



## Tēnā koutou, Tēnā koutou, Tēnā koutou katoa – Greetings to you all

### Greetings from TAG,

It's been an extremely busy year for us at TAG. We've had some wonderful guest speakers covering a wide range of topics including the new OCHT developments, encouraging positive tenancies, maintenance and more.

I found the Positive Tenancies info sessions that ran for a week in October very informative. There were speakers from groups directly related to informing tenants on their rights, and access to help regarding their tenancy. I hope we can have a repeat of this initiative next year.

On the social front, our established bus trips have taken us to Hamner, Geraldine, Akaroa and our last one to Kaikoura which was a very special day out.

Our Christmas lunch at the Cashmere Club was held on the 6th December with over 60 people attending. Photos will be in the next newsletter.

Over the course of the year I have observed that the lounges within complexes are being under-utilized.

It is my hope to rectify this by consulting with the Trust and you, the tenants, for more involvement and activities in these lounges.

Have a wonderful and safe Christmas and New Year.

**Noeline Monsef**  
(Chairperson)



### Welcome to the Christmas edition

Kia Ora,

**Time to reflect. Spring has certainly lived up to Canterbury's reputation with the Jocks Place complex experiencing a small tornado last month. Great it's now Summer.**

As we approach the end of the year, there are many highlights to celebrate. The Housing Heroes awards were a great success. All the nominees are Housing Heroes to us at the Trust, but you will agree with the judges that saving a life deserved the First Prize. Congratulations to James and our other heroes.

Thanks also to our amazing Tenancy Advisory Group, Chaired by Noeline Monsef. TAG understand our tenants, arrange social activities, reviewed the "Pet Policy", encourage use of lounges and participate in our positive tenancy workshops.

The Trust is now the owner of twenty-one housing complexes which includes transferring eight re-locatable houses to Louisson Place and purchasing eight new homes at Lesley Keast Place. And we're building 40 new homes over three sites due for completion in 2020.

Next year we have the Garden Awards and the 2020 Art Exhibition to look forward to.

Have a great Christmas and New Year with your whānau and friends. I wish you all well.

Nga mihi nui

**Cate Kearney** (CEO)



# Merry Christmas

The team at OCHT wishes all our tenants a peaceful break.

We hope you get to enjoy some down time and can recharge those batteries over Christmas and New Year.

## OCHT Christmas Holiday Operating Hours

The office will close at 3pm on Tuesday 24th December

25, 26, 27 December – CLOSED

30 December – OPEN  
8.30 am – 5.00pm

31st December - OPEN  
8.30am – 3.30pm

1 and 2 January – CLOSED

3 January - OPEN  
8.30am – 5.00pm

6 January – resume usual business hours

### After Hours Calls

The after-hours call centre will be available outside of office hours for emergencies only.

All scheduled maintenance work will be maintained during this period.

### Going Away?

If you are going away, please remember:

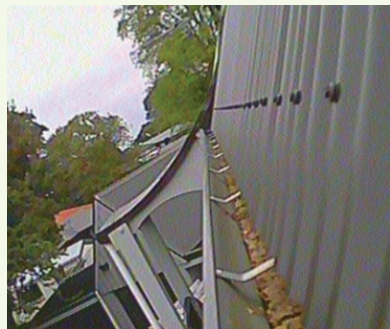
- ◆ Have someone collect your mail
- ◆ Let someone know when you are leaving and when you are due back
- ◆ If you have pets, organise for someone to look after them while you are away
- ◆ Tell your Tenancy Manager if you will be away for an extended period.

## Scheduled Maintenance

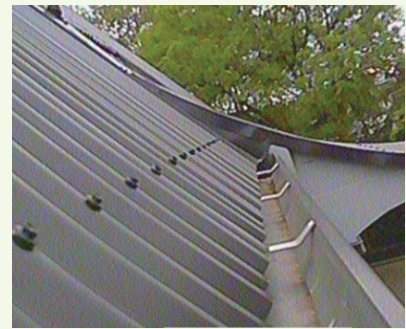
### Spouting Cleans

Spouting cleans are carried out at all OCHT complexes twice a year. They usually take place in November/December and May/June, when most trees have shed their leaves. It's important to have clear spouting and downpipes on properties to avoid flooding in wet weather and to help maintain the property. OCHT contractors, Golemans, check and clean the downpipes and clean and remove debris from inside the spouting – not the outside. They are also required to provide OCHT a report after each complex clean, including before and after photos.

