

Report prepared by Nick Collins

1. Summary

- Project is over time but within budget.
- Project now has sufficient data to identify key issues and to commence to design a service / solution.
- Project has taken considerably longer to deliver than first anticipated owing to
 - difficulty in recruiting homes.
 - reliable sub trades on the Island are extremely busy, reluctant to quote for small jobs and slow to action work.
- Project plan / protocols developed in partnership with Health Trust have proved robust and fit for project.
- Minor repair process drafted and working. Work to do on major repair process.

Council contract objectives, measures and deliverables are appended to this report. To date the project has delivered on

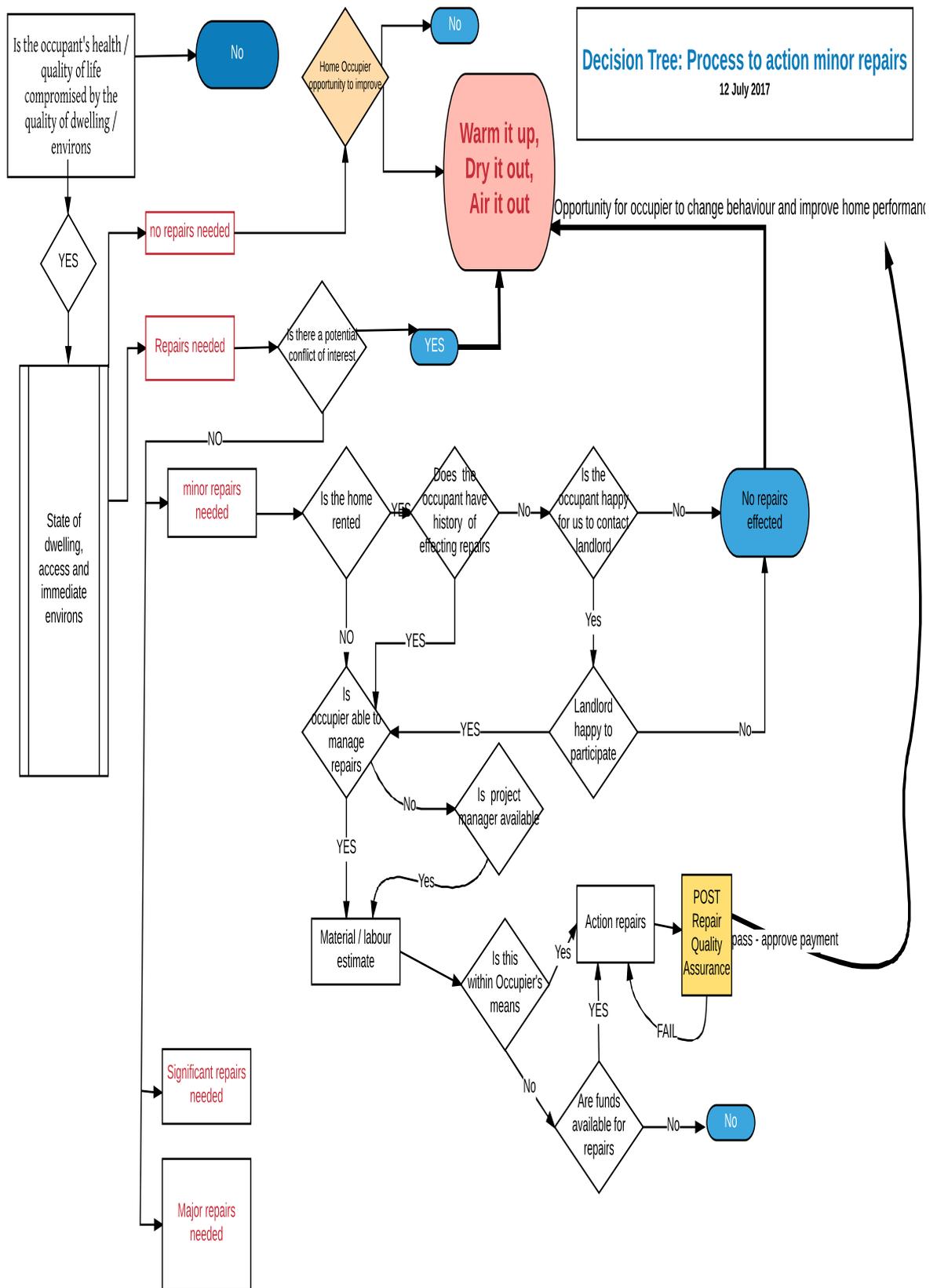
- Quantifying the need
- Designing the process
- Carried out sufficient assessments and actioning repairs as per contract.

Yet to address

- Exploring funding options
- Develop a report on Strategic Options for addressing Waiheke's Housing Quality Needs.
- Prepare final report to June or July 2017 business meeting of Waiheke Local Board

