Community Housing Aotearoa

Nga Wharerau o Aotearoa

Annual Report 1 July 2020 – 30 June 2021





All New Zealanders well-housed

communityhousing.org.nz

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Cover: Connections and community are essential even in the midst of a pandemic. 'The Corona Cafe' was set up for residents at Abbeyfield Hornby who missed going to the mall for their coffee fix. They had their opening, complete with resident Vera as the waitress. (Photo of The Corona Café by Virginia Clausen).

About **Community Housing Aotearoa**

Community Housing Aotearoa, Inc, (CHA) is an incorporated society and a representative body for New Zealand's community housing sector. A list of our members is in this annual report. Established in 2004, CHA has an important role in placing the community housing sector at the forefront of housing delivery, listening to and advocating on behalf of its members and representing them as one voice.

Company details

Co-Chairs Bernie Smith and Cate Kearney

Treasurer Greg Orchard

Council members

Bernie Smith, Greg Orchard, Cate Kearney, Yvonne Wilson, Nic Greene, Anne Huriwai, Gabby Clezy, Craig Thomson

Chief Executive Victoria (Vic) Crockford

Nature of business Advocate for community housing

Registered office Level 11, Ranchhod Tower, 39 The Terrace/ 102-112 Lambton Quay, Wellington

Bankers

Kiwibank, Private Bag 39888, Wellington Mail Centre, Lower Hutt 5045

Accountant The Bookish Tax Tart/The Tax Lady

Auditor Dent and Heath

Charities Service Number CC36095

Incorporation number 1583033

IRD number 89-577-874

Report from the **Co-Chairs**



Bernie Smith and Cate Kearney, Co-Chairs

30 June 2021

"Our homes are our health and wellbeing."

There are very few times in living memory when that has been a more profound statement.

At the time of writing, we have again found ourselves responding rapidly to an uncertain environment with the emergence of Delta in our community. The way which we finish the year – as a country learning to live with COVID-19 – is very different to the way we started it.

Like last year, the focus on ensuring whānau are housed and can "take shelter from the storm of the global pandemic" is to be commended. That said, with the emergence of COVID-19 in the communities that we care for, the need for longterm solutions to housing inequity has become ever more glaring. The pandemic can either become the catalyst for taking decisive action to enable affordable, healthy homes for all, or it can serve as the moment where existing inequalities are cemented for generations. Our sector has a strong role to play in advocating for it to be the former.

We've worked alongside government to ensure that the voice of the sector is strong and heard clearly during this time. More recently CHA attended weekly engagement with officials and Ministers. This direct, real-time feedback to government partners is something that has been valuable for our members, and we are turning our minds to how we keep up the momentum of this engagement.

"The pandemic can either become the catalyst for taking decisive action to enable affordable, healthy homes for all, or it can serve as the moment where existing inequalities are cemented for generations." Before Delta became our reality, we made progress on key areas.

The re-establishment of the up-front payment of the operating supplement, announced by Minister Woods in August, was welcome news to the sector.

The multi-year KiwiBuy campaign led to the rollout of the Progressive Home Ownership provider pathway launch in May 2021. We continue to work towards this being as accessible as possible across our sector.

Our capability-building initiatives have been notable, with delivery of highly engaging Masterclasses by the CEO and Sector Leaders' Forum and a successful online training series run in conjunction with MSD and Housing First Auckland.

Our direct delivery programme with Te Matapihi, Homeless Sector Support Services, started strongly, and successfully proposed to integrate the voices of lived experience into policy-making – an important way of working alongside our colleagues at Te Matapihi to demonstrate the importance of direct connection with community.

The publication of the Human Rights Commission's framework guidelines and the launch of the Commission's National Inquiry into Housing were able to progress, with CHA's role as a partner in that recognised.

In a significant change for our sector, we farewelled our Chief Executive of eight years, Scott Figenshow who worked tirelessly to grow CHA from less than two full time staff up to a thriving team of eight. Scott's ability to build relationships within housing and across other sectors has been a pivotal reason for the leadership that CHA is recognised for within the NGO sector today. We know Scott is excited about his future activities and wish him all the best.

