

Activity 2.4: Social Housing

Accountable Manager: Carolyn Gallagher

What services are provided?

- Housing complexes
- Tenancy services

Why do we provide these services?

To contribute to the community’s well-being by ensuring safe, accessible and affordable social housing is available to people on low incomes, including elderly persons and people with disabilities.

What outcomes are we trying to achieve?	How do the services contribute to desired outcomes?
<ul style="list-style-type: none"> ▶ There are affordable housing options in Christchurch ▶ Christchurch has a range of housing types ▶ Christchurch has good quality housing 	<p><i>The Council's social housing complexes provide housing at affordable levels and tenancy services, to some low income people who are unable to access the private rental market or other housing providers.</i></p> <p><i>The portfolio of social housing units complements the range of affordable, rental housing that is available in the city from the private market, government and non-government sectors.</i></p> <p><i>Through its programme of maintaining, replacing, repairing or building social housing the Council ensure that the design and materials used result in good quality housing and healthy living environments.</i></p> <p><i>Through partnerships and the provision of the activities service, people have a sense of connection to participate in the community and participate in a wide range of activities.</i></p>

Which group or section of the community will benefit from this activity?:

People on low incomes including older people and people with disabilities, Contractors, Work & Income, Department of Corrections, Healthcare Providers, Service Providers, Department of Building & Housing, Police, Community Neighbours, Families, Non Government Organisations, Central Government, Local Businesses, Neighbourhood, Community Groups, Other Social Housing Providers, Rate Payers, Child Youth and Family.

Key legislation:

Residential Tenancies Act 1986, Building Act 2004, Canterbury Earthquake Recovery Act 2011, Privacy Act 1993, Local Government Act 2002.

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Housing complexes					
<p>2.4.1 Maintain a portfolio of rental units and owner/occupied units</p>	<p>Council housing stock was 2649 rental units and 28 owner / occupier units (pre earthquake). (Current housing stock of 2222 units and 25 Owner Occupier units).</p> <p>2011/12 The number of current habitable rental units was reduced to 2247 (due to earthquake)</p> <p>2010/11 Housing stock reduced to 2461 due to units damaged and rendered uninhabitable by the Feb and June earthquakes</p> <p>2009/10 Housing stock was 2649 rental units & 28 Owner Occupier units</p> <p>2008/09 Housing stock was 2649 units</p> <p>2007/08 Housing stock was 2649 units</p>	<p>Wellington City Council has 2240 rental units. Dunedin City Council has 93 sites with 954 rental units.</p>	<p>2.4.1.1 From 2013/14 Maintain at least 2,100 units in Council housing stock</p> <p>From 2016/17 Returning to maintain 2,649 (pre earthquake number) units in Council housing stock</p>	<p>Social Housing Strategy 2007 - Goal 2 "Managing Demand" <i>Identifying and managing the demand for Social Housing in Christchurch.</i></p> <p>Social Housing Strategy 2007 - Goal 4 "Brokerage and Advocacy" <i>Council acts as a broker and advocate for the availability of social housing.</i></p> <p>Social Housing Strategy 2007 - Goal 7 "Sustainability" <i>Council operates a social housing service that is both financially sustainable for Council and financially affordable for tenants.</i></p> <p>Christchurch is the second largest landlord in the country after Housing New Zealand Corporation and complements Housing New Zealand's provision in the city by providing accommodation mainly for single people or for couples.</p> <p>A substantive building program to be developed and implemented to assist with the funding of the replacement stock. Due to earthquake damage, there is pressure on the housing rental market within Christchurch limiting options for housing across most demographic groups. Christchurch City Council has a significant number of applicants on the waiting list and a return to pre earthquake stock level would somewhat alleviate this pressure. New development will not be from the housing fund. This fund is to replace and renew existing assets as and where required based on asset life cycle modeling. New development funds to be sourced through insurance, partnerships and borrowings.</p> <p>Repair and/or rebuild units to bring stock level up to the pre earthquake number of 2649 units.</p>	<p><i>Need to be more clear when we plan to return to pre-EQ numbers / occupancy, and that there will be no more than pre-EQ stock.</i></p>

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Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Housing complexes (cont'd)					
2.4.1 (cont'd) Maintain a portfolio of rental units and owner/occupied units	New		2.4.1.2 Repair and rebuild of facilities undertaken as per the agreed Facilities Rebuild programme	Facilities rebuild program to reinstate units to meet LOS. Investigating the intensification of existing complexes as part of the Facilities Rebuild Program Top 30 projects recommended: Intensification of the following complexes •Andrew's Crescent •Elm Grove •Maurice Carter Courts •Harman Courts •Berwick Courts •Knightsbridge Lane	
	New		2.4.1.3 (New) Incorporate Council Owner Occupier units into Council social housing stock as the units become available.	There is no affordable housing strategy within Council, therefore no mandate to provide low cost / subsidized home ownership.	

