

ŌCHT Update

DECEMBER 2020



Ōtautahi
community
housing
trust

Children play on the new basketball court at Reg Stillwell Place.

Building a future in a challenging year

Kia ora, and welcome to the end of a year unlike any other. We were all part of the team of five million that kept the global pandemic at bay, and we've embraced the learnings from the challenges.

The disruption caused by Covid-19 could have derailed much of what we wanted to achieve this year. That it did not is due to the hard work of so many people.

The ŌCHT team worked through lockdown to continue delivering our essential service to the more than 2300 people we support. We ramped-up communications to keep tenants informed and to help our communities keep safe. Our team had 13,610 calls with tenants during Levels 4, 3, 2. It was appreciated — the annual Tenant Satisfaction Survey found 92% of tenants were satisfied with our approach.

Our new Hastings St East homes opened the day before lockdown locked-down our building programme. Remarkably it had no lingering impact; our contractors clawed-back lost time.

Tiwaitaka Lane's Homestar 6 rated homes opened in July, just three days later than planned, and Reg Stillwell Place opened on time.

ŌCHT provided 59 new homes and more are on the way. We're diversifying and will provide more 2, 3 and 4-bedroom homes to cater for couples and families. It is very special to be with people when they realise they have a place to call home, and we'll do it again when the first 90 homes at our Brougham St development open in January 2021. ŌCHT is grateful to its partners, including the Christchurch City Council and the Ministry of Housing and Urban Development, for helping to make this happen.

The pandemic could not slow the Warm & Dry Initiative. More than 2200 heat pumps were installed by our fantastic Warm & Dry team. The satisfaction survey found 93% of people are satisfied with their new heat pump, and 84% agree their house is warm and weathertight. We are grateful to the Council, which owns

many of the properties we lease, for the major contribution of funds to an initiative that aims to have all homes meet the government's Healthy Homes Standards ahead of the 2023 deadline.

Our satisfaction survey says we're doing a great job in many other areas. Our levels of service measures met all targets, and 82% of people were satisfied with the quality of the tenancy service we provide. Among the many highlights is proof our maintenance teams are transforming the properties: 79% were satisfied with the condition of their unit, up from 61%.

It really has been a BIG year as we build for the future and do all we can to help tenants achieve their aspirations. Thank you for your efforts, for the support you have shown, and for wonderful contribution during an unusual time that challenged us all.

I wish you a wonderful festive season, from me and everyone here at ŌCHT.

Ngā mihi.

Cate Kearney
ŌCHT chief executive



Charles St was ŌCHT's first Homestar 6 development.



Hastings St East sits in front of our Brougham St development.

Nearly 60 new homes delivered and many more to come

ŌCHT will soon open the first homes in the biggest NGO community housing building project of its kind in New Zealand, after a year in which the global pandemic could not stop an investment and building programme that will get more people into warm, dry and secure community housing.

The trust finished four and continued work on three housing developments during 2020, with contractors pushing through the disruption caused by the Covid-19 lockdown and the movement through alert levels to deliver new, sometimes ground-breaking homes on time and on budget.

The developments are owned and managed by ŌCHT and are made possible with the support of the Christchurch City Council, which has invested in community housing for Christchurch by way of land and asset transfers and through the provision of a development loan to ŌCHT.

Charles Street, Waltham

ŌCHT opened its first Homestar 6- rated homes on Charles Street, Waltham, in February.

Charles St is made up of five, 2-bedroom homes and is occupied by five families.

They live in homes whose New Zealand Green Building Council rating says they are high quality, and are warmer, drier, healthier, and cost less to run than a typical new home built to the Building Code.

Charles St was also the first ŌCHT development to provide bike parking and shared green spaces – you'll see more of these in future developments. Charles St was designed by Gravity Architecture and the build was led by Consortium Construction.

Hastings St East, Waltham

Lockdown was just a day away when seven, 2-bedroom homes were opened at Hastings St East, Waltham. Movement restrictions meant they sat empty over April, until Alert Level 4 was cut to Alert Level 3.

The new two-level homes were built on the site of community housing demolished to make way for modern homes and will be neighbours to ŌCHT's Brougham St development, which is being built on the land behind.

Tiwaiwaka Lane, St Martins

Tiwaiwaka Lane, St Martins, was opened in July – just three days later than planned,

despite the weeks-long holdups and disruptions of the Covid-19 pandemic response.

The low-density development of 25 one-bedroom, and three 2-bedroom homes also meets Homestar 6 standards, ensuring it has what it takes to be warm and efficient, with a reduced environmental impact.

It provides a mix of single and two-level homes, with a central courtyard and shared gardens to enhance amenity and help develop a sense of community.

Tiwaiwaka Lane replaced the 30-unit Cresselly Place, which was demolished after the Canterbury earthquakes.

Reg Stillwell Place, New Brighton

The programme to improve and replace earthquake-damaged homes continued at New Brighton, on the boundary of the suburb and the Avonside Red Zone.

The 19-home development at Reg Stillwell Place was officially opened in November, reinvigorating a community housing site badly damaged in the earthquakes.