We welcomed our new Chief Executive, Vic Crockford, who stepped into the role in August. We are excited about what Vic brings in skills, experience and personality, and have great confidence CHA is in "Let's not forget the lack of affordable warm dry secure rentals pushing more people into homelessness and together look to generational change where all New Zealanders are well housed and homeless is rare, brief and non-recurring."

good hands and has an exciting future. We give huge thanks to our Deputy Chief Executive, Chris Glaudel for keeping the ship steady during the appointment process and supporting Vic's induction in the most unusual of times.

This year, we farewell a number of our Council members, including our Co-Chair Bernie, who steps down after four years. We also say thank you to Craig Thomson from Trust House, Yvonne Wilson from Te Rūnanga o Kirikiriroa and Anne Huriwai who represented Te Matapihi so well on our Council. Your dedication and guidance have been exceptional.

As we write, we are very aware of the pressures leaders, along with their teams, face navigating Delta and the Covid levels, recognising our teams may hold various positions on vaccination. The skill capacity in our sector and in the CHA team is exceptional, so, together, let's press on, be agile and creative. Let's not forget the lack of affordable warm dry secure rentals pushing more people into homelessness and together look to generational change where all New Zealanders are well housed and homeless is rare, brief and non-recurring.

Bernie Smith and Cate Kearney

CO-CHAIRS

Report from the Chief Executive and Deputy Chief Executive



Vic Crockford, Chief Executive Chris Glaudel, Deputy Chief Executive

2021: Staying the course in a year of two halves

I have had chance to reflect since joining CHA in August that addressing a crisis (COVID-19) within a crisis (housing) is both confronting and extraordinarily rewarding work. The rapid response of the CHA team to the needs of our collective and the work of our sector in holding up the frontline of the pandemic response has been something to behold, and I want to thank you for the trust placed in me as a new CE to advocate for you during this period.

We have been encouraged throughout this period to 'stay the course' and 'just keep going'. I want to acknowledge that this has become harder and the conversations more complicated for many of us. We will continue to work alongside you for as long as we are all called on to navigate our way through COVID-19 in the coming months.

We also, of course, remain committed to realising our shared vision of, "All New Zealanders well-housed".

With external influences such as climate change, changing demographics and inflationary pressures all coming into play, we will continue to raise the voice of the community housing sector, work towards long-term funding certainty, build positive partnerships and strengthen our collective capacity and capability.

You can also expect a focus on how CHA shows up with a strong, cohesive voice to continue our highly

"We will continue to raise the voice of the community housing sector, work towards long-term funding certainty, build positive partnerships and strengthen our collective capacity and capability." regarded work as a trusted advisor to governments and decision-makers.

Milestones

Voice of the sector

- With Labour in position as the first solo government since MMP began following a year of crisis management, we pursued an active government relations strategy to ensure our sector was front of mind during a "year of delivery".
- We contributed with submissions to the Resource Management Act reforms; Government Policy Statement on Housing and Urban Development; and to the Reserve Bank.
- We also made our voice heard on the way Delta has impacted our sector, with extensive government relations and media commentary on the vaccine mandate and Rapid Antigen Testing.

Capability-building

- Our election webinar on 20 August was a success with 5 parties participating in a forum hosted by Rawdon Christie.
- We commenced the RTA community of practice, which is an ongoing programme of work for tenancy managers to ask questions, share information and keep informed on tenancy law and practical management issues.
- We ran a successful Regional Event series with Housing First Auckland and the Ministry for Social Development, with over 400 people attending each of the four webinars. A clear illustration of our role in connecting agencies to community and filling the knowledge basket of the sector.
- The CEO and Sector Leaders' Forum supported our submission on the Government Policy Statement on Housing and Urban Development, and we thank Charles Waldegrave for his work on this. While we had some success in increasing the recognition of our sector, we will continue to work with Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development (HUD)

as they progress from vision statement to implementation plan to ensure that key issues are well-heard.

Delivery partnerships

- We commenced the first year of a multi-year contract with HUD for Homeless Sector Services.
 We thank Jen Deben and Moira Lawler for their work in establishing Homeless Sector Services.
- The multi-year KiwiBuy campaign for progressive home ownership saw the rollout of the provider pathway in May 2021. While there is still work to be done on this to ensure it is equitable and accessible, our members have been able to secure funding to ensure more families are well-housed and supported into home ownership.

