

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

Kia ora,

Welcome to the Spring edition of our newsletter.

As part of our commitment to listening to your feedback, OCHT will introduce a new maintenance approach in October. We have heard your concerns about grass on footpaths and from October we will catch all grass clippings. You can read more about this change on page 2 of the newsletter.

This year the Trust ran its Warm and Well project for the second year. In total we gave out 286 scoopys, 208 draft stoppers and 31 window bubble wraps between April and July 2018. Thank you for your positive feedback on the benefits of these items, it's great hearing how these are helping you. Many thanks to Anthony Harper and Age Concern Canterbury who sponsor this project.

Insulation has been a topic of interest over the winter months. We are working with Christchurch City Council to provide access so that all properties are assessed for insulation. Where properties can be insulated, Council will do so through a planned programme of works. Unfortunately, some properties are difficult to insulate and are exempt from requiring insulation. For those properties that cannot be insulated, we will work with Council over the next year to improve the warmth and dryness of your homes as much as possible.

On behalf of the team here at OCHT we wish all the best for spring and look forward to seeing you at one of our community events.

Ngā mihi nui  
Cate  
(CEO)



Hello everyone,

As I compose this contribution to OUR CHAT, I am looking through my window to cold, wet, blustery weather, nevertheless confident that by the time you are reading your copy the weather will have taken a significant change for the better.

Spring is a lovely time of the year, a time when those residents who are keen, or even casual gardeners are busy preparing areas of garden, soon followed by the planting of floral or edible seeds or plants.

If you are one of those residents who have not participated in this rewarding activity, but think you would like to try, hesitate no longer and go for it! You have nothing to lose and possibly a lot to gain. Start with a small area, all you need is a small trowel and fork and a will to succeed.

Speaking of gardens, the TAG has outgrown our original venue and from Thursday 27<sup>th</sup> September, our monthly meetings will be at Avebury House in Eveleyn Couzins Ave, off North Avon Rd. This venue is a lovely old homestead with large trees and well-maintained lawns and gardens, presently displaying a type of miniature poppy that I have not previously encountered.

Residents are most welcome to attend our meetings. If you are travelling by bus catch the number 60 (Hillmorton-Southshore) and alight on Stanmore Rd at the Linwood Working Men's Club stop, cross Stanmore Rd and walk down Forth Street to the end, then continue onto the walkway that leads you right to Avebury House.

The Committee extends sincere thanks to the administrators of the St Mary's Church in Manchester St for providing a very convenient and satisfactory meeting venue for the past 11 months.

Jim McMillan  
(Chairperson)

## NEW MAINTENANCE CONTRACTORS

You may be aware that OCHT reviewed their maintenance contract this year. As a result, we will be making positive changes. From the 1<sup>st</sup> of October you will see new Contractors around the complexes delivering our maintenance.

We have listened and acted on tenant feedback and are pleased to tell you that the new maintenance works includes catching grass clippings, rather than mulching the lawns. We really do hope that tenants are pleased with this change.

**From 1<sup>st</sup> October the main contractors will be:**

- Electrical - Josh is a Sparky
- Plumbing - Ross Richdale Plumbing
- Carpentry - Switched on Facilities
- Lawns - Glenharrow
- Gardens - Turf Technology

Your safety is important to us, so please remember that all contractors will have an OCHT ID card and they must present this to you when they arrive at your home. As always before you let anyone into your home, make sure you are confident that they are who they say they are. If you have any concerns, please call OCHT immediately.

As with any changes, some teething issues are likely to occur so please advise us so that we can fix any issues as quickly as possible.

We will seek formal feedback from the OCHT Tenancy Advisory Group to see how you think these changes are working. Tenants will also have the opportunity to give us feedback in the next Tenant Engagement Survey.

**Reporting a repair remains the same. Simply call OCHT on 0800 624 456 if you have a maintenance need and we will send the right contractor to you**



## OCHT AND TENANTS CONNECTING

The weather is improving and we will soon be heading into the busy season of BBQs, morning teas and general get-togethers at complexes. The Trust sees these as great opportunities for you socialise with your neighbours and for us to hear your ideas.

With over 2300 tenants living in 104 housing complexes spread across the city, it is a challenging task to get around to everyone, but we are working on getting around to as many of you as possible.

**If you are thinking about organising a get together or activities at your complex and would like some support, give Jane or Rick a call at the office 0800 624 456. They will be keen to hear from you and happy to help make your idea happen.**

## A VERY SPECIAL ANNIVERSARY

Long term OCHT residents Harold and June recently celebrated a momentous day reaching their 70<sup>th</sup> Wedding Anniversary.

They received cards from the Queen, the Prime Minister and the Governor-General.