2. Progress against Plan

Issue	Objective	Action Points	When	Who
Project plan & management	Design / develop processes to deliver project outcomes	Design occupant processes / protocols – project summary and consent forms. Modify and trial assessment process Develop and trial home performance action plan for home owners Design decision trees for minor & major repairs Draft simple, easy to follow, generic advice for home occupiers – <i>Warm it up, Dry it out, Air it out</i> Understand and mitigate potential project risks	Completed Dec / Jan Completed Jan / Feb Completed July Completed Feb Ongoing, last update June	Steph & Nick Nick Nick Nick Nick & Steph
	Develop project risk matrix			
Understand Housing quality	Understand what principal needs are with respect to housing quality.	Complete minimum of 8 (12 would be ideal) housing assessments, gathering objective data on need. Prepare improvement plans and discuss with occupiers. Collate findings into summary table	As of Dec 2017 11 assessments / improvement plans have been completed	Nick & Steph
Potential Waiheke response	Map process and Identify what assets there are on Waiheke to action interventions	Mapped process to action minor repairs. Work still to do on major repair process. Inventory of Waiheke Assets <ul style="list-style-type: none"> • Labour • Materials • Funding sources 	On going	Nick
			Ongoing	Nick
Funding & Delivery models	Understand funding requirements and explore possible delivery models		On going	Nick
Deliver improvements	Within available budget	Ensure transparency Protect rights of occupants QA improvements before funds released.	On going	Nick



3. Learning to date

3.1. Recruitment of houses is difficult

Recruitment is slow. The project contracted to assess 8 homes and targeted 12. To date 12 assessments have been completed. Source of homes – 10 WHT, one Piritahi, one word of mouth,

Over half the home occupiers approached by WHT staff, (who have identified housing quality as impacting upon the occupants health) have declined to participate in the project. Many are individuals, who value their privacy, some may be embarrassed by their homes, others are concerned that Council or their landlord may take action arising from assessments.

The trusting relationship which WHT staff have with their clients has been critical, not just in being invited into homes but also in discovering the personal issues and challenges which frequently contribute to the home's poor quality condition. We will continue to carry out assessments / improvement plans as and when opportunities arise. The project has also engaged with the RSA, who were keen to participate in the project to assist veterans and other RSA members. However follow up from project has not delivered any results.

3.2. Housing quality issues identified

The majority of issues relate to water in the home (leaks, flooding, blocked gutters, internal moisture and poor ventilation. Most of the issues have arisen because regular maintenance has not been carried o.

Most common issues identified are:

Roof / cladding leaks	8	Internal moisture	6
Gutters blocked	5	Poor ventilation	3
Rubbish around house	3	Little / no insulation, or poorly installed	4
Unsafe access	4	Major paint required	2
Flooding	2	Vegetation shading house	2
Electrical issues	2		

Other issues include rat infestations, need to replace water damaged linings and inadequate heating

3.3. Sub contractor availability

It is extremely difficult to get subbies to provide quotes.
We need subbies we can trust as they are going into private homes.
Harder still to get them to turn up to complete minor repairs.
Sub contractor availability is a major problem for the project.

3.4. Actioning repairs

To date the project has expended approximately \$2649 out of a \$5,000 repair budget by providing rat bait / bait stations to one home occupier, a dehumidifier to another and having one roof water blasted, roof fastenings replaced and an external staircase replaced.
Two of the participants have actioned improvements themselves - priorities identified on their plans.
Prices are being sought to address further roof leaks, gutter repairs and provide insulation.

3.5. Expenses vs Budget

Sufficient budget is available to complete project and action a number of repairs.

Project budget	\$17,852
Contractor costs	\$ 7,100
Repairs	\$ 2513
WHT costs	\$ 1080
Balance, available for repairs	\$ 7158.38

4. Next steps

- Continue to complete assessments and provide improvement plans
- Continue to action repairs as budget allows
- Investigate how a design led process, including home occupiers, home owners, the Health Trust, Local Board and local sub trades could facilitate the design of a service solution for Waiheke.
- Seek funding for
 - design led process
 - for another person to be trained to carry out assessments. Refer Home Performance Advisor training http://www.beaconpathway.co.nz/further-research/article/home_performance_advisor_training
- Start to scope what a service might require in terms of resources / funding and where best for it to be hosted

Acknowledgements

This project could not have been delivered without the support of the Health Trust team.

Steph's assistance with drafting the project documentation and developing project protocols has been invaluable. Home help, Occupational Therapists and Nurses have all assisted in recruiting homes. 80% of homes in project came from WHT leads.

Appendix: Local Board Contract Objectives and measures.

NB Contract with Local Board extended to enable sufficient assessments to be carried out.

The Project

The project will be undertaken over the period February, 2017 to May, 2017 to assess health and safety hazards in the homes of Waiheke Health Trust clients, to gather data on need, provide information / advice and investigate options for repairing the homes. The framework for the project is as follows:

1. Quantify the need
 - i. Waiheke Health Trust Occupational Therapist refers client with housing need to the Housing Quality Project Manager
 - ii. The Housing Quality Project Manager visits the Waiheke Health Trust client, with support from the Occupational Therapist. The objective is to assess quality issues in the home and provide the occupant with information they can use to manage the presenting issues.
 - iii. The Housing Quality Project Manager will collect data on quality issues, estimate costs, and identify potential interventions.
2. Design / develop a process to address quality issues, including:
 - a. Establish process of communication with owners and occupiers of homes
 - b. Develop appropriate quality assurance and compliance processes and ensure adherence to these in all cases
 - c. Scope out repairs with local tradespeople and action repairs subject to funding and/or voluntary support.
3. Explore funding options available through Auckland Council, Central government agencies and philanthropic foundations.

Deliverables:

- Carry out assessments in at least 8 homes (number to be reviewed as time / available homes allow).
- Repairs undertaken subject to availability of funding and/or voluntary labour
- Develop a report on Strategic Options for addressing Waiheke's Housing Quality Needs.
- Prepare final report to June or July 2017 business meeting of Waiheke Local Board