Staff comings and goings

The biggest farewell has been to our CEO of eight years, Scott Figenshow, who departed in June. We look forward to a time when we can celebrate Scott's enormous contribution in person. For now, we reflect on Scott's ability to build relationships, guide the sector through complex policy discussions and support a growing team to success. He rā whatiwhati kō. Thank you for your 'day of hard work'.

We also farewelled Cushla Managh, our Communications Manager, who left in July 2020. Cushla helped build our communications strategy and raised our profile with media. She established a comms network of members and provided practical support for crisis communications. We are glad to have recently launched the refresh and update to our website she designed.

We have been lucky to welcome two new team members in 2021 – our new Communications Manager, Wendy Marr and our Policy and Practice Manager, Amanda Kelly. Both have already made outstanding contributions. Amanda has shaped a newly created role with her expertise from managing large-scale community engagement as a health promoter and working with those experiencing homelessness. Wendy has been an asset in developing relationships with her peers across the sector and guiding valuable research into our social media presence, which will be a focus in the coming six months.

Our Programme Analyst, Ben Lee-Harwood joined us as a permanent, full-time member of staff following completion of his Master's degree and has already confirmed his capability by leading on submissions, including our submission to the Productivity Commission's "A Fair Chance for All Enquiry".

Ehara taku toa i te toa takitahi, engari he toa takitini. My success is not mine alone, but it is the strength of many.

Vic Crockford

Chris Glaudel

CHIEF EXECUTIVE, Community Housing Aotearoa DEPUTY CHIEF EXECUTIVE, Community Housing Aotearoa

Delivering against our Strategic Plan



A RESPONSIVE HOUSING SYSTEM

Meeting housing needs across the continuum and retaining investment to benefit communities across generations.

2022 goals	How we're meeting them
Retained affordability – uplift, capture,	 Value capture included in Government Policy Statement on Housing
retention and recycling – is widely	& Urban Development Produced two papers and held one workshop on Inclusionary Housing as
understood and used consistently	mechanism to produce retained affordable homes
Adoption of a human rights-based New Zealand housing strategy	 Multiple workshops supporting the Human Rights Commission's draft Guidelines on the Right to a Decent Home Right to Housing mentioned in Government Policy Statement on Housing & Urban Development
'Our Place' provides a sector strategy	 Engagement on the Government Policy Statement on Housing & Urban
and development plan contributing to	Development as a step toward a New Zealand Housing Strategy Government announced update of the National Māori Housing Strategy /
the New Zealand Housing Strategy	He Whare Ähuru He Oranga Tângata



INCREASED SUPPLY OF ADEQUATE HOMES

Increased rental and ownership choices where housing costs are around 30% of household income and where community housing plays an important role in 'All New Zealanders well-housed'.

2022 goals	How we're meeting them	
Housing programmes are available to households across the housing continuum	 Progressive Home Ownership programme funding of \$400 million now fully operational and homes being delivered March 2022 announcement of redirection of the \$350 million Residential Development Response Fund toward affordable rental homes 	
Capital and operating funding is available from multiple sources to meet housing needs in all regions	 Launch of first social housing bond by Community Finance and The Salvation Army for new social housing The Accident Compensation Corporation (ACC) and CORT announce \$100 million partnership for new social housing Government to reinstate early release of Operating Supplement funds from 1 July 2022 	
A range of planning tools are available to increase supply	 Local Government New Zealand members' remit calls for government to enable Inclusionary Housing Three local authorities advancing District Plan changes to implement Inclusionary Housing programmes More councils adopting incentives for affordable and accessible homes 	



2022 goals

QUALITY PROVIDERS DELIVERING BETTER RESIDENT AND COMMUNITY OUTCOMES

CHA provides a sector voice, advocating for the role of the community housing sector in the achievement of 'All New Zealanders well-housed'.

2022 goals		How we're meeting them	Culturally
CHA members participa and publicly report on p	•	 On-going supply survey of sector homes Development of sector pipeline report with support from the CEO & Sector Leaders Forum 	adequate
		REPRESENTATIVE AND SUSTAINABLE	Location
sector in	n the achieveme	nt of 'All New Zealanders well-housed'.	