(Continued next page)



Gardens provide shared spaces at Tiwaiwaka Lane.



Homes sit beside communal green space at Reg Stillwell Place.

Nearly 60 new homes delivered and many more to come

Six 1-bedroom units that survived the earthquakes were converted into modern, warm 1-bedroom homes, while the on-site community hall was converted into a modern 3-bedroom home. They were joined by 12 relocatable homes that began life as temporary accommodation for people waiting for their homes to be rebuilt after the earthquakes.

These homes were moved from Linwood Park in August, and refurbished at Reg Stillwell Place as two, three and four-bedroom homes.

The community is built around a large green space – including a basketball court – and each home has its own private garden space.

Coles Place, St Albans Gowerton Place, Richmond

Work has started at both these sites, where damaged and ageing community housing will be replaced with modern homes.

Old buildings were demolished in December ahead of consent and lead contractor details being finalised for the new year.

ŌCHT proposes building 33 new homes at Coles Place, and 37 at Gowerton Place.



ŌCHT chief executive Cate Kearney and commercial and development manager Ed Leeson check progress at Brougham St.

Brougham St, Sydenham

ŌCHT will open the first 28 of 90 homes at 356-402 Brougham St in late January, marking the start of a staged programme of openings at the biggest NGO-led development of its kind in New Zealand.

The development has been designed to achieve a Homestar 7 rating, marking

another milestone in ŌCHT's commitment to deliver warm and efficient homes that provide as many health and environmental benefits as they can.

A dozen homes can be converted to have accessible bathrooms when needed, to ensure the homes are as responsive to needs as possible. Brougham St is being developed as three individual communities and green spaces, edible gardens, communal spaces and even e-bikes will enhance community life.

The two-level homes replace 89 community housing units that occupied the site before they were demolished in the wake of the Canterbury earthquakes.

Thanks to our partners

ŌCHT is grateful for the hundreds of skilled people who have helped deliver so many new homes during a trying year.

Main contractors Consortium and Southbase have ensured the Trust's projects have been built and finished to an exceptionally high standard, and the Trust looks forward to working with them into the future.



The roofing iron removed, insulation foam is sprayed on a home at Forfar Courts as part of the Warm & Dry Initiative. More homes will get more insulation into the new year.

Initiative providing a warm response

Work to upgrade the insulation of hundreds of homes is gathering pace as part of an ambitious initiative to keep thousands of properties warm and dry.

About 2200 heat pumps and ventilation systems have been installed at Christchurch City Council/ŌCHT homes as part of the Warm & Dry Initiative, which is managed by ŌCHT.

The installation programme finished in July ahead of a new focus on other ways to improve the thermal seal of hundreds of homes.

The work will bring Council/ŌCHT properties in line with the Government's Healthy Homes Standards, which community housing providers must meet by July 2023. The Initiative looks set to meet its targets by the end of 2021.

The Council and ŌCHT own about 2200 properties. About 900 are exempt from minimum insulation standards. Even so, the Initiative is making them warmer with spray-on foam and blow-in fibre insulation.

Skillion roofs were removed at some properties so foam insulation could be applied. Many more have been raised

since the first at Veronica Place in November.

A draught stopping programme started in mid-August. Work sealing windows and doors was finished at about 1000 units by December.

The programme has been extended to get thermal curtains into homes that need them.

ŌCHT chief executive Cate Kearney says tenant feedback about the work was heart-warming.

"Not only are they thrilled with the Warm & Dry property improvements, we have received so many compliments about our team and the contractors' professionalism and personable manner.

"Our recent annual tenant satisfaction survey found 84% of tenants agreed their home is warm, dry and weather-tight, up from 59% in 2019.

"Overall 83% perceive the new Warm & Dry initiative is having a positive impact on their lives."

It is funded by the Council, which borrowed \$10 million and contributed \$6 million from its Housing Development Fund to apply the initiative to all Council/ŌCHT homes.

In the kete

We've engaged tech consultants Brighter Days to help us improve the way we manage and secure the hundreds of documents that are crucial to our business – things such as policies, procedures and manuals – and how we create and share our work. A new in-house intranet, called Kete, will make it easier to get to the material we need as-well-as providing a new communications platform for to keep staff informed and up-to-date. It will help make us even more consistent and efficient, and it will make it even easier for us to conduct audits to see where we are doing well and what needs fixing.

Measuring success

We're sizing ourselves up against international best practice as we move through the ISO accreditation process. ŌCHT is working toward ISO9001 (Quality Management Systems), ISO 45001 (Health and Safety) and ISO14001 (Environmental Management Systems) to ensure we meet trusted international benchmarks in three areas that are central to our work. The process started in early September and we hope to achieve accreditation in the second quarter of the new year.

New system

We're working with Christchurch-based consultant Effectus to adopt a new housing and asset management system. Cx Housing is a specialised, cloud-enabled program already used by 400 community housing organisations worldwide, including some of the biggest community housing trusts in the United Kingdom. As we prepare for the mid-year rollout, we are considering the processes behind how we work and finding new ways to work even more efficiently.

