

Date: Tuesday 7 May 2024
Time: 10.00am
Meeting Room: Room 1, Level 26
Venue: 135 Albert Street
Auckland

**Komiti mō te Whakahaere Tikanga me te Aro ki te
Pae Tawhiti mō ngā Whakahaere ka
Whakahaerehia e te Kaunihera /**

**Council Controlled Organisation Direction and
Oversight Committee**

OPEN ATTACHMENTS

**ADDITIONAL ATTACHMENTS
UNDER SEPARATE COVER**

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Prepared by: Gillian Schweizer, CEO
Date: 5th January 2024

CONFIDENTIAL



Haumaru Housing Six Monthly Partners Report

Haumaru Housing is a registered Community Housing Provider (CHP) which provides holistic tenancy and asset management services for Auckland Council’s portfolio of 1,475 rental units for older people. Established in late 2016, we are a limited partnership between New Zealand charitable trust, The Selwyn Foundation, and Auckland Council.

We provide outstanding social housing for older Aucklanders, with customer service excellence a priority. Our focus is on providing safe, secure and affordable long-term tenancies for senior citizens and creating positive and inclusive communities that support people to live well in the comfort and security of their home.

As an independent limited partnership, Haumaru Housing invests in communities, in terms of people and properties, retaining all surpluses to benefit older adults in local neighbourhoods. Our service is as much about enhancing people’s wellbeing, as it is about providing housing.

Pursuant to clause 16.2(b), of the Limited Partnership Agreement dated 15 December 2016 this six-monthly report addresses the following matters (Schedule 7) applicable to the reporting period.

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1. **Health and Safety (H&S)**

An organisation Health and Safety risk register is kept by the organisation. It is reviewed by the Haumaru Health and Safety committee bi-monthly and monitored by the Board. In the last 6-month Haumaru has continued to work alongside the Auckland City Council Emergency Management team to ensure the Haumaru Natural Disaster Emergency Plan for both tenants and staff aligns with the plan for greater Auckland. A second area of focus has been on the reporting of near misses both within the organisation and with our contractors. Thirdly there has been a focus on ensuring tenants who hoard have access to support from appropriate external providers.

In October 23 the Haumaru board initiated a board audit and risk committee. This committee will meet three times per year and review and advise on our audits including health and safety audits and associated mitigation.

Systems and processes Training

There are three Health and Safety representatives made up of staff employed in both office-based and community service roles. Representatives hold current health and safety rep certificates.

Two new staff were employed in this period and were inducted re Health and Safety in their first week of employment.

Incident Management and Reporting

An incident has been defined as any unplanned event resulting in, or having a potential for injury, ill health, damage or other loss.

Incidents are divided into two categories:

- a) Accident: an event that results in injury or ill health
- b) Near miss: an event not causing harm, but has the potential to cause injury, ill health, damage or product loss

Incidents are collected by the on-line data collection service desk, are reviewed by the Quality committee who make recommendations and are then reported at Board level. Learnings and updates are shared at monthly staff meetings.

During this reporting period there was one incident categorized via our internal reporting system as high level. This involved a contractor being injured whilst working in one of our villages, fracturing his jaw and a vertebra in his neck. The matter was referred to WorkSafe who have advised that no investigation will be carried out as the injury was related to a human error by the contractor. The contracting company have done their own internal review of practice and supplied Haumaru with a report.

Tenants who hoard have been an area of focus in incidents categorised as near miss. There are currently 6 tenants who are identified as hoarding. These tenants are getting support from the hospital system social workers, mental health support workers as well as staff from Age Care Auckland. Their hoarding impacts on their wellbeing but also on their, and their neighbour's health and safety.

It had been reported in the previous six-monthly partner report dated July 23 that the

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Haumaru Tenancy Quality Manager carried out a detailed investigation into the Haumaru response to the January 2023 floods, which were loaded as an incident. Seven recommendations were tabled, and all have been actioned. Actions include translating the village health and safety plans into different languages, recording telephone conversations made to the service desk to be able to listen to conversation again and ensure all information provided is responded to, as well as increasing supplies of PPE and storing sandbags for emergency situations.

Staff Wellbeing

Haumaru staff have an annual calendar of wellbeing initiatives. Staff also receive wellbeing advice at the monthly staff meeting. In December the CEO attended a one-day workshop facilitated by *Leading Safety*. Several tools were provided to assist in shaping company thinking with the focus on *Better Work by Design*. With the message that well- designed, organised, and resourced work enables people to thrive. This learning will be a focus for ongoing improvement in 2024.

Abuse of staff is included within our incident reporting and managed as health and safety incidents. In all instances staff have been supported with debriefs and access to EAP. Formal meetings have been held with tenants involved to address this unacceptable behaviour and, in some instances, anti-social behaviour notices have been issued.

