



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

## Dear Tenants,

**Happy New Year to everyone!**

TAG has started the year by creating several small groups that will focus on specific topics.

The social activities group is busy organising new events which will be published in the newsletters and in flyers.

Another group will be working with OCHT on the Warm & Dry Initiative. They will provide feedback to OCHT on the improvements being made to homes.

Many of our lounges are not used as much as they could be, so we have a group focusing on how to improve that situation. Please let us know what ideas you have for making your lounge a fun place to be.

We also have a group working on ways to reduce anti-social behaviour and promote positive communities in our housing complexes. Again, if you have suggestions on how we can do this, please let us know.

We are recruiting new members, so if you feel you can contribute to your fellow tenants with your skills and knowledge in a positive manner, then you might be the very person we would like to hear from. Contact the OCHT office for more details and an application form.

Please keep in touch via the OCHT website <https://www.ocht.org.nz/tenant-advisory-group-tag/>

Until next time,

**Noeline Monsef**  
(TAG Chairperson)

## Message from the CEO

**I hope that everyone had a good break over the Christmas period. The team at OCHT hit the ground running in the New Year with the launch of the Warm & Dry Initiative.**

**I am pleased that work has commenced on the scoping and installation of initiatives to make our tenants homes warmer and dryer. While this is a long programme of work it is one that we are committed to, and one that we must get right.**

In February we also started work on the construction of 90 new homes in our Brougham Street complex.

This is the largest build project undertaken by OCHT since our establishment in 2016 and is the

largest community housing provider development currently under construction in New Zealand. The first homes will be ready for new tenants in early 2021.

It will be great to add more homes that are designed to the New Zealand Green Building Council's Homestar 6 standard to our portfolio.

I hope many of you will come along to view the OCHT art exhibition in the Arts Centre in late February/early March. The team at OCHT always enjoy seeing the talent we have hidden in our homes.

Enjoy the last of our summer sunshine.

**Cate Kearney** (CEO)



*Brougham Street Development - Opening Early 2021*

# Warm & Dry Initiative

The Warm & Dry Initiative is a joint project between the Ōtautahi Community Housing Trust (OCHT) and Christchurch City Council.

OCHT and the Council are committed to improving the quality of your home to make sure that tenants have warm, dry places to live.

Through the Warm & Dry Initiative around 2,200 OCHT houses will have improvements made, wherever practicable, to keep houses warmer and dryer. Work may include installation of heat pumps, ventilation, draught stopping and insulation upgrades.

The work is being paid for by the Council to ensure that OCHT properties comply with the Healthy Homes Guarantee Act 2017.

The plan is to roll out the Warm & Dry Initiative through a four-stage programme with heat pumps and ventilation installed in around 909 homes by Winter 2020.

## The Warm & Dry Initiative Four Stage Programme

BY WINTER 2020	BY WINTER 2020	BY DECEMBER 2020	BY DECEMBER 2022
STAGE 1	STAGE 2	STAGE 3	STAGE 4
<p><b>Begins February 2020</b> <i>Aim to install heat pumps and ventilation in 909 homes in the following complexes:</i></p> <p>Airedale Courts Barnett Ave Berwick Courts Briggs Road Concord Place Feast Place Fletcher Place Forfar Courts Glue Place/Sparks Road Hennessy Place Hornby Courts MacGibbon Place Manor/Torquay Manse Place Martindales Road Mary McLean Place Mooray Avenue Palliser Place Pickering Courts Tyrone Street Veronica Place Weaver Courts Aberfoyle Place Allison Courts Aorangi Courts Biddick Courts Bryndwr Courts Gloucester Courts Greenhurst Courts H P Smith Courts Haast Courts Hadfield Courts Harman Courts Innes Courts Margaret Murray Courts Maurice Carter Courts Norman Kirk Courts Osborne Street Proctor Street Regal Courts Resolution Courts Tommy Taylor Courts Torrens Road Vincent Courts</p>	<p><b>Begins February 2020</b> <i>Scope, plan, pilot, and budget setting for the best way to meet the Healthy Homes Standards for the all homes in the OCHT community housing portfolio (owned or leased from Council) - around 2,200 properties (including the 909 homes).</i></p> <p>Completed install for any remaining priority homes of heat pumps, kitchen and bathroom ventilation</p>	<p><b>Begins end of Winter 2020</b> <i>Based on the Stage two results, install insulation improvements in the 909 exempt homes, if possible and practical.</i></p> <p>All homes across the OCHT community housing portfolio (owned or leased from the Council) will meet Healthy Homes Standards between December 2020 and December 2022.</p>	<p><b>Begins end of Winter 2020</b> <i>Installation of heat pumps and ventilation in the remaining homes (circa 1300).</i></p>
<p><b>Meet the team!</b></p> <p>OCHT has appointed a dedicated team of Project Managers and Coordinators to oversee the Warm &amp; Dry programme.</p> <p>With considerable experience in managing complex projects, the team is looking forward to working with you, and the project contractors, to improve your homes. We are committed to ensuring that scoping and installations cause you the minimum disruption.</p> <ul style="list-style-type: none"> <li> <p>◆ <b>Nicky Scott - Project Coordinator</b> Nicky has been working for several organisations over the last five years to improve the condition of homes in Christchurch.</p> </li> <li> <p>◆ <b>Dan Richardson - Project Coordinator</b> Dan has been working in the construction industry for 12 years.</p> </li> <li> <p>◆ <b>Sam Thomson - Scoping Analyst</b> Sam has ten years' experience as a builder in the industry.</p> </li> <li> <p>◆ <b>Sian Wise - Administration Coordinator</b> Sian has returned to OCHT to continue her work in data management and resource scheduling.</p> </li> <li> <p>◆ <b>Martin Trusttum - Project Manager</b> Martin has been working as a project manager for 12 years, most recently on the Avon River Precinct.</p> </li> </ul>			

## Progress

We have completed scoping work on Glue Place and Concord Place. Seven more complexes will be scoped before the end of February, bringing the total number of homes scoped to 325.

