

ISSUE 6 | SPRING 2023

CONTRACTOR CONNECT

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A Kāinga Ora publication for its maintenance partners and their trades



KIA ORA

It's fair to say the weather has been a dominant feature in our work so far this year. The whole country has been impacted by significant rainfall over the last six months, and Auckland is yet to see a full week of sunshine. Of course, none of us will soon forget the Auckland Anniversary weekend floods and cyclone Gabrielle. I want to acknowledge our maintenance partners, trades and our own staff who were a major part of the response, ensuring customers were safe and work was actioned quickly to safeguard homes. Everyone really came together over those events, and it was heartening to see. You'll read some more about that below.

This strong people-first approach is evident in maintenance partners and trades continuing to invest into local communities. As we pulled together our end of financial year reporting, I was particularly impressed to see that over the last 12 months, you have collectively enabled over 400 apprentices, cadet programmes, leadership development programmes, and other local social and environmental initiatives. That is massive – life changing, really. At Kāinga Ora we have a set of organisational values we live by; Mahi Tahī (Better Together) is one of them and Manaakitanga (People at the Heart) is another. Those have been reflected in your work over the last 12 months, and we appreciate the value-centred approach to ensuring our homes are well maintained.

In the spirit of always improving on what we do and how we do it, our review into the end-to-end processes of our Asset Management and Maintenance System is well underway. As part of this, we are getting in touch with our maintenance partners and a selection of trades to add that essential voice to the mix. We give a bit of an update in this edition.

Once again, I want to thank every person reading this for the huge effort you put in to delivering the best outcomes for the people and families making their lives in our homes. I can tell you that our customers are as grateful as we are for that. Don't skip past the customer compliments in the High Fives section – they are all awesome.

Ngā mihi nui,

Andrew Booker

Director – Maintenance Contracting and Asset Services

WEATHERING THE STORMS

Mother Nature threw us a few curve balls in the opening months of this year, with the Auckland Anniversary floods in the north, and the devastating Cyclone Gabrielle in the East North Island.

To those of you who were personally impacted in some way, we hope you are recovering.

Some Kāinga Ora homes were impacted during these weather events and suffered varying damage. We want to acknowledge everyone who rose to the challenge of first assessing then repairing our customer's homes as quickly as you were able, amid road blockages and telecommunications outages.

We had some learnings, too. These unprecedented events caught many by surprise, and heightened the need for all of us to look at how prepared we are in the event of a crisis. At Kāinga Ora we stood up a National Incident Management Team, and some new processes and guidelines were developed directly in response to these events. Our National Incident Response Management Plan has been updated, and we are in an even stronger position to protect our assets in the face of future events.

Please get in touch if you would like to talk about weather event preparedness.

HOME SWEET HOME



Thanks to you, over the last several months we've made huge advancements in the number of Kāinga Ora homes meeting the Government's Healthy Homes Standards.

At the time of our last Contractor Connect newsletter in December, we were sitting at 68 percent compliance and we were very happy with progress. As at 31 July, 97.5 percent of eligible Kāinga Ora homes either met requirements within the Healthy Homes Standards or had work in progress to meet them.

This is a phenomenal achievement; all down to your people and your commitment to making this programme a success. Despite Kāinga Ora receiving a twelve-month extension to our compliance deadline (now 1 July 2024), our message has been that we are not taking our foot of the gas – we are still aiming to complete as many homes as possible, as quickly as possible. You've really supported us on that, and we thank you.



Let's all do the right thing!
To raise any integrity related issues, dishonesty or fraud concerns, in confidence, any time, call 0800 8355 469.



A TAILORED APPROACH TO MAINTENANCE

BRACKENRIDGE, CHRISTCHURCH

Recently, we worked with our maintenance partners DHMC to undertake scheduled Healthy Homes upgrades at Brackenridge, in Christchurch – a wonderful organisation supporting people with intellectual disability and autism. It turned out to be a great example of maintenance partners and trades adapting their approach to suit the very individual needs of the people living in supported housing.

Brackenridge is one of our larger customers in the Kāinga Ora Supported Housing portfolio, with 14 fit-for-purpose homes, and supporting 74 individuals to live a fulfilling and happy life, their way. At Brackenridge, creating a safe environment with high attention to the individual needs of their residents is a big focus, and this was really important for us to keep in mind as the maintenance was planned.

Vivienne Limmer, Kāinga Ora Supported Housing Regional Lead, says, “Things such as colours, items on walls, minor changes can impact the residents, down to if a person wears certain colours. Some residents were at home when contractors visited, so we needed to work around them and respect their support needs.”

