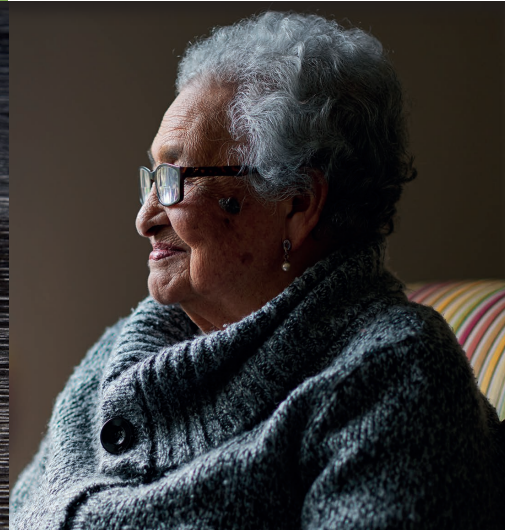




ANNUAL
REPORT
2019





GENERAL MANAGER'S ANNUAL REPORT 2019

Putting together our 2019 journey into this Annual Plan, has given us the opportunity to reflect on 385 people that call our places home. The faces behind our mailboxes. People now enjoying affordable, secure and healthy homes. People supported by our team to sustain their tenancies through very challenging life events like ill health, unemployment, financial hardship and family breakdowns.

Despite the continued lack of affordable social rentals in our region, the TCHT team relentlessly push forward to look for solutions to house individuals, couples and families. We are determined to house more people and provide services that help them sustain their tenancies.

Our hard mahi and strong performance in our programme delivery gives us the confidence and courage to aim higher and be bolder. Our new infographic report on page 11 highlights just some of the achievements that make me proud of the work my team do every day. This year has been about understanding new funding mechanisms and building relationships that will help us build houses. I am extremely pleased that we now have 12 confirmed new homes being constructed in 2020 and a further 15 in the pipeline.

The skills and passion of my team is what sets TCHT's services apart from other providers. Success is not the work of one, but the work of many. Ehara taku toa i te toa takitahi, engari he toa takitini.

Jacqui Ferrel
GENERAL MANAGER

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CHAIR'S ANNUAL REPORT 2019



Kia ora tatou

Nga mihi mahana ki a kotou katoa - warm greetings to all.

I am pleased to report that TCHT has been delivering our housing services successfully during the year and we are all proud of the successes that the committed staff team have achieved with our several hundred clients.

Unfortunately regular reports keep reminding us that the housing crisis is escalating. In spite of “homelessness” projects and extensions of Government housing programmes, our Bay of Plenty area still has rapidly escalating housing unaffordability and new construction is not addressing the demand – particularly in the long term rental and public housing sector.

We all know that a safe home is a shelter from any storms that we face.

The TCHT Board remains determined to grow our housing portfolio and has strongly supported our General Manager’s ongoing innovative efforts and regular interaction with funders, local Councils, Government officials and developers to put together partnerships that will achieve more community housing and affordable rentals. As a well recognised and experienced Community Housing Provider CHP, we remain frustrated that progress has been so slow again in 2020 in spite of low interest rates. As prudent Trustees we cannot risk high exposure to debt to build the thirty homes that we wish to add to our portfolio each year in these uncertain economic times.

Up front capital assistance, Council planning incentives or long term land leases would make this possible.

Our annual Board Review reflected our confidence in our teamwork, our business model and our strategic priorities. On behalf of the Board and all our securely housed tenants I thank Jacqui Ferrel our General Manager and her team for the determined way in which they have worked together during the year to achieve satisfactory housing solutions in a very challenging environment.

Thank you to the Board members for their ongoing commitment and their bold leadership in taking whatever steps are needed to work towards our agreed goals whilst still making sure that they retain their trustee obligations. We recently welcomed Trevor Knyvett to the Board and his fresh view of our financial processes. Also thank you to our patron Adrienne von Tunzelmann.

I am privileged to be associated with TCHT and being able to promote our issues and successes in our wider community. Thank you.

Jo Gravit

CHAIR, TCHT

PORTRAIT BY CHILDREN IN
TCHT TRANSITIONAL HOUSING



WHO WE ARE

Tauranga Community Housing Trust (TCHT) is a Charitable Trust and a registered Community Housing provider (CHP). We were established in 2003.

Our trust provides housing and a broad range of housing services. We work with people on low incomes who have serious housing needs. We also specialise in the provision of housing and services for people with a disability, chronic health conditions, as well as older persons.

STRATEGIC GOALS

- To grow a diverse, sustainable housing portfolio that achieves positive community outcomes
- To be a dynamic, well governed and managed organisation that achieves business excellence
- To provide quality services and operational excellence aligned to our core values and stakeholder needs
- To build and enhance effective relationships in order to advance our Vision and Mission

VISION

Enhancing community wellbeing through the provision of quality, appropriate and affordable housing.

MISSION

To facilitate and provide housing and related services to people with a serious housing need.