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Contractor Management

NPM is Haumaru’s preferred contracted facilities management company. NPM ensure that any subcontractors they use are trained in Health and Safety, including briefed in the required Health and Safety processes/ paperwork used by Haumaru.

Contractors are required to carry out and report on safety audits and near misses.

All critical work requires a JSA/ SSAP. This includes but is not limited to:

- Any work at height off a ladder
- Mobile/elevated work platforms
- Electrical work
- Work in confined spaces including lofts & crawl spaces
- Excavation/trenching
- Operating power tools
- Hot work
- Lifting/carrying heavy loads
- Noisy work
- Asbestos
- Any other work with potential harm

JSA’s and app based site safety audits are carried out on a random basis

Workplace Health and Safety Key Metrics (in period)

Lost Time to Injury (Hours)	0
H&S Incidents reported	25
H&S Inductions	2
H&S Audits	4192
H&S Bi-Monthly Committee meetings	3
Staff Turnover rate voluntary/ involuntary	7%
EAP use sessions	0

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Attachment B

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2. Length of time to reoccupy a unit, when fit for purpose

6 days

3. Number and percentage of tenants qualifying/receiving IRRS subsidy

Dec 24 894 (55%)

4. Total number of tenants

1630

5. Tenant and applicant demographics Tenant ethnicity

Ethnicity	Tenants (%)	Applicants (%)
African	0.2	0
Australian	0.5	0
Cambodian	0.4	0
Chinese	10.7	14
Cook Island Māori	2.3	5
Dutch	0.2	0
English	3.7	0
Fijian	0.6	10
Fijian Indian	1.1	0
Filipino	1.6	0
Indian	2.4	0
Japanese	0.0	0
Korean	1.8	10
Latin American	0.0	0
Māori	10.6	10
Middle Eastern	0.8	5
New Zealand European	41.2	19
Niuean	0.6	0
Other	5.1	0
Other Asian	0.9	0
Other European	0.9	5
Other Pacific Groups	0.3	5

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Rarotongan	0.6	0
Russian	1.5	0
Samoaan	7.1	0
South African	2.0	0
Tokelauan	0.0	0
Tongan	2.4	5

Tenants

NZ European	41.2%
Māori	10.6%
Chinese	10.7%
Pacifica	13.3%

Average age of tenant in period	77 years
Average age of applicants	73 years
Gender of tenants in period	725 Male (44%)
	905 Female (56%)

6. Number of people on the Haumaru Housing waiting list

Haumaru does not carry a wait list. We respond to prospective tenant's current need, prioritised via the Ministry of Social Development (MSD) social housing register. Tenants on the prospective tenant list have been processed and are awaiting MSD approval to be placed on the social housing register. All eligible tenants are supported to gain entry onto the MSD social housing register.

7. Length of time on the waiting list

To date (since 1 July 2017) all new tenants have been housed from the MSD social housing register. We are unable to obtain statistics around length of time on the wait list prior to Haumaru being given access to potential tenant data. The time frame for clients referred by Haumaru to MSD for possible entry onto the social housing register is determined by HUD processes.

8. Cost to Serve (\$ per tenant and unit) in period

Village Cost to Serve:	Village costs Inc. Maintenance Costs
Monthly average per tenant	\$520.65
Monthly average per unit	\$582.58

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Total Cost to Serve:	Village costs (Inc. Maintenance) + overhead costs
Monthly average per tenant:	\$746.92
Monthly average per unit:	\$835.78

9. Operational Funding

During this period there was no increase in operational funding.

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10. Finance performance and position statements

Haumarū Housing Limited Partnership

Profit & Loss Statement

For the Period Ended 31st December 2023

	YTD 2023/24		
	FY24	Budget	Variance
Revenue			
Original Tenants	2,575,314	2,563,882	11,432
New IRRS Tenants	7,617,302	7,489,952	127,350
New IRRS Tenants (New Build)	1,365,711	1,366,170	(459)
New non IRRS Tenants	-	-	-
Total	11,558,327	11,420,004	138,323
Village Costs			
Operational Maintenance	2,692,111	2,391,967	(300,144)
Village Overheads	2,059,868	2,059,176	(692)
Other Costs	316,500	300,475	(16,025)
Total Village Costs	5,068,479	4,751,617	(316,862)
Village Gross Profit	6,489,848	6,668,387	(178,538)
Capital Renewals			
Expenditure	3,099,418	3,553,132	453,714
Council Funding	2,126,294	2,432,874	(306,581)
	973,124	1,120,258	147,134
Expenditure			
Staff Costs	1,472,037	1,671,080	199,043
Office Overheads	637,038	684,595	47,557
Property/Asbestos Surveys	80,992	63,459	(17,534)
IT Setup and Licences	12,741	65,722	52,981
Total Overheads	2,202,808	2,484,855	282,048
Interest Income	432,003	499,627	(67,624)
Other Income	260	-	260
Net Surplus (Deficit)	3,746,180	3,562,900	183,280

Item 11

Attachment B