Mark Dore, General Manager DHMC says being prepared and able to adapt the project management approach was essential.

“The success of the project was due to us having a main contractor that could do all electrical, carpentry and decoration. As a result they had the one person, Dan from Entire Commercial, in charge and on site the whole time. This would normally be 5–6 different contractors.”

“We worked together with Kāinga ora and Brackenridge, running this as a project with regular weekly updates to ensure we were on track. This was a group of high needs residents and Dan had a great understanding of their needs, working in with the team leaders at Brackenridge who were also very adaptable,” says Mark.

Darren Wright, Property and Assets Manager at Brackenridge, says these sessions were invaluable. “There were no surprises and communication across all parties was faultless. Both the planning and execution have drawn many compliments,” says Darren. “It shows that with a collaborative approach, a project of this scale can be a huge success in a shared living environment.”

On the practical side of things, the new heating has made it simple for the staff to use and monitor, and the homes are consistently warm; feeling like very welcoming homes.

This is the type of carefully considered maintenance approach we strive for in supported housing, and is an example we can all look to when planning maintenance in other supported housing homes.

BRACKENRIDGE
Mana-enhancing support

REVIEW UNDERWAY ON MAINTENANCE AND ASSET MANAGEMENT

It's hard to believe we launched the Te Mahi Ngātahi maintenance contract three years ago! Much has changed. You will know first-hand that we are doing more work in our maintenance and asset management space than ever before.

We're expanding and changing our portfolio as we acquire and redevelop more homes, with entirely new types of complexes opening over the next year. We also intend to undertake significant renewal of our portfolio over the next decade. Alongside that, we're responding to an increasing number of weather events.

To manage all of this well, we need to look at our end-to-end processes of the Asset Management and Maintenance System. A review has kicked off with a deep dive into our processes, and sessions with our people and yours. Over the last few months, we've spent time with representatives of each of our maintenance partners to hear what is working well and what isn't.

Our external review partners are now poring over that feedback. From September, the review will enter its second phase where we will work with our partners to develop options for system and process improvement. Be sure to catch the next issue of Contractor Connect for another update!

FROM OUR MAINTENANCE PARTNERS

1. The calm after the storm Switched On Housing

Helping communities in the East North Island is a big part of what we do, and the Switched On Housing kaimahi were out in full force helping where they could in the weeks following Cyclone Gabrielle.

Partnering with Beard Brothers, they mobilised their BBQ trailer and assisted in providing kai to whānau, volunteers and workers. The food was well-received, and they found that often the emotional support offered through a good kōrero was just as important for the people they met.

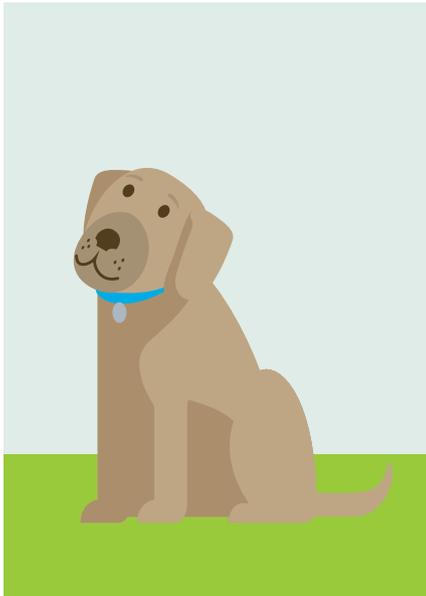
Some people coming through were Kāinga Ora customers and it was great to connect with them and hear their stories. Beard Brothers provided meat for the BBQ, and through koha donations we raised \$4,774. All funds were donated to 'The Environment Centre' who actively provided community outreach, including hot meals and supplies to flood victims.

Switched On Housing are incredibly proud of the selflessness, manaakitanga and empathy displayed by our team, and our Te Mahi Ngātahi subcontractors and Hawke's Bay and Gisborne trades.

He waka eke noa. We are all in this together. We rise together, fall together, work together and keep going together.



Our Quality Manager Dominic Westcott, as Head Chef



2. Dealing with dogs Spotless

Many contractors will relate to the challenging situation of visiting a property with a dog. Some dogs can be territorial, and when they aren't contained within the property, it can be a safety issue.