'All New Zealanders well-housed'

To be 'well-housed' means meeting 7 measures:

> Security of tenure

> Affordable

Habitable

Accessible

We are resourced sufficiently to achieve our mission and outcomes

How we're meeting them

- Continued philanthropic support from the Peter McKenzie Project
 Strong relationship with the government and on-going multi-year contract with HUD
 - Increased retained earnings

Statement of Service Performance 2020-2021

Community Housing Aotearoa worked to implement and engage with the actions contained in its 2019-2022 Strategic Plan to see 'All New Zealanders well-housed'.



A RESPONSIVE HOUSING SYSTEM

Meeting housing needs across the continuum and retaining investment to benefit communities across generations.







Participation on task forces

Local government members



INCREASED SUPPLY OF ADEQUATE HOMES

Increased rental and ownership choices where housing costs are around 30% of household income and where community housing plays an important role in 'All New Zealanders well-housed'.





60

Number of organisations reporting



QUALITY PROVIDERS DELIVERING BETTER RESIDENT AND COMMUNITY OUTCOMES

CHA provides a sector voice, advocating for the role of the community housing sector in the achievement of 'All New Zealanders well-housed'.



Our members: making a difference

2020/21 has been a year of firsts for our members. From pioneering ethical finance options, to breaking new ground on assisted home ownership models through to multi-million-dollar joint ventures with government agencies. Our sector has worked incredibly hard, and with great success, to provide quality housing options to individuals, families and whānau around the country. Below are snapshots of success from our members.

Salvation Army and Community Finance building more homes through 'Community Bonds'

This year the Salvation Army opened two new community housing complexes – Te Manaaki Tangata and Kaitiakitanga – in Tāmaki Makaurau, Auckland thanks to their collaboration with Community Finance, who launched Community Bonds this year. The bonds are a form of 'impact investment' offering lower-cost finance to projects that add value to communities, while at the same time providing a secure return for investors – a win/win situation.

"To really change the game and develop new housing stock, we need a radical shift in finance structures" says Paul Gilberd, GM Community Finance.

Read more here about Salvation Army and Community Finance's Community Bonds.

Listen to Alex's story here and learn how the Salvation Army changed his life by providing him with a home.



Te Manaaki Tāngata in Westgate offers 20 two-bedroom and two one-bedroom homes.

salvationarmy.org.nz

Wesley Rata Village – a community asset

A collaboration between Wesley Community Action, Airedale Property Trust and a local housing agency has resulted in 21 new rental homes in Naenae, Lower Hutt. Work on Wesley Rata Village was completed this year, increasing the number of affordable rental homes at the village to 51.



Wesley Rata Village (Photo Credit) completed 21 new homes in Naenae.

wesleyca.org.nz



New homes from Tauranga Community Housing Trust (Photo Credit) are currently under construction.

Tauranga Community Housing Trust builds accessible homes

Tauranga Community Housing Trust (TCHT) is working to improve access to affordable rental properties in their region. Construction is underway on 12 new one-bedroom homes in Gate Pa. The units are designed to be accessible to Lifemark 4 standard and are well-designed for ageing in place. They include gardens, disability car parks, accessible pathways and landscaping.

tcht.co

Mahitahi Trust breaking the cycle of homelessness for whānau and communities

Mahitahi Trust is a Kaupapa Māori Mental Health and Addictions NGO and a Kaupapa Māori community housing provider in South Auckland. At the beginning of the year, Raewyn Allan and her team held the official opening the Kōtukutuku papakāinga which offers whānau a blend of the Trust's services as traditional Whānau Ora.

The vision of the papakāinga was born out of love for whānau and a desire to break the cycle of homelessness that whānau experience when they become unwell. Kōtukutuku enables Mahitahi Mental Health Community Support Workers to provide wraparound support that's complemented by that already provided by the housing kaimahi (support workers).



Mahitahi Kāinga Trust (Photo Credit) Kōtukutuku Papakāinga opening in Otara, Tāmaki Makarau.

mahitahi.co.nz

Progressive Home Ownership in action in Queenstown

In March this year, 25 first home buyers kicked off their Progressive Home Ownership (PHO) journey through Queenstown Lakes Community Housing Trust's (QLCHT) partnership with New Ground Capital at the Toru apartments, and the Trust's ground-breaking assisted ownership model, Secure Home.

