

Housing Heroes celebrated at ŌCHT's first Tenant AGM

Janet's neighbours probably don't need the validation of a certificate to know they're living with a community hero.

She was the overall winner in this year's Housing Heroes Awards, presented at the first ŌCHT Tenant AGM at Tūranga in November.

Janet was nominated for her unwavering neighbourly support, from helping a neighbour through difficult times, through to her volunteer work and sharing of fresh veggies.

"She's also kind, helpful, courageous, loyal and honest. She deserves to be recognised as our complex hero," a neighbour said.

Janet modestly accepted her award at an event attended by 50 people that recognised more than 20 tenants who've gone above and beyond for their neighbours and community.

Among them was Luke, who called an ambulance when a neighbour collapsed, visited him in hospital and then helped him out and took him to appointments after bringing him home.

Tenants Carole, Samuel and Helen were commended for their community support and for championing community activities, while residents Andy, Gloria and Andrew were awarded for their selfless work caring for their shared spaces.

Tenant Advisory Group incoming chairwoman Amanda Duncan was impressed by the nominations, which recognised everything from food bank parcel delivering to sharing time with neighbours who need a helping hand.

"There's a lot to be proud of," she said.



Overall Housing Heroes winner 2023 Janet, with ŌCHT deputy board chairperson Pam Sharpe



Other wonderful winners!

ŌCHT AGM

ŌCHT's first Tenant Annual General Meeting was a chance for tenants to learn more about the Trust's work over the past financial year.

ŌCHT chief executive Cate Kearney and ŌCHT board chairman Alex Skinner went through some of the key aspects of the Trust's Annual Report and encouraged tenants to keep providing feedback.

Next year, the Trust will trial Tenant Insights Groups (TIGs) to gain insights on issues of interest to our communities. One of the first groups will have a look at the annual tenant survey.

Cate and Alex explained how housing improvements and building new homes meant ŌCHT offered 367 new people an affordable home in the year ending June 2023.

It also meant the number of bedrooms the Trust could offer grew from 2330 to 2760 over the year.

Eighty three people who were previously homeless were housed as part of ŌCHT's partnership with Housing First.

The Trust's call centre was kept busy with more than 30,000 calls, and the Trust's maintenance team managed nearly 10,000 jobs and repairs.

Some of those calls were to engage with ŌCHT's employment coaching and digital services. More than a dozen tenants started their employment journeys and more than 500 now have broadband through ŌCHT's digital inclusion initiative.

If you're interested in being a part of a Tenant Insights Group and would like to see a particular topic covered, please contact us on 0800 624 456 or email admin@ocht.org.nz

2023 tenant satisfaction survey results

Remember the survey we sent you in April? A record number, more than 800 people, took part. Here's a summary of some of the results and some of what we're going to be focused on in the new year.

 Social housing: levels of service	 General stability & degree of satisfaction overall	 Satisfaction levels remained stable and high in most key measures
<p>78% of respondents are satisfied with the quality of the tenancy service provided (up from 77% in 2022).</p> <p>81% are satisfied with the condition of the home provided.</p>  <p>ÖCHT Community Engagement Lead Polly with a stack of completed 2023 surveys.</p>	<p>82% are satisfied with the Trust's call centre (83% in 2022).</p> <p>73% are satisfied with the service provided by the Tenancy Manager (up from 68% in 2022).</p> <p>76% are satisfied with overall services provided in the past 12 months.</p> <p>82% agree that they are kept well informed about ÖCHT news and activities through the ÖCHT Our Chat newsletter</p> <p>73% agree that they are kept well informed about plans for long-term maintenance of their home and complex (a decrease from 79% in 2022).</p>	<p>91% are satisfied with their heat pump. (94% in 2022)</p> <p>81% are satisfied with services provided by ÖCHT maintenance contractors (83% in 2022)</p> <p>88% agree that their house is warm, dry, and weather tight (87% in 2022)</p> <p>82% agree that unit maintenance is completed when necessary (82% in 2022)</p> <p>71% agree that the lawns and gardens in communal areas at their complex are managed well (71% in 2022)</p>

They were the results. Now what happens?

Our tenancy team has worked hard to increase your satisfaction in their service. This will continue to be a focus in the new year.

Remember the survey only happens once a year, but you have heaps of opportunities to talk to us about our service.

You should be seeing your tenancy advisor at least once a year for an inspection and our handy people will

also visit once a year. Please get in touch if you need to talk to us outside of these visits.

There's a lot of information in the survey that suggests it would be great to look at new ways to hear wider ideas and concerns.

That's why in the new year we're going to establish insights groups that will look at specific areas of interest.

The first insights group will be to plan the 2024 tenant satisfaction survey. This is to help shape what we should include and how to make the survey more accessible.

We'd like ÖCHT tenants to tell us what they'd like to discuss in future insights groups. If you're interested in joining one

or more of these focus groups, please contact us on 0800 624 456 or email admin@ocht.org.nz. Thank you.



ÖCHT tenant Kayla won a washing machine in our 2023 survey prize draw



Maurice Carter court tenants get married

In an ŌCHT home you can find a home, community - and even love.

A couple who met at Maurice Carter Courts are now husband and wife after celebrating their wedding on Canterbury Anniversary weekend.

Glenda and Norm met and fell in love after spending time together during community karaoke nights.

Norm, who's an active and cherished member of the Maurice Carter social scene, organises karaoke for ŌCHT tenants, bringing together residents from Maurice Carter and other communities every Friday night in their communal lounge.