Recently, Mike Ashby, Manager Health and Safety at Kāinga Ora, joined the Spotless Health and Safety team, representatives from our subcontractors and some of our Work Supervisors for a Blue Line Dog Workshop. This allowed us to look at the daily dog hazards faced by our field staff. There was a good discussion about the issues, process opportunities for Kāinga Ora, and improvements our contractors can make to be safer on site.

There was fantastic engagement from our trades, and we thank them for actively participating and taking time out of their busy day to make this happen. Josh from 09 Building, Pati from Pace Construct, and Debbie from Ubend – we could not have done this without you.

Kāinga Ora sets out the rules and responsibilities of dog ownership in their homes, and you can read that on their website [here](#).

3. A change of guard DHMC

Earlier this year we said farewell to our much-loved leader, Tony Baas, as he handed over the company reins. This was no small thing for Tony – the company has been a huge part of the Baas family for over 70 years.

DHMC started life as a one-man band in the early 1950's when Tony's father, Hendrik, was a self-employed painter in Dunedin. Hendrik began helping the government agency State Advances Corporation with exterior painting and carpentry repairs. Tony worked every school holidays for his Dad, mainly doing preparation on these houses. In the 1970's they became H J Baas and Son, and Tony eventually took over the business in 1981, continuing the government work all the way through.

DHMC (Dunedin Housing Maintenance & Construction) was formed in 2000. We employ over fifty staff between the Dunedin and Christchurch offices, a Trade-arm in Dunedin and a subcontractor base of over 160 different contractors. We're proud to have also taught over sixty apprentices in various trades.

Tony has decided to embrace retirement life a bit more, and has passed the torch to his loyal GM Mark Dore, who will go forward with the new owner BGIS. Mark has been with DHMC for 26 years, and Tony wishes him and BGIS all the very best. Tony says goodbye to a lifelong career spanning fifty years with Housing New Zealand and Kāinga Ora, and thanks them very much for the loyalty, which went both ways.



Proud Grandad, Tony



Tony's first work van



HIGH-FIVES

Highlights

In the last year to 30 June we:

- Added **1,878,656 square meters of insulation in our homes**, enough to cover the Wellington Airport runway 21 times
- Installed **335,998 square meters of new roofing**, enough to cover the roof of Auckland's Eden Park Stadium 21 times
- Fitted over **20,000 new heat pumps** and over 9,700 electric ovens

And we achieved:

- More than **566,500 maintenance jobs completed** – that's around 11,000 per week!
- Average of **2.7 hours to respond** to urgent health and safety maintenance jobs (target is 4 hours or less)*
- **80%** of maintenance jobs completed within service level targets*
- **73% of customers satisfied** with repairs and maintenance*

* Statement of Performance (SPE) measures.

Customer compliments

Spotless / Precision Group

Liona from Cannons Creek, Porirua (April)

"I'd like to compliment Wayne from Precision. He was looking over and installing lights and switches around my Dad's house and was so polite and well mannered, very kind and very down to earth. He gave me some awesome advice on how to save electricity and more. He did such an incredible job and I'm really happy. I enjoyed his service and would like him to do the rest of my Dad's house!"

Responsive Maintenance / Bay of Plenty Plumbing & Gas

Bonnie from Glenholme, Rotorua (May)

"Huge compliments to Joshua from Bay of Plenty Plumbing and Gas who attended an urgent job. 1000% happy that Joshua made contact and attended within the 4-hour timeframe. He showed up with a great attitude, resolved the issue and left work areas clean and tidy. This is the perfect example of the quality and level of service customers appreciate."

Spencers / KB Contractors

Keith from Avondale, Auckland (July)

"Karl and his team at KB Contractors worked tirelessly on the exterior pathways with precision, and they kept me informed of everything. All the workers on site were polite and very hard working with great efficiency. They have done a great job on this project - the new retaining wall is great and has significantly reduced excess water coming into the property, and the whole exterior pathway are now safe and clean."

DHMC / Clotworthy Development / Josh's Electrical

Liesa from Linwood, Christchurch (April)

"Please pass on my thanks for the work carried out by Clotworthy Development and Josh's Electrical. Andy and Evan from Clotworthy were amazing and absolutely brilliant, the new aluminium door is great, and a fantastic job was done on the painting. The electrical work by Josh's Electrical has helped with my daughter's medical condition, and we're so thankful!"

Switched On Housing

Nathan from Richmond, Christchurch (July)

"Compliments to Jack who went above and beyond and made everything safe for me when doing the deck repairs. I'm in a wheel chair, so Jack even extended the concrete path to the ramp to make access easier. His communication was really good and he even made sure access remained suitable during the repairs."

