

## **An introduction to Housing New Zealand - July 2016**

[Music plays while an aerial shot of suburban streets is shown.]

[The words 'Our People Our Journey come up on screen]

Mans voice over: The story of Housing New Zealand is more than just a story about houses, though Housing New Zealand is the biggest landlord in the country, owning or managing more than 64,000 properties across New Zealand. The organisation exists not solely to build, buy, lease or develop properties, but more importantly to provide healthy, comfortable and appropriate homes for people and families who need them, for as long as they need them.

Our Story is a story about people and their housing needs it's the reason we exist. Many of our tenants have high social needs and are often the most vulnerable people in our communities. For over 100 years Governments in New Zealand have been providing social housing. Maintaining and improving these homes involves more than just regularly repairing and replacing them, it involves insuring the right kinds of houses are being provided in the right locations to meet demand now and into the future.

Updating the portfolio is a massive undertaking particularly when it involves more than 185,000 people, which is why Our Story is a story about people, and their housing needs.

[Text comes up on screen 'How we've grown']

In September 1937 Prime Minister Michael Joseph Savage helped tenants David and Mary McGregor move into the first state house at 12 Fyfe Lane in the Wellington suburb of Miramar. Within a year 1,959 state houses had been built in 53 towns. Today Housing New Zealand owns or manages more than 64,000 properties, with more than 185,000 people living in our homes. Looking after the tenants and properties are up to 1,000 Housing New Zealand staff.

Maintaining the properties involves more than 6,500 trades people. The state housing portfolio is valued at over 19 billion dollars; such an enormous tax payer investment requires careful management deliver quality housing and tenancy services.

[Text comes up on screen 'Meet our people']

As a social landlord Housing New Zealand does more than just collect the rent, our people and property staff work along side tenants to help them manage debt, connect them to support services and ensure their homes are safe, healthy and appropriate for them.

The tenancy relationship begins with the Ministry of Social Development. Through their Work and Income offices they assess the eligibility of social housing applicants and manage the social housing register. This means customers have all their social welfare needs assessed by one agency.

Eligible applicants are referred to the placement team to match people to suitable homes when they become available. Our customer service centre helps tenants with issues ranging from leaking taps to rent payments.

[Text comes up on screen 'Meet our tenants']

The range of individuals and families living in state homes is diverse. Tenants comes from a variety of ethnic backgrounds and while about 40% of the 185,000 people living in our homes are children, another 20% are over 65 years of age. It's a diverse range of tenants with equally diverse housing and social needs.

[text comes up on screen 'Maintaining our properties']

Maintaining more than 64,000 properties is an enormous and expensive undertaking. Staff from our People and Property team regularly assess the condition of properties and maintain and upgrade homes to a standard that's safe and healthy for tenants. Over the next 3 years Housing New Zealand will spend a staggering half a billion dollars annually on its portfolio, that's about 8,000 per house.

Maintenance includes urgent repairs such as blocked drains and electrical faults where there are health and safety risks for tenants. Our contractors spend about 3.5 million hours a year, performing more than 6,000 repair and maintenance jobs on Housing New Zealand homes. Since June 2015 about 20,000 properties have received improvements such as new curtains, carpet and heating as part of our warm and dry programme.

The average age of our homes is 44 years and they were built with minimal if any insulation. Housing New Zealand's nation wide energy efficiency retrofit programme has insulated 99% of all houses that can be insulated since 2001. Improving the quality of curtains also makes a difference to comfort and liveability of our homes. These long life curtains are mould resistant, fire retardant and machine washable. Our lead contractors engage more than 6,500 trades people and our next generation performance based maintenance contract incentivises contractors to take on employees and apprentices, this is a crucial factor with New Zealand building and construction industry already under pressure and set to reach unprecedented levels of demand by 2021

[text come up on screen 'Canterbury recovery']

Housing New Zealand's Canterbury earthquake recovery programme wound up in June 2016 after successfully completing its work. The programme was responsible for repairing 5,000 earthquake damaged homes and building up to 700 new warm, dry homes to restore the Christchurch social housing portfolio back to pre-earthquake numbers.

[text comes up on screen 'Meeting demand']

In the year ending June 2016 we have added 871 new homes to our national portfolio with many of these located in Auckland. These redevelopment projects aim to make better use of our significant land holdings. Housing New Zealand owns about 6% of all Auckland land making it a significant partner in the region. We also hold land in almost 50 special housing areas, locations approved by Auckland City Council and Government for fast tracked development to boost the city's housing supply.

By the time construction of new housing is complete on all of Housing New Zealand's special housing areas its possible that up to 4,500 new houses will stand on sites that previously held in the region of just 900.

[text comes up on screen 'Around New Zealand']

Redevelopment is occurring round New Zealand. At Maraenui in Napier an old 4 unit building that was earthquake prone has been replaced by 7 single storey, 2 bedroom units arranged around a communal courtyard. These new units have a 6 star energy rating from the New Zealand Green Building Council.

Housing New Zealand identified 282 buildings nationwide that posed a risk in an earthquake. Where repairs were uneconomic complete redevelopment has occurred another 45 million dollars will be spent on seismic strengthening over the next 3 years.

In some parts of New Zealand demand for state houses has decreased. Rather than owning empty properties we operate a programme enabling people to buy their first homes. Existing tenants can apply to buy their own houses or another empty house in areas of reduced demand while surplus homes can also be sold to FirstHome buyers on modest incomes. Sales proceeds can be reinvested to build new homes in areas of greatest demand.

[text comes up on screen 'An evolving story']

This has been a story about how we're working to ensure we provide the right kind of housing, in the right locations, for the people who most need the social housing and tenancy services we provide. We've come a long way since the first state houses were built but our journey continues to evolve. While demand for social housing continues to exist Housing New Zealand is proud to have such a vital role to play providing houses for families needing a place to call home.

[text comes up on screen 'Our People, Our Journey' with a picture of a family]