*The pictures below give you an idea of what goes on in a spouting clean!*



Before



After

## Gardens and Lawns

OCHT common areas are those areas generally around the perimeter of the site, at the end of buildings and garden plots sited in lawn areas that are not maintained by the tenants. These areas are maintained by OCHT contractors. We ask that tenants don't dump rubbish in the garden or lawn areas as contractors will not remove rubbish.

### Lawns

Mowing of the communal lawns takes place between 8.00am and 6.00pm Monday to Saturday. Mowing on Sunday will only be permitted in certain circumstances. Edges are generally trimmed within 24 hours of the lawn being mowed. If your complex has individual yards, please ensure your gate is unlocked when the contractors come to mow lawns – otherwise those lawns will not be mowed.

### Gardens

Gardening takes place between 8.00 am – 5.00pm Monday to Saturday. There is a minimum of 6 visits per year per complex.

### Rubbish

Tenants should not dump rubbish in complexes under any circumstances. Please respect the space that all tenants share.



21 Housing Hero nominees were invited to a celebration at Forfar Courts in October to acknowledge their contribution to making our community a better place to live. James Te Paa, of Pickering Courts, was chosen as the overall Housing Hero winner. James performed CPR on a fellow tenant until emergency services arrived, basically saving the life of the other tenant. It was great to be able to acknowledge the great work that our OCHT tenants contribute, from helping each other with gardening through to coordination of food bank deliveries and saving lives! Thank you to you all.

Housing Heroes are OCHT tenants and are nominated by people associated with OCHT or other tenants.

For more info and photos on this event check out the story on the website or on our Facebook page. <https://www.ocht.org.nz/housing-heroes-2019/>

## Wycola Courts and Glue Place

Three tenants at Wycola Courts have been going the extra mile and have put significant effort into tidying up gardens in the complex, they have even put up fairy lights to get into the festive season.

Tenants at Glue Place have also cleaned up the shared garden furniture with great results.



Karen & Sharon from Wycola Courts



Before



After

## Repurposing Furniture

Thanks to the generosity of tenants, we have helped rehome working washing machines and fridges, and pre-loved dining tables, chairs, bedroom drawers and other small items.

Many tenants have benefitted, especially new tenants who have come to us with few belongings. If you have any items in good working order that you would be happy to gift to other tenants, please contact Rick at the OCHT office on 0800 624 456 for more details.

## Ōtautahi Community Housing Trust

# Art Exhibition 2020

OCHT has received 15 entries for the tenant art exhibition scheduled for 25 February – 1 March 2020. However, a minimum of 20 entries must be received for the event to go ahead, so we are extending the closing date for entries to Friday 3 January 2020. Make sure you get your entry form in, so this great event can go ahead and if you know of any OCHT tenants who are creative with artwork, please encourage them to enter.

You can find an entry form in the October issue of Our Chat or phone Rick Fraser at the office 0800 624 456 to register.

A decision will be made on Friday 10 January about whether we have enough entries to proceed with the exhibition.

Rick will be contacting all entrants during January to advise on delivery/pick up of artwork prior to 29-31 January.





## Mission Accomplished!

Our Community Development Co-ordinator, Rick Fraser, delivered almost 5000 tomato plants to tenants over four days in November.

All tenants were gifted two tomato plants that have been grown from seed at Corrections and then gifted to OCHT for our tenants to nurture and harvest the end results. Enjoy!

Please let us know if you have any great tomato recipes to share.

Photo above: Paul, a tenant from H P Smith courts helping distribute tomato plants for his neighbours.

## Tenant advisory group (TAG)

**TAG is looking for new members.**

If you are willing to commit to the group, can make positive contributions, actively participate, show respect for others and would like to be part of creating positive outcomes for fellow tenants, then have a look at the OCHT website for more information and the online application form.

OCHT will review applications in January 2020 and will be in contact with applicants following the review process.



Happy tomato plant recipients



Meet the OCHT Maintenance and Customer Service Team





## Annual Garden Awards Judging Time

The annual OCHT garden awards are back.

Judges from the Christchurch Beautifying Association will be judging summer gardens in your area during the week of 20 to 24 January 2020.



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

Successful gardeners will be notified and invited to the award presentation in March.

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

We will also be awarding certificates to the best pot and tub gardens and there will be awards for the most improved individual garden, most improved complex, and a special award for the most unique garden.

Our gardening contractor Oderings have kindly donated prizes for the event.

**Judges will look at the front and rear of the gardens taking account of:**

- 🍃 Healthy plant growth
- 🍃 Tidy presentation
- 🍃 Very little weeds
- 🍃 Good colour and/or a wealth of healthy vegetables.

Ōtautahi Community Housing Trust staff will accompany the judges.

### Hot Tip!

## Garden Tips

In every garden over summer hydration is the key to survival.

