell says returning to his sun-drenched patio.

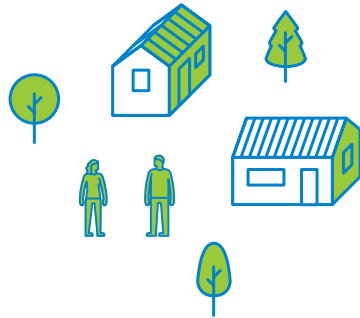
“It’ll be a good winter, it’s a good place now.”

Project manager Nigel says the improvements add up to great homes - and to remarkable feedback from tenants.

“People really appreciate what’s being done, and even people who didn’t want it done, who didn’t want to move to get it done, they can’t wait now.

“We’re improving the homes and it’s lifting the feeling amongst the people who live there. Mate, I think that’s awesome.”

3.4 Tenant satisfaction



The Annual Tenant Satisfaction Survey measures tenants' satisfaction with the services provided by ÖCHT and provides us with important information on how we can improve our services to tenants.

Surveying was completed during the year and 681 tenants took part. Of these, 627 (92%) completed the survey by post and 54 (8%) submitted their feedback online.

Social Housing: Overall Satisfaction

levels of service meet all recommended targets

87%

agree that they are kept well informed about ÖCHT news and activities through the ÖCHT Our Chat newsletter (84% in 2021).

94%

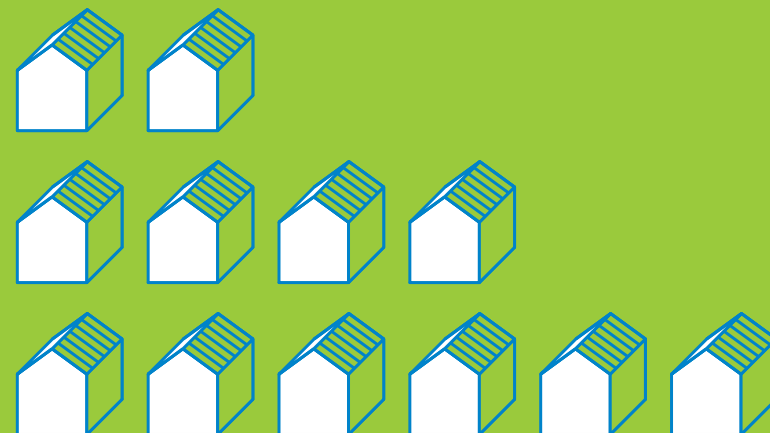
are satisfied with their heat pump (93% in 2021).

79%

agree that they are kept well informed about plans for long-term maintenance of their home and complex (77% in 2021).

71%

agree that the lawns and gardens in communal areas at their complex are managed well (down from 80% in 2021).



ŌCHT Performance

stability & high degree of general satisfaction



83%

are satisfied with the Trust's call centre (84% in 2021).

78%

are satisfied with overall services provided in the past 12 months (81% in 2021).

Satisfaction with Residential Unit

satisfaction levels Improved on most key measures



83%

are satisfied with services provided by ŌCHT maintenance contractors (85% in 2021).

82%

agree that unit maintenance is completed when necessary (83% in 2021)

87%

agree that their house is warm, dry, and weather tight (84% in 2021).



3.5 Special projects

Several significant projects focused on driving continuous improvement for the benefit of tenants and stakeholders were commenced, developed or completed during FY22.

Certifying is an extensive audit process providing independent, expert-led assessment and advice confirming our business is achieving international standards in key areas.

ŌCHT bedded-in the transfer of major maintenance from CCC, giving it overall responsibility for the planned maintenance and renewals of the Council's portfolio as well as developing and updating a long-term Asset Management Plan.

A housing (tenancy) software system delivering greater functionality for our teams was implemented. The software, Cx Housing, is a housing management system with potential to manage property data to enhance service and business performance. It gives ŌCHT better visibility of tenancy matters such as rent and damage arrears.

Our work to improve tenants' digital connectivity and confidence grew with the establishment of a digital coaching service. This was made possible through a grant from Rata Foundation, and group training was supported by Te Wananga o Aotearoa affiliate Kanorau Digital.

Low-cost digital devices were provided for tenants engaged with our digital training programme in partnership with the Rata Foundation and Manaiakalani Education Trust. Our partnership with Enable Fibre Broadband to further improve digital connectivity refocused on targeted wi-fi solutions when it became clear universal ultra-fast fibre broadband connectivity plan Enable offered was not possible. As a first step, free wi-fi for tenant use was provided at ŌCHT lounges.

Our status as an accredited Progressive Home Ownership product provider was confirmed in our next step to helping people move through the housing continuum. We look forward to developing this further in the new year.



Special projects story:

Digital training free courses/subsidised devices/free lounge internet combo

Photo: Anwar unboxing his new device

Anwar carefully opens the box that will help him log into a new future.

Eyes smiling, he pulls the plastic-wrapped slim-line sliver from the cardboard.

“Yes,” he says in quiet approval as he drops the protective sleeve onto the table.

“Oh yes, this is it. This is very good.”

Anwar had just bought his first computer and he was keen to get started.

The Chromebook was supplied by Manaiakalani Education Trust, via ŌCHT’s digital coaching service. The subsidised unit cost a fifth of its shelf price.