Our first installations started in mid-February at Glue Place.

If your home hasn't been scoped yet, keep an eye out for notification sharing details about when the contractors will be at your home. Once the scoping has been completed, you'll receive another notice to say when the heat pumps and extractor fans will be installed.

After the scoping, and before your new heat pump is installed, your Tenancy Manager will arrange a training session to show you how to operate the heat pump. There will also be a follow up visit to make sure things are working well.

If you have any queries about the process, please get in touch with your Tenancy Manager.



Contractors have started work on the scoping and installation of heat pumps at Glue Place.

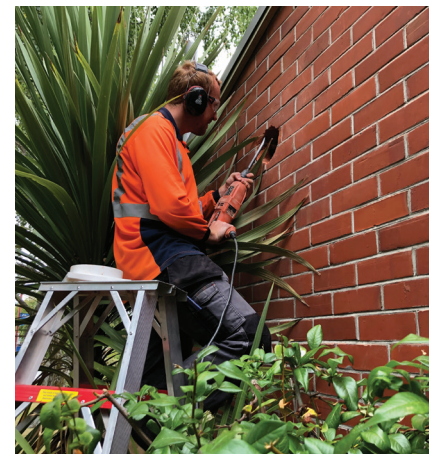
## How to use your new Heat Pump Signal Transmitter

To use the remote controller, aim the transmitter at the indoor unit. If there is anything blocking the signals between the unit and the remote controller, such as a curtain, the unit may not operate. The maximum transmission distance is about 7m.

Point the controller at the unit within a maximum distance of seven metres

**Turning the Heat Pump unit on**

- 1. OFF**  
Press the **OFF** button (this is also the ON button) to turn the unit on.
- 2. TEMP**  
Set the temperature using the temperature adjustment button
- 3. COOL HEAT DRY FAN ONLY**  
Select the Operation Mode you require (**COOL**, **HEAT**, **DRY** or **FAN ONLY**).
- 4. FAN**  
Adjust the fan speed if necessary by pressing the **FAN** setting button
- 5. OFF**  
Press the **OFF** button when you are finished using the unit.



Lance Cox, a resident in Glue, place is looking forward to the installation of his heat pump.

## Neighbour Day Aotearoa

**Neighbour Day Aotearoa is back for 2020.**

The campaign will run from 27 March to 5 April and it encourages New Zealanders to connect with neighbours and celebrate their neighbourhoods.

All our OCHT housing complexes are their own neighbourhoods within a bigger neighbourhood. We encourage you to find ways to celebrate Neighbours Day in your complex.

Have a look at the official website for ideas <http://neighboursday.org.nz/>

Please let us know if you would like to organise something special in your complex, we may be able to assist. We would also be keen to share stories from your celebrations with other OCHT tenants.



**Each year we recognise those tenants that have done special things within their complex to make other people's lives a bit brighter.**

If you would like to nominate a tenant at any time during the year for a Housing Hero award, please email or call the call centre on 0800 624 456.

## Health and Wellbeing

The Community Development Team are developing Health & Well-being activities and programmes that will begin shortly.

We will be advertising these once the programme is confirmed.

If you have any ideas or suggestions for activities you would like to see included, please give Rick or Jane a call at the office 0800 624 456.

## Neighbourhood Support Manager

Neighbourhood Support has had a changing of the guard with Dave Wilkinson retiring and Murray McGusty taking on the role. Some residents may have met Murray as he has attended some of the OCHT summer BBQs at complexes. Murray has a wealth of knowledge around Neighbourhood Support and is looking forward to meeting residents throughout the year at various activities and events.



Neighbourhood Support is a network that supports tenants socially, and helps build resilience within our communities. The Neighbourhood Support programme is focused on "neighbours looking out for each other". This could be around crime prevention, caring or some other emergency.

Information about Neighbourhood Support is made available to residents along with information from Civil Defence. We encourage residents to form a group, with the goal of improving relationships within the complexes.

If you want to know more contact Rick Fraser at OCHT office, 0800 624 456.



## Ōtautahi Community Housing Trust Art Exhibition 2020

This years Art Exhibition will be hosted at **Pūmanawa at the Arts Centre from 25 February – 1 March**. A range of tenants works, including paintings and sculpture through to crafts, photography, and creative writing, will be on show. There is no entry charge and the exhibition will be open to the public from 1.00 pm - 5.00 pm on Tuesday 25th February after an official opening and then 10.00 am - 5.00pm daily until Sunday 1 March.

*Make sure you pop in and check out the talent of your neighbours!*

# Thank you from...



Ōtautahi  
community  
housing  
trust

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