70<sup>th</sup> Wedding anniversaries are apparently so rare that there aren't even cards made with this written on them!

We thought this occasion was well worth acknowledging and feel fortunate to have Harold and June living in an OCHT home.



*Harold and June receiving a cake from their Tenancy Manager, Lynette.*

## VOLUNTEERING IN YOUR COMMUNITY

Have you thought about helping in your community and wondered what you could do?

Have a chat with your Tenancy Manager or Tenant Engagement team Rick and Jane and they can help connect you with the right people.

## TENANT ADVISORY GROUP (TAG)

The TAG is a group of tenants who provide advice to the Trust on matters the Trust puts to the TAG for consideration. In addition, the TAG works together to support tenant led activities.

Key matters the Trust is putting to the TAG for comment over the coming months:

- Car parking in complexes
- OCHT Pet policy
- Correspondence from OCHT to tenants
- Volunteering and employment opportunities
- Introductions and support for new tenants
- Good Neighbour Agreements in complexes

We will keep you informed of the outcomes through the newsletters.

**The TAG is not your contact if you have issues/concerns at your unit/complex. Your Tenancy Manager is your first point of contact for such matters.**

## PATHWAYS MAINTENANCE

We had a great response with 18 tenants putting their hands up to help with spraying moss and lichen on complex pathways; on the whole, this product seems to be working well.

**If you are keen to use this at your complex, give us a call and we will arrange to drop some spray out to you.**

## SMOKE ALARMS

**If you hear a neighbour's smoke alarm going for longer than just a quick test, please investigate and if necessary call 111 Fire.**

**You could save a life.**

## MATARIKI CELEBRATIONS

We had over 20 people join us in celebrating Matariki at Maurice Carter Courts on Friday 15<sup>th</sup> June. They were treated to some great home cooked kai, fun games, songs and had a go at making some 'stars'. There was lots of story sharing and everyone left with full tummies.



*John and Yvonne from Maurice Carter Courts with their completed stars.*

## WRITING A WILL INFO SESSIONS

Five sessions were held at different community lounges during the week of 6-10 August. These were well received with people finding the information very useful. A big thank you to Community Law, Canterbury Health and the Funeral Directors Association for their time and valuable information they shared with us all at these sessions.

**These sessions happened because you told us you wanted to know more about writing wills. Are there other useful topics you would like to learn more about? Give us a call and let us know. Contact Jane or Rick.**



## TOMATO PLANT DELIVERY

Thank you to those of you who told us your preference for when we deliver tomato plants. **We are planning to deliver these to your letter boxes mid-October so do keep an eye out for them.** Please give us a call to let us know if you do not want to receive any plants as we will redistribute elsewhere in other complexes.



## 2019 GARDEN AWARDS

The annual OCHT garden awards are returning to reward those who have reached a high standard with their gardens.

Judges from the Christchurch Beautifying Association will be **judging summer gardens in your area during the week of 21st to 25th January 2018.**

All complexes will be visited and you do not need to enter as all gardens will be viewed.

Successful gardeners will be notified of their success and invited to the subsequent award presentation.

There will be certificates, prizes, and a trophy for the grand champion for individual gardens and a BBQ celebration for the top three OCHT complexes.

We will also be awarding certificates to the best pot and tub gardens and there will also be a prize for the largest pumpkin!

Judging will take a close look at the front and rear of the gardens and look for:

- good healthy growth,
- tidy presentation,
- very little weeds,
- good colour and/or a wealth of healthy vegetables.

**Ōtautahi Community Housing Trust team members will accompany the judges.**



## TENANT MILESTONE BIRTHDAYS

One of the core values of OCHT is celebration and we believe it is important to celebrate our tenants. In July 2018 we started with our plan to acknowledge milestone birthdays and long-term tenancies.

Reaching 70, 80, 90 and 100 years of age are quite an achievement and we would like to acknowledge that. To those tenants who have reached these milestones since July this year, we hope you have enjoyed the little something from us.

## HOUSING HEROES

Thank you to those who took the time to tell us of heroes in your complex. Six nominations were received and each of these people received a certificate and a small gift with one person receiving an award as overall winner.

We will run this again next year and looking forward to receiving many more nominations.

## CARPARKING IN COMPLEXES

Car parks and garaging is often raised by tenants. This topic was recently brought to the TAG for discussion and advice in helping OCHT make decisions on what to do with parking. TAG members realized how complex the matter is with different issues and requirements at each of the housing complexes.

OCHT is continuing to review this topic and is in discussions with Council on what actions will be taken.

**Please remember:**

**Carparking in the complexes is for tenant's vehicles only, visitors to the complex are not to park in the tenant's complex.  
Access to carparks is on a first come first served basis.**



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