It was during one of these karaoke nights that Glenda, encouraged by a friend, joined the party. This encounter sparked a budding romance between Glenda and Norm, who share a love for music.

"We love everything the same," Glenda said.

"What we eat, the things we do. We love being outside and do everything together. But it's definitely our shared love of music that brought us together."

Glenda and Norm are well known at Maurice Carter. The two organise picnics, BBQs, 10 pin bowling and

day trips to places including Spencer Park and Akaroa, activities that their neighbours come along to too.

Their neighbours and friends also rallied together to make their wedding day special.

"We had a wonderful day," Glenda said.

"Quite a few of the neighbours came. We couldn't invite everyone to the meal because there's only so many we could seat, but we said anyone would be most welcome to come along to have a sing-song at karaoke afterwards and we were happy that lots of people joined us."

The community spirit shone brightly as fellow ŌCHT tenants helped out with the celebrations by making fruit salad, punch, a spit for the lamb and table decorations for the big day.

"We're very blessed here. We have many special friends that are like family," Norm said.

Glenda and Norm enjoyed a honeymoon in beautiful Kaiteriteri, in Golden Bay, and Motueka after their special day.

Congratulations, Glenda and Norm! ŌCHT wishes you many more years of happiness together!

Second job fair coming next year



Job coach Lyn is organising a new job fair in 2024 after the success of the job fair this year.

In 2023, a range of employers, work brokers, and trainers participated, and many are eager to return for the upcoming year.

Companies like Goleman Group, Recreational Services, Hays, and Reliance Recruitment actively sought to employ ŌCHT tenants.

Training providers, including Literacy Aotearoa, Hagley Adult Literacy Centre, Risingholm Learning, Ara, Skills Update, Volunteering Canterbury, Dress for Success, and government employment service Connected, may also attend again.

"The 2023 expo was a great success for the tenants who came along, with some signed up for training and connecting with employers," Lyn said.

"That's why we're keen to run another event in the new year to help more tenants find work."

Lyn will also be coordinating work ready sessions at community lounges in 2024. These sessions aim to equip you with essential skills to become work ready, including how to write a cover letter and CV, interview skills, how to dress and network, and how to identify referees and ask for references.

Details about the work-ready sessions and job expo in 2024 will be shared in future newsletters. If you're interested in exploring employment opportunities or learning more about the sessions, contact Lyn at 0800 624 456 or admin@ocht.org.nz.

Useful things to know

St John's free shuttle service



Did you know, St Johns offers a free shuttle service to take you to medical appointments?

The Waka Ora Health Shuttle is a koha (donation) based community service, delivered by volunteers, that transports people to health and wellbeing related appointments, and then brings them home again.

They can arrange to pick you up from your home or another meeting point to take you to doctors visits, dental appointments, specialist appointments, day-surgery, or any other type of health or wellbeing appointments.

Free photo ID for over 65s



At the AA you can add your photo to your SuperGold Card so that you can use it as photo ID.

Simply visit your nearest AA Driver and Vehicle Licensing Agent with your card, along with three forms of identification that verify your name and date of birth, and address.

Adding your photo to your card is a free service for all SuperGold Card holders. Your photo will be taken and a new card posted to you free of charge.

The SuperGold Card is a free discounts and concessions card available to New Zealand residents aged 65+ and people receiving New

Some of their shuttles are fitted with hoists or wheelchair access, for clients with limited mobility.

There's no charge to use the Waka Ora Health Shuttle but they welcome and appreciate koha.

The service is funded by voluntary koha from people who use it, community contributions and the generosity of whanau who donate to them.

To find out if there is a Waka Ora Health Shuttle in your area, email wakaora@stjohn.org.nz or call 0800 WAKA ORA (0800 9252 672).

Zealand Superannuation or Veteran's Pension.

It recognises the valued contribution our seniors and veterans have made, and continue to make, to New Zealand society. It gives cardholders access to a wide range of business discounts and will facilitate easy access to government entitlements and local council concessions.

The card will automatically be sent to all NZ residents who receive NZ Superannuation or a Veteran's Pension, or if they are 65+ and receiving some other form of assistance from the Ministry of Social Development. Eligible applicants can also apply for a SuperGold Card.

Puāwai - Kai is back

Puāwai - Kai is a free 8-week lifestyle education and cooking course run in Canterbury.

The first four weeks of the course will teach you how to enjoy a healthy relationship with food, having a routine, filling up on whole foods, making water your friend, moving, sleeping well and eating mindfully.

The next four weeks focuses on gaining confidence and motivation to cook at home, and trying out budget-friendly recipes that look after our health. Every session ends with sharing kai and time to connect.

Courses begin mid-February.

If you'd like to be involved, please email puawai@pw.maori.nz or call 0800 333 405

Our holiday hours



The ŌCHT office on Kilmore St closes at 5pm on Friday December 22.

We're open again on December 27, 28 and 29, from 8.30am to 5pm.

We're closed on January 1 & 2.

Normal hours resume from Jan 3.

For holiday-time emergencies, call us 24/7 on 0800 624 456.

Thank you!



Ōtautahi Community Housing Trust
Ground Floor, 61 Kilmore St, PO Box
54, Christchurch 8140
FP 0800 624 456 LL 03 260 0058
admin@ocht.org.nz
www.ocht.org.nz
[@otautahicommunityhousingtrust](https://www.facebook.com/otautahicommunityhousingtrust)