Anwar’s was the first of dozens of laptops and tablets ŌCHT offered to tenants who completed free digital training provided by ŌCHT and national digital skills trainer Kanorau Digital.

Anwar was at the first training session, in the Harman Court lounge, in September.

The connection and the computer helped Anwar further develop his skills using Kanorau Digital’s online learning modules.

They also further opened the digital world to a family previously reliant on handheld devices.

“This will be a big change for us,” Anwar says. ŌCHT digital coaching advisor Jo says the

devices help people continue the connectivity journey they started with the digital coaching service.

In a mix of group sessions in community lounges and one-on-one support, the service helps people develop the skills and confidence to make the most of the web.

Surveys before we started the service showed ŌCHT tenants were among the most digitally excluded people in Christchurch, a situation further affected by difficulty accessing training to boost skills and confidence in the online world.

That means they’re unable to easily access crucial social, health, education, financial and communication tools to maintain and grow social connections.

The digital training programme is setting this right.


The coaching programme continued as fibre company Enable explored a universal free internet plan. While this could not go ahead, Enable provides free wireless internet at community lounges while ŌCHT explores alternatives.

3.6 Business sustainability

ŌCHT returns surpluses to Christchurch City Council and enhances the quality of the leased portfolio. ŌCHT pays a base lease and a proportion of any surplus, with the overall aim of delivering a financially sustainable portfolio for this Council ring-fenced asset group. In FY22, \$4.7 million additional lease was paid to Council. ŌCHT retained a \$3.5m surplus for reinvestment in new ŌCHT properties, maintenance of existing properties, and services to our tenants.

New tenants from the Ministry of Social Development's Public Housing Register are eligible for the government's Income Related Rent Subsidy. In FY22, 46.1% of tenancies in Council-owned homes received IRRS, up from 41% in FY21 and 36% in FY20. Tenancies that transferred from Council in October 2016 are not eligible for IRRS, so ŌCHT subsidises their rent. This was worth \$5.8m in FY22, from \$5.4m in FY21. Rent recovery aids sustainability; in FY22 99.4% of rent was recovered.





**ŌCHT opened Gowerton Place
in December 2021 as part of
a building programme that
continues into the new year
and beyond.**

3.7 Financial results

Financial
Statements
2022

Statement of Financial Performance	2022 (000)	2021 (000)
Total Revenue	28,374	24,426
Non-Exchange Revenue		836
Total	28,374	25,353
Gain on sales / investment property	3,279	678
Lease to CCC	(5,347)	(11,508)
Maintenance for CCC	(9,991)	(3,607)
Direct Expenses	(2,672)	(2,931)
Employee Benefits	(3,634)	(2,834)
Other	(6,462)	(3,460)
Surplus (Deficit)/year	3,547	1,600
After property revaluation	29,942	19,583

Statement of Financial Position

	2022 (000)	2021 (000)
Net Current Assets	(219)*	(3,038)*
Non Current Assets	143,962	107,269
Non Current Liabilities	(51,663)	(46,165)
Equity	92,080	58,066

* Net current assets includes cash of \$5,729k (2021 \$3,246k)



Summary & year ahead

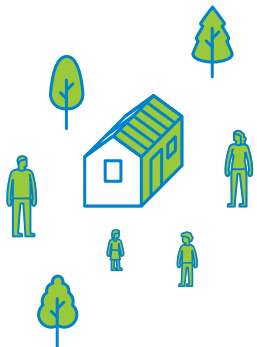
ŌCHT was formed out of the Christchurch City Council's wish for a financially sustainable housing portfolio and this year's results – with those of the previous five years – reaffirm the Trust's success in making this happen. Our results are not merely financial; the Trust's successes are clearly demonstrated in metrics spanning everything from maintenance response and completion to the number of homes refurbished and built, to tenant satisfaction and the fact our tenant-centric service delivery and special initiatives contributed to a community in which 99.7% of tenancies were sustained.

We enter our seventh year confident of our success and excited about what we plan to achieve in FY23 and beyond. We'll continue to focus our operations on building and consistently improving community housing provision, quality and support in Christchurch. We'll continue to advance our building while identifying and pursuing

regeneration opportunities, including the conversion of older bedsits into one-bed homes. We'll invest in projects to meet our sustainability objectives, including building at least one carbon neutral complex and we'll partner with ethical finance to deliver our housing pipeline. We'll continue to bolster our tenancy management and support work with initiatives that further empower tenants to achieve sustainable tenancies. Our employment and whanau support work will continue, and our digital coaching will work alongside initiative to give tenants more access, confidence and knowledge in the digital space. Across all our mahi, tenants will remain at the centre of all we do.

ŌCHT is now an accredited Progressive Home Ownership provider, and development and provision opportunities can now be explored that will allow us to offer affordable first homes. We will continue to work with the government and other community housing providers to bring about changes which will strengthen the sector in Aotearoa and ultimately lead to more people being well housed.

And in our city, we'll continue to work with tenants, partners and stakeholders to ensure we continue to deliver on our mission to provide affordable homes and build sustainable communities in which people love to live.





Year ahead: ŌCHT major maintenance project co-ordinator Steve Pounsford inspects the fresh paint and new guttering lifting homes at Forfar Place. ŌCHT's planned maintenance programme will continue to improve older properties through the new financial year.

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