Survey highlights satisfaction, improvement

The annual Tenant Satisfaction Survey found 82% of respondents were satisfied with the service they got — the highest score since 2015.

The Warm & Dry Initiative and maintenance also had an impact: 79% of respondents were happy with the condition of their home, and 84% agreed their home was warm, dry and watertight.

Many results reflected the work put in by the trades and services working with ŌCHT. The survey found 85% of respondents were satisfied with services provided by our maintenance contactors, and more than 80% reckoned their communal areas were well managed and maintenance was done as needed.

These areas all had their highest scores since 2015.

ŌCHT's customer service, including engagement with our call centre and tenancy advisors, generated some

		
<p>SOCIAL HOUSING: OVERALL SATISFACTION</p>	<p>ŌCHT PERFORMANCE</p>	<p>SATISFACTION WITH RESIDENTIAL UNIT</p>
<p><i>Levels of service meet all recommended targets</i></p>	<p><i>Stability & high degree of general satisfaction</i></p>	<p><i>Satisfaction levels improved on most key measures.</i></p>
<p>82% are satisfied with quality of the tenancy service provided.</p>	<p>84% are satisfied with the Trust's call centre.</p>	<p>93%^{new} are satisfied with the new heat pump.</p>
<p>Satisfaction with the quality of tenancy service meets the interim 2020 ŌCHT target of 82%.</p>	<p>77% are satisfied with the service provided by the Tenancy Manager.</p>	<p>85%[↑] are satisfied with services provided by ŌCHT maintenance contractors (up from 76%).</p>
<p>79%[↑] are satisfied with the condition of the unit provided (up from 61%).</p>	<p>81% are satisfied with overall services provided in the past 12 months.</p>	<p>84%[↑] agree that their house is warm, dry and weather tight; a vast improvement compared to previous years (up from 59%).</p>
<p>Satisfaction with the condition of homes exceeds the ŌCHT target of 70%.</p>	<p>84% agree that they are kept well informed about ŌCHT news and activities through the ŌCHT Our Chat newsletter.</p>	<p>83%[↑] agree that unit maintenance is completed when necessary (up from 76%).</p>
	<p>77%[↑] agree that they are kept well informed about plans for long-term maintenance of their home and complex (up from 65%).</p>	<p>83%^{new} perceive the new Warm & Dry initiative as having had a positive impact on their lives.</p>
	<p>54% agree that the Trust considers tenants' suggestions and feedback when making decisions.</p>	<p>80% agree that the lawns and gardens in communal areas at their complex are managed well.</p>
	<p>92%^{new} perceived ŌCHT's Covid-19 lockdown response to be good.</p>	

great results. It's worth noting we redesigned our service delivery model mid-year, establishing defined

tenancy and wellbeing teams, and further empowering our housing champions.

The survey was conducted by Research First, which has been surveying ŌCHT tenants since 2017.

We've changed how we do things

As part of our service delivery redesign, we've dissected our tenancy management function to focus even more on its specialised areas.

Now, new homes advisors help would-be tenants into properties that suit their individual needs, and support them for

the first six months in their new home. They also help at the end of a tenancy.

Well-being advisors help tenants connect with the support they might need to enhance their life and achieve a sustainable tenancy. They help ensure tenants live in warm, dry and secure environments.

Our income advisor helps tenants maintain financially sustainable

tenancies, while tenancy advisors focus on our sometimes compliance-driven duties as a landlord.

Our call centre approach had changed, and we encourage tenants to make our housing champions their first contact.

Our maintenance team now performs property inspections previously done by our tenancy team.



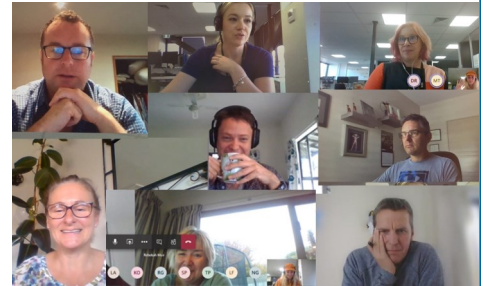
A year of mahi and milestones



Nearly 2200 heat pups were installed in homes as part of the Warm & Dry Initiative.



We started a new programme to add more smoke detectors to our homes.



Homes became offices during lockdown as we worked to support the ŌCHT community.



St John gifted AEDs to many ŌCHT communities, including Knightsbridge Lane.



Thumbs up for Reg Stillwell Place — it helped ŌCHT deliver 59 new homes this year.



ŌCHT helped Housing First Christchurch tackle homelessness in the city.



Job Club, part of ŌCHT's employment service, will keep supporting tenants into work in 2021.



ŌCHT tenant Paul joined the Warm & Dry team on an 18-week internship.



Jason was among many artists highlighted in the first annual ŌCHT Art Exhibition.



The annual ŌCHT Garden Awards will bookend a year disrupted by Covid-19.



TAG elected new chairs for 2021: Dave Wilson and Irmgaard van Schouten.



ŌCHT tenant Faye began her apprenticeship with our housing champions.