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Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Tenancy services					
<p>2.4.2 Ensure tenants of Council housing complexes are well housed</p>	<p>2011/12 Average tenant occupancy rate in Council housing of 98% achieved</p> <p>2010/11 Average tenant occupancy rate in Council housing of 97% achieved</p> <p>2009/10 Average tenant occupancy rate in Council housing of 98% achieved</p> <p>2008/09 Average tenant occupancy rate in Council housing of 97% achieved 96.31%</p> <p>Level of current tenant participation in activities is 25%</p>	<p>Housing New Zealand Occupancy rate of 98.5%</p> <p>Wellington City Council has an Occupancy rate of 93% for 2011/12.</p> <p>Dunedin City Council has a Target Occupancy rate of 94% and an Actual Occupancy rate of 96%</p>	<p>2.4.2.1 At least 97% average occupancy rate in Council housing <i>(The occupancy rate and recommended LOS is not inclusive of units vacant due to Earthquake damage, fire or major repair works.)</i></p> <p>2.4.2.2 (New) At least 30% of tenants participate in activities service; such as providing recreational, educational, emergency preparedness courses promoting tenant participation and inclusiveness</p>	<p>Social Housing Strategy 2007 - Goal 2 "Managing Demand" <i>Identifying and managing the demand for Social Housing in Christchurch.</i></p> <p>Social Housing Strategy 2007 - Goal 3 "Location" <i>Locate provision near community hubs and social services, such as community centres, shopping centres, transport links and health services where possible, so as to foster community connections and tenancy stability.</i></p> <p>Social Housing Strategy 2007 - Goal 5 "Compatibility and Integration" <i>Giving priority to the compatibility and safety of Council tenants both within housing complexes and the community.</i></p> <p>Key Business Driver: Maximizes rental revenue and provision but acknowledges downtime while maintenance is undertaken and ensuring Council provision remains rates neutral.</p> <p>The most common reason average occupancy is reduced is the length of time unit is with contractor when completing maintenance work to bring unit to a re-lettable standard.</p>	

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Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Tenancy services (cont'd)					
<p>2.4.3 Tenants of Council housing are satisfied with quality of tenancy service provided</p>	<p>2011/12 78% of Council tenants are satisfied with the quality of tenancy services</p> <p>2010/11 Survey not undertaken following February 2011 earthquake</p> <p>2009/10 70% satisfied</p> <p>2008/09 88% satisfied</p> <p>2007/08 86% satisfied</p>	<p>Wellington City Council has a target of 85% for tenant satisfaction with services and facilities with a result of 91%. Wellington City Council also has a target of 85% for tenant satisfaction with the overall condition of their unit with a result of 89%.</p> <p>Dunedin has a tenant satisfaction target of 95% with a 2012/13 result of 94%</p> <p>New Plymouth District Council has a target of 90% for tenants satisfied with the their service.</p>	<p>2.4.3.1 At least 80% of tenants are satisfied with the quality of the tenancy service provided.</p> <p>2.4.3.2 (New) At least 80% of Council housing tenants are satisfied with overall condition of their unit.</p>	<p>Contributes to the Social Housing Strategy 2007 by: Ensuring that we are meeting the needs of the tenant and delivery of the strategy around compatibility.</p> <p>A separate measure suggested to clearly identify satisfaction scores between service provided and condition of unit. Current measure does not make this distinction which can deliver ambiguous survey results.</p>	
<p>2.4.4 (New) Generate housing options for vulnerable sectors of community through partnerships.</p>		<p>Wellington City Council set a target of 90% of Community groups satisfied with council relationships.</p> <p>New Plymouth District Council has set a target of 93% of residents satisfied with Council assistance and support to Community groups</p>	<p>At least 90% of social housing partnerships are satisfied with their relationship with Council.</p>	<p>Social Housing Strategy 2007 - Goal 1 "Partnership" <i>Developing and sustaining partnerships and relationships which contribute to social housing provision in Christchurch, fostering opportunities for tenant well-being and community integration.</i></p> <p>By measuring how effective City Housing's partnerships are, we can continue to identify any improvements needed to ensure a high level of service is provided to tenants.</p>	

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Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Tenancy services (cont'd)					
2.4.5 Maintain Council housing rentals at an affordable level and continue to be rates neutral	2011/12 Current Council housing rentals are estimated at 63% of market rates 2010/11 Council housing rentals below 80% of market rates <i>(exact figure not available for this period)</i> 2009/10 Council housing rentals were 59.6% of market rate 2008/09 Council housing rentals were 54% of market rates rents 2007/08 Council housing rentals were 54% of market rate on average	Dunedin Rent List: Bedsit: \$104.50 Single (partitioned flat) \$106.60 Single (separate flat) \$110.70 Double (partitioned flat) \$149.00 Double (separate flat) \$154.20 1 Bedroom \$162.50 2 Bedroom \$190.40	Council housing rents are set using a cost of consumption model and are set at no more than 80% of market rentals	Current Council Policy is for rents to be set at a level not exceeding 80% of market rent as per the Council's Social Housing Strategy 2007. Consistent with the cost of consumption model, rents are adjusted annually to ensure the sustainability of the service and compliance with the 80% of market rental level of service. Social Housing Strategy 2007 - Goal 7 "Sustainability" <i>Council operates a social housing service that is both financially sustainable for Council and financially affordable for tenants.</i> Social Housing Strategy 2007 - Goal 6 "Facilitation and Resourcing" <i>Council promotes and facilitates the provision of social housing that is recognised as a high quality service which is socially and environmentally sustainable.</i>	<i>The 2010/11 current performance has been checked. It has subsequently been established the "below 80%" is the actual as reported, though the exact figure is not available for this period.</i>

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Non-LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Tenancy services (cont'd)					
2.4.6 (New) Minimise arrears from Council social housing tenancies		Wellington City Council has a target of under \$50,000 of current arrears across all units.	No more than \$30,000 of current arrears across all Council housing units.	<p>Social Housing Strategy 2007 - Goal 6 "Facilitation and Resourcing" <i>Council promotes and facilitates the provision of social housing that is recognised as a high quality service which is socially and environmentally sustainable.</i></p> <p>Social Housing Strategy 2007 - Goal 7 "Sustainability" <i>Council operates a social housing service that is both financially sustainable for Council and financially affordable for tenants.</i></p> <p>City Housing ensures that the service is financially sustainable through the timely collection of rent.</p>	