Secure Home is the first programme of its kind in New Zealand where people purchase the properties through a 100-year land lease arrangement, with the Trust retaining ownership of the land in perpetuity.



L-R QLCHT executive officer Julie Scott, Minister Hon Dr Megan Woods, Queenstown Lakes mayor Jim Boult and QLCHT trustee Joanne Conroy outside Toru development.

qlcht.org.nz

Monte Cecilia social conscience and longterm commitment

For nearly four decades, Monte Cecilia Trust has been a voice for housing justice. Their vision is simple: everyone should have access to adequate, affordable and secure housing.

Over the past year, the Trust has replaced its shared facility model of emergency housing with self-contained accommodation. The Windrush Close site has been completely redeveloped with 30 new two-bedroom apartments alongside an office and a flexible space for meetings, education and training. This was achieved through a unique partnership between the Trust, government and philanthropists all coming together with a shared goal.

The Trust continues to lease homes through Kāinga Ora and from private landlords and is also planning to start building again. It now provides homes for over 2200 whānau / individuals across more than 470 properties.

Read more about Monte Cecilia in this case-study.



Monte Cecila Trust's Windrush facility offers 31 twobedroom units, family facilities including a playground and BBQ area and on-site offices for staff.

montececilia.org.nz

Abbeyfield model making affordable rentals accessible for over 65s

Abbeyfield House's shared accommodation model is ensuring our ageing population has access to affordable rental accommodation around the country. Work on the expansion of Masterton's Abbeyfield House is now under way and will be completed in early 2022. The redevelopment will see the construction of four new studios and will help meet the huge demand for affordable rental accommodation for over 65s in the Wairarapa area.



Breaking ground for the redevelopment work at Abbeyfield House, Masterton.

There are currently 14 Abbeyfield houses around the country, providing a home for 161 older people; five house projects are in development (for up to 52 people) with a further four at the early stages.

Read more here about Abbeyfield's latest development in Greymouth



Attendees at the site blessing of Abbeyfield House, Masterton.

abbeyfield.co.nz

CORT Community Housing new partnership with ACC

Community of Refuge Trust (CORT) announced a new joint venture with ACC to build 100 new homes for people and families on the public housing waiting list in Auckland. The partnership is a first for New Zealand and the community housing sector. ACC has committed \$50 million to the venture and is now working with CORT to deliver on that commitment.

This is an exciting initiative that will provide a much-needed boost for communities in Tāmaki Makarau, Auckland. Importantly it is also growing the community housing sector which is crucial to supply enough homes to meet ongoing need.

cort.org.nz

Report from the **Treasurer**

Community Housing Aotearoa (CHA) completed the 2020 - 2021 financial year in a strong financial position. The audited accounts are presented on a consolidated basis for Community Housing Aotearoa Incorporated and our wholly owned subsidiary Community Housing Solutions Limited. The organisation continues its financial growth trend of recent years with increased revenue and a healthy net surplus adding to our accumulated funds.

The accompanying consolidated financial summary includes the Statement of Financial Performance, Statement of Financial Position, and Statement of Cashflows for the fiscal years ending 30 June 2021 and 2020.

The accompanying Statement of Service Performance highlights CHA's efforts to support sector growth across our Strategic Plan priorities of:

- a responsive housing system
- quality providers delivering better resident and community outcomes, and
- increased supply of adequate homes.

The Independent Auditor's Report provides an unqualified opinion on the statements.

The operating results for the year ended are a net surplus of \$240,955 which is an increase from the prior year total of \$18,260. Total revenue is \$1,535,344 an increase from \$1,402,443 in 2020. The main increase in revenue is in the donations, fundraising and other similar revenue categories. It is important to note that \$200,000 of philanthropic funding received in June is for services to be provided in the next financial year. Operating expenses totaling \$1,294,389, also represent a decrease from the prior year. The main decreases are in delivery expenses, with lower contracted services and travel. Both these line items were impacted by Covid-19. Our communications expenses doubled from the prior year, reflecting the increased emphasis on highlighting the work of our members. Staffing remains the largest component of our expenses.