Here are some simple tips for keeping your garden hydrated this summer:

- 🍀 Water your garden early morning and late afternoon. This will help to ensure you don't lose precious moisture to evaporation.
- 🍀 Try not to water at all through the middle of the day as this increases the risk of plant foliage getting burnt.
- 🍀 Add a layer of mulch to your garden beds. Pea straw can help to retain moisture and keep soil temperatures lower.

Regular watering may see increased growth, not only of the plants we want to succeed, but also weeds. Keep on top of weeds while they are small before they turn to seed and spread and before they take valuable nutrition from the soil.

Hand pick as they come up, its always easier to be proactive rather than reactive.



## New Development Updates

It's exciting times at the Trust with the build of new OCHT housing developments well underway.

We have builds underway in Hastings Street, Cresselly Street and Charles Street. Our Commercial & Development Manager, Ed Leeson, has met with TAG and shared our plans. We will continue to meet regularly with TAG on future developments. We look forward to housing new tenants from the Ministry of Social Development Housing Register.

### Cresselly Street



The foundations at Cresselly street have now been completed and work is starting on above groundwork.

### Hasting Street



The building is wrapped, and windows are now installed with interior finishing starting soon. We look forward to the homes being complete and ready for new tenants in the first quarter of 2020.

### Charles Street



The Charles Street development will be completed in the first quarter of 2020 and we look forward to welcoming tenants into these wonderful new homes.





# Donation Received

## Life-Saving Donation from St John

St John have very kindly donated four AED Defibrillators to be installed at four of our complexes.

AED Defibrillators can be a life-saving tool in case of a cardiac emergency and the first one was installed at Jecks Place on 3 December.

Interested tenants were given basic training on how to use the AED and what to do in a cardiac emergency. The remaining three AEDs will be installed early in the new year at Harman Courts, Haast Courts, and Mary McLean Place.

These locations were agreed upon by OCHT and St John, due to lack of AEDs in the local area.

A huge thank you to St John for considering us.

The AEDs have been donated by the St John Christchurch Area Committee from the Restart a Heart Campaign. It's an annual and international cardiac arrest /CPR awareness day and St John will continue to engage with OCHT for this, for next year and into the future.

The Christchurch Area Committee has also tied the gift of these AEDs to our Survivable City Project. The aim of which is to make Christchurch the city where people are most likely to survive an out of hospital cardiac arrest.

St John will be doing this through the placement of publicly accessible AEDs and the use of simple 3 Steps for Life Training for free in our communities.



*Kerry Mitchell – Christchurch Area Committee member, Cate Kearney – CEO, Kelvan Smith – Chair of the South Island Regional Trust Board of St John.*

## Job Club

The OCHT Job Club trialled for 6 weeks earlier this year. It was a great chance for people to drop in and catch up about job information. We had guest speakers, laughs and some had a lot of biscuits! It helped us to stay motivated, share ideas with others and discuss next steps in the employment journey.



Everyone eagerly updated us each week as they secured their employment and courses for 2020. Congratulations and best of luck in this next stage to Job Club 2019 graduates!

Job Club will be running again in 2020. It will be held on Monday's at 10am and we would love to see you there.

Call Tracie on 0800 624 456 for further info or look on our website.

## Tenant Satisfaction Survey

Thanks to all of you who completed this year's annual satisfaction survey. Ten lucky people from various complexes each won a \$100 Pak N Save voucher for taking part in the survey. Detailed information about the results is available on our website but here's some high level feedback.

|                                      | 2019 | 2018 | 2017 |
|--------------------------------------|------|------|------|
| Overall OCHT performance             | 77%  | 80%  | 77%  |
| Satisfaction with call centre        | 82%  | 82%  | 78%  |
| Trust considers tenants suggestions  | 49%  | 49%  | 50%  |
| Feel kept well informed of OCHT news | 84%  |      |      |

78% agree that the lawns and gardens in communal areas at their complex are managed well.

This is a vast improvement relative to previous years (up from 66% in 2018 and 54% in 2017).

76% agree that the unit maintenance is completed when necessary (up from 73%).

We will be reviewing these results and looking at areas we can continue to make improvements.

## Upcoming TAG Events

### Friday 21st February

**Event:** Hamner Bus Trip

**Time:** 8.00am - 5.30pm approx

**Where:** Departing from the Bus Exchange on Litchfield Street

**Details:** TBC

**Cost:** \$25 per person

**Contact:** Noeline 021 240 4463

Thank you  
from...



### Ōtautahi Community Housing Trust

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“ It's BBQ season and today was  
Regal Courts turn.  
A great afternoon enjoyed by all. ”