

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

Kia ora

Annual Garden Awards are a welcome event on the OCHT calendar. We enjoy the care tenants invest in their gardens and this year the quality of gardens has been spectacular with more awards given out than in previous years. Congratulations to the winners and all our gardeners.

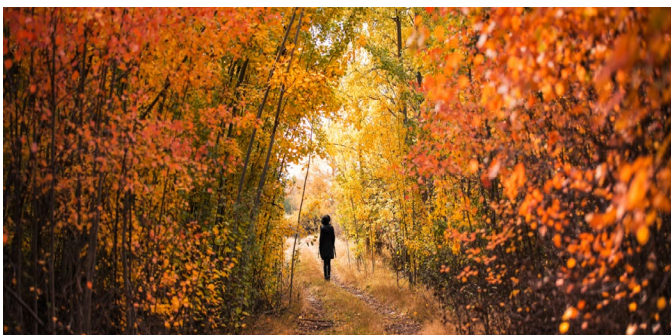
Thank you for your feedback in the annual Tenant Satisfaction Survey. We are reviewing feedback and will include in our service plans. For example, this year we have a different approach to property inspections (Pages 2 & 4).

2019 will be a busy year for OCHT. In addition to our tenant and property activities we are building new social homes. In January we opened an eight home development in Opawa. We are about to start building 40 new homes in the suburbs of Charleston, Sydenham and St Martins. Thanks to TAG for their feedback on our initial concepts. In 2020, these homes will be available to applicants registered on the MSD Housing Register.

As you know, OCHT is committed to sustaining tenancies. However, this is always balanced with the safety of tenants and the wider community. From time to time people in any neighbourhood may become concerned about behavior around their home and neighbourhood. If you are concerned about disputes or behaviour in your complex, please let us know by calling your Tenancy Manager on 0800 624456.

Ngā mihi nui

Cate Kearney
(CEO)



Dear tenants,

We approach our second year with a solid foundation and a better understanding of our tenants' priorities and areas that require more attention.

To maximise our TAG expertise, we are now forming smaller focus groups of TAG members to approach areas such as:

- Social activities
- Maintenance
- Health and wellbeing
- Communications

We are always wishing to acquire tenant input into all of these areas and welcome any suggestions you may have.

As we plan our agenda for the upcoming year, we hope to visit complexes so we can hear firsthand what your contributions are.

Please join us in establishing and maintaining a great connection between tenants and OCHT.

Many thanks

Noeline Monsef
(Chairperson)



The Tenant Advisory Group (TAG) is made up of 16 tenants living in OCHT managed homes. If you wish to connect with someone on the TAG please call OCHT office and we will pass your details on to a TAG member. You can also write to the TAG via OCHT, PO Box 53, Christchurch, 8140.

2019 GARDEN AWARDS

The annual OCHT Garden Awards celebrates tenants who maintain their gardens to a high standard. Judges from the Christchurch Beautifying Association judged summer gardens from 21-25 January 2019. All 104 complexes were visited and the standard was high with a record number of 119 certificates awarded, including 28 Highly commended.

Judges visited the front and rear tenant gardens, focusing on healthy growth, tidy presentation, very little weeds, good colour and/or a wealth of vegetables. The award ceremony took place on Wednesday 6th March at Turanga, the Christchurch Central Library.

AWARD	PERSON	COMPLEX
Grand Champion	Alice Tomlins	Reg Adams Courts
Second Place	William Cochran and Irene Barr	Reg Adams Courts
Third Place equal	Patricia and James McKenna	Cedar Park
Third Place equal	Alexander Wilson	Aberfoyle Place
Pot and Tub winner	Paul Funnell	HP Smith Courts
Special Award – Largest Marrow	Ethel Martin	Regal Courts

Grand Champion, Alice with CEO Cate Kearney and judge Pam Sharpe.



OCHT would like to thank the The Great Journeys of New Zealand for donating a double return pass on the Tranzalpine gifted to the Grand Champion.

TENANCY MANAGER INSPECTIONS

Thank you for taking the time to tell us how often you would like your Tenancy Manager to undertake an inspection of your home in the Tenant Satisfaction Survey. Following this feedback, we have amended our inspection programme which means that we will visit you every six months. The inspection visit is an opportunity for you to discuss any concerns you have about your home, your tenancy or to feedback on the services that you receive.

As part of our inspection programme we will also arrange an annual meeting within your complex to discuss any issues, concerns or suggestions for the complex. This also provides an ideal opportunity for the Trust to update you on our plans. We look forward to meeting you again in 2019.