Our overall assets are strong, with some reserves built up to sustain any unanticipated reductions in revenue or to fund sector priorities. Our accumulated funds are \$623,824 representing an increase of just under \$240,303 from the prior year.

The year marked the beginning of a new multi-year peak body services contract with the Ministry of Housing and Urban Development. It also includes homeless sector support services which we are delivering alongside Te Matapihi. We also wish to acknowledge the Peter McKenzie Project for continued their support of our work. The Peter McKenzie Project is now into the third year of a five-year commitment to support our systems change work to shift housing outcomes for the communities and families you serve. In conclusion, it has been a good year for our organisation financially. We have three more years of committed revenue from MHUD, continued philanthropic commitment to our work and a solid financial base from which we can deliver services to our members.

Greg Orchard

TREASURER

Full and partner members

As at 30 June 2021

Full members

Abbeyfield NZ Inc Accessible Properties Ltd Aspire Community Support Auckland City Mission Incorporated Auckland Community Housing Trust Bays Community Housing Trust Christchurch Methodist Central Mission Cobham Street Trust Comcare Trust / Comcare Charitable Trust Community Housing Trust Community Living Ltd Community of Refuge Trust/CORT Community Housing Compass Housing Services Co (New Zealand) Ltd Compassion Housing Ltd De Paul House Diocese of Wellington (Anglican) Downtown Community Ministry Inc **Dwell Housing Trust** Emerge Aotearoa Habitat for Humanity (Central North Island) Ltd Habitat for Humanity Dunedin Habitat for Humanity (Greater Auckland) Ltd Habitat for Humanity Invercargill Habitat for Humanity Nelson Habitat for Humanity New Zealand / Habitat for New Zealand Limited Habitat for Humanity Taranaki Haumaru Housing Limited Partnership Homes of Choice Limited Housing Foundation (New Zealand Housing Foundation) Lifewise LinkPeople Mahitahi Kāinga Trust

Manawatu Community Housing Trust Manawatu Community Trust Mangatawa Papamoa Blocks Inc. Marlborough Sustainable Housing Trust Mercy Villas Monte Cecilia Housing Trust Nelson Tasman Housing Trust Ngā Hau E Wha National Marae Ngā Pōtiki Ā Tamapahore Trust Ngāti Whātua Ōrākei Whai Maia Limited / Whai Maia Charitable Trust **Otautahi Community Housing Trust** Paekākāriki Housing Trust Queenstown Lakes Community Housing Trust Tāmaki Housing Association Tauranga Community Housing Trust Te Hou Ora O Ngāpuhi Te Roopu o Te Whānau Rangimarie o Tāmaki Makaurau Te Rūnanga o Kirikiriroa Te Runanga o Ngati Porou Te Rūnanga o Toa Rangatira Inc Society Te Rūnanga o Whaingaroa Te Taiwhenua o Heretaunga The Bishop's Action Foundation The Porirua Whānau Centre Trust The Salvation Army Trust House Limited Upper Hutt Housing Trust - Homai Te Whaiora VisionWest Community Trust Wellington City Mission Wesley Community Action Whangarei Accessible Housing Trust Whatever It Takes Trust Inc.

Partner members

Aegis Projects Limited Alcohol & Drug Community Support Trust Beacon Pathway Incorporated Boffa Miskell Limited Buildtech Chintaro Housing Management Software (MDB Consulting) Chow Hill Architects Ltd Community Finance Comprende Coromandel Independent Living Trust CRESA Dunedin City Council EasyBuild Ltd Gemelli Consulting Hamilton City Council Home Co Hornsby & Co Island Child Charitable Trust Lake Maintenance Maxine Boag Mike Greer Homes NZ Ltd Modcom Portable Buildings Ltd My Kiwi House New Zealand Coalition to End Homelessness New Zealand Council of Christian Social Services Ngati Kahungunu ki Poneke Community Services Inc Planalytics Rauawaawa Kaumatua Charitable Trust Spencer Henshaw Ltd Stepping Stone Sustain + Enable Tauranga City Council Te Tumu Kāinga (Te Tumu Paeroa) Tenants Protection Association (Chch) Inc The Chinese New Settlers Service Foundation West Auckland Living Skills Homes Trust

communityhousing.org.nz