EXCESS FRUIT

If you live at a complex with fruit trees and no one is using the fruit, please let us know. We will advise other tenants and City Harvest who could come and pick the fruit for use by others. This saves the fruit going to waste and is also a good community action of paying it forward to help others in need.



RECOGNITION OF MILESTONE BIRTHDAYS

Since July 2018, OCHT staff have been delivering a little something special to acknowledge milestone birthdays, reaching 70, 80 or 90 years of age. During the last eight months we have celebrated eight 90th birthdays, sixteen 80th birthdays and thirty-seven 70th birthdays. Happy Birthday to you all!

Penelope's Cakery Deli in New Regent Street in the city is the creator of these lovely little treats.



TAG BUS TRIP TO GERALDINE

It was a full day outing leaving 8am and returning by 5pm. The journey there was via Ashburton and our return was via the beautiful inland scenic route which takes in the Rakaia Gorge.

It was great to see tenants from different complexes forging new friendships and experiencing the delights that Geraldine has to offer.

We are in the midst of organising another trip, this time to Akaroa and look forward to your participation.

We intend to organise events throughout the year, and will keep you posted via OUR CHAT and flyers to each complex.

"We appreciate the guidance of OCHT staff in our ventures, and for the great travel company we use for these outings." - Cheers from the TAG

BUS TRIP TO AKAROA – 5TH APRIL

Organised by: TAG
When: Friday 5th April
Cost: \$18 per person (no refunds)

Bus departs Litchfield St entrance of bus exchange.

Departs: 8.30 am
Returns: 5.00pm (approx.)

BYO lunch and money for activities

Toilet and coffee break at Little River (30 mins)

For more info and to book, please call:

Yazmin 021 133 2909

Noeline 021 240 4463



REGULAR ACTIVITIES AT COMPLEXES ALL TENANTS WELCOME!

HOUSIE			
Bryndwr Courts 26 Lees Rd, Strowan	Mondays Fortnightly 1.00pm	\$2 for afternoon tea, raffles available	From 11 th March
Clent Lane 62 Cobham St, Spreydon	Tuesdays weekly 1.15pm	\$2 for afternoon tea, raffles available	Ongoing
Fletcher Place Off Bowan St Upper Riccarton	Thursdays Fortnightly 1.15pm	\$2 for afternoon tea, raffles available	From 14 th March
INDOOR BOWLS			
Fletcher Place Off Bowan St Upper Riccarton	Tuesdays Weekly 1.30pm	Free	From 12 th March
SOCIAL AFTERNOONS			
Biddick Courts 14 Claydon Place, Dallington	Tuesdays Fortnightly 1.30pm	Free. Join us for pool, board games and a chat	From 12 th March

Watch this space!

Members of the Tenant Advisory Group (TAG) will be actively looking at increasing activities at complexes as one of their projects to focus on this year.

UPCOMING ACTIVITIES

HOUSING HEROES – June/July 2019

We will be running this again later in the year, so start thinking now of who you would like to nominate as a Hero in your complex, someone who goes that extra mile.

ART COMPETITION – Feb 2020

We will be running an art competition early next year and will involve a display of works created by OCHT tenants at the ChCh Art Gallery. This will incorporate many factors of art but more information to come later.

TENANT SATISFACTION SURVEY FINDINGS

A big thank you to those who completed the Annual Survey and sent in your responses. We appreciate your time and input – there was a lot of interesting information you told us.

Overall the results were positive with areas OCHT would like to improve on this coming year.

OCHT Performance	2018	2017
Service provided by Tenancy Manager	81%	79%
Service provided by Call centre	82%	78%
Overall services provided	80%	77%
Unit Maintenance	73%	70 %
Lawns and gardens	66%	54%
Kept well informed on future plans	66%	70 %
OCHT considers tenant suggestions	49%	50 %

We asked you for your preference on the frequency of inspections. **There was a clear preference for inspections twice yearly.** Your Tenancy Manager will advise you of when these will start.

Inspections Frequency	Response %
2 times a year	49 %
3 times a year	20%
4 times a year	28%
No response	3%





Ōtautahi Community Housing Trust
61 Kilmore Street, Christchurch, New Zealand 8013
Community organisation
10 like this.

 Like

SCOOPYS

We contacted a few of you who received scoopys, door snakes and bubble wrap seeking feedback on how well these are working for you.

One concern was that there was no handle for the scoopy in the box and it didn't seem to work too well.

Below are images showing how the handle is stored in the box and how you assemble.

Also, it is important that the rubber side of the scoopy makes contact with the glass surface and be wiped up (not down) the window to collect the condensation.



Contact Details: Ground Floor, 61 Kilmore St, P.O. Box 53 Christchurch 8140

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