VALUES

Our values underpin our mission, strategic direction and are the basis of everything we do:

- Acting with integrity
- Be respectful in all relationships
- Demonstrate innovation with purpose



TCHT Board of Trustees

Our Trust Board members have been specifically selected to provide the skills and expertise to meet our strategic goals and business plan.

LEFT TO RIGHT: Kate Cosgriff, Katrina Hulsebosch, Trevor Knyvett, Russell Hunter, Jo Gravit (*Chair*), Graham Mallett, Alastair Brownlee.
INSET: Dylan Barrett.




TCHT is also fortunate to have Adrienne von Tunzelmann as our patron.

GEOGRAPHIC LOCATION 2019

KEY

 TCHT housing located

Healthy Homes and housing services provided in the following areas:

-  WESTERN BAY DISTRICT
-  TAURANGA DISTRICT
-  WHAKATANE DISTRICT



WHAT WE DO

Community Housing

TCHT is a registered Community Housing Provider (CHP), and a member of Community Housing Aotearoa. As a CHP and landlord, TCHT is able to provide housing at a social rent rather than market rent to those who qualify. TCHT owns, leases and manages properties for this use.

TCHT's community housing portfolio consists of predominately one and two bedroom units. This housing typology meets the needs of our clients which include older people, people living with a disability or mental illness, and low-income earners.

Housing Co-ordination Service (Friendly Landlord Program)

The Friendly Landlord Program is a partnership between TCHT and the Bay of Plenty District Health Board (BOPDHB). This initiative is built on the belief that mental health service users have a better chance of succeeding when supported in independent and sustainable accommodation.

Bay of Plenty Healthy Homes Initiative

The Bay of Plenty Healthy Homes Initiative (BOPHHI) identifies eligible families, working with them to carry out a comprehensive housing assessment and complete an individualised action plan to create a warmer, drier, healthier home.

BOPHHI supports families to access the interventions they need to create a healthier living environment, especially for their children. Interventions given to these families include help with accessing insulation, curtains, education, beds, bedding, minor repairs, floor coverings, ventilation, heating sources, full and correct entitlement assessments through Work and Income, support with power bills, and finding alternative accommodation where required.

Housing Facilitation Service

TCHT's Housing Facilitation Service is targeted toward older people, and people living with a disability or chronic health condition, who also have an unmet housing need.

TCHT's housing services team work alongside clients to identify appropriate and sustainable housing options. Our team continue to work with the client as they transition into sustainable accommodation.

Referrals are made by Support Net, BOPDHB.

Transitional Housing

Since mid-2017 TCHT has been contracted by government as a transitional housing provider. This enables us to offer short term accommodation alongside wraparound supports. We can assist people with an unmet housing need, achieve long term sustainable housing. All referrals to transitional housing are made by Work and Income (MSD).

TCHT's transitional housing is made up mostly of 2 and 3 bedroom homes, which provide short term housing for families due to their configuration. We also have several one bedroom units which enables us to provide this service to individuals.

Employment and Learning Co-ordination (Transitional Housing)

Education and employment are two of the barriers many people in transitional housing face when trying to enter the private housing market. This government contract allows TCHT's housing services team to better support our people in transitional housing to access further education and employment opportunities. Employment outcomes identified within the Statement of Service Performance (page 12), are where TCHT has supported a tenant to secure employment whilst in our transitional housing or increase the hours of work. Education outcomes relate to a tenant who has been supported whilst in our transitional housing, to engage in further education.

A young couple gave birth to their second child soon after moving into TCHT transitional housing. Prior to this, they had been staying in a motel in 7-day emergency housing. The family had found themselves unable to find a home after having to leave an overcrowded house where they resided with whanau. The couple had many plans and dreams for their whanau's future however, the relationship was strained and they separated because of issues around controlling and emotional abusive behaviour. TCHT supported the couple and helped them to access the appropriate services that allowed them to work through these issues while ensuring the safety of Mum and babies. The couple now have a healthy and supportive relationship and have reunited. They are now working on their dreams for the future.



BUILDING SUSTAINABLE TENANCIES



After her family home was sold, a young pregnant mother and baby were left homeless. Life was extremely stressful and unsettled for the young mum. She had never had a tenancy and was unable to provide references so couldn't secure a rental. The family moved into TCHT transitional housing where she welcomed her second baby. In working with her, her housing barriers and needs were better identified which significantly increased her rating on the Housing Register. She is now settled in a Kainga Ora home and her son is enrolled in the local school. They are all enjoying a more stable and happy whanau life.



TCHT has been working in partnership with People's Project with a lady who had been a chronic rough sleeper for many years. While on the streets, she grappled with issues that many rough sleepers deal with including depression, domestic violence, personal safety, peer pressure and addiction. She is now feeling safe, supported and connected in TCHT housing. She has sustained the accommodation, has her finances sorted, and has started a seasonal job. She has transport, is applying for permanent work and building the confidence to live independently in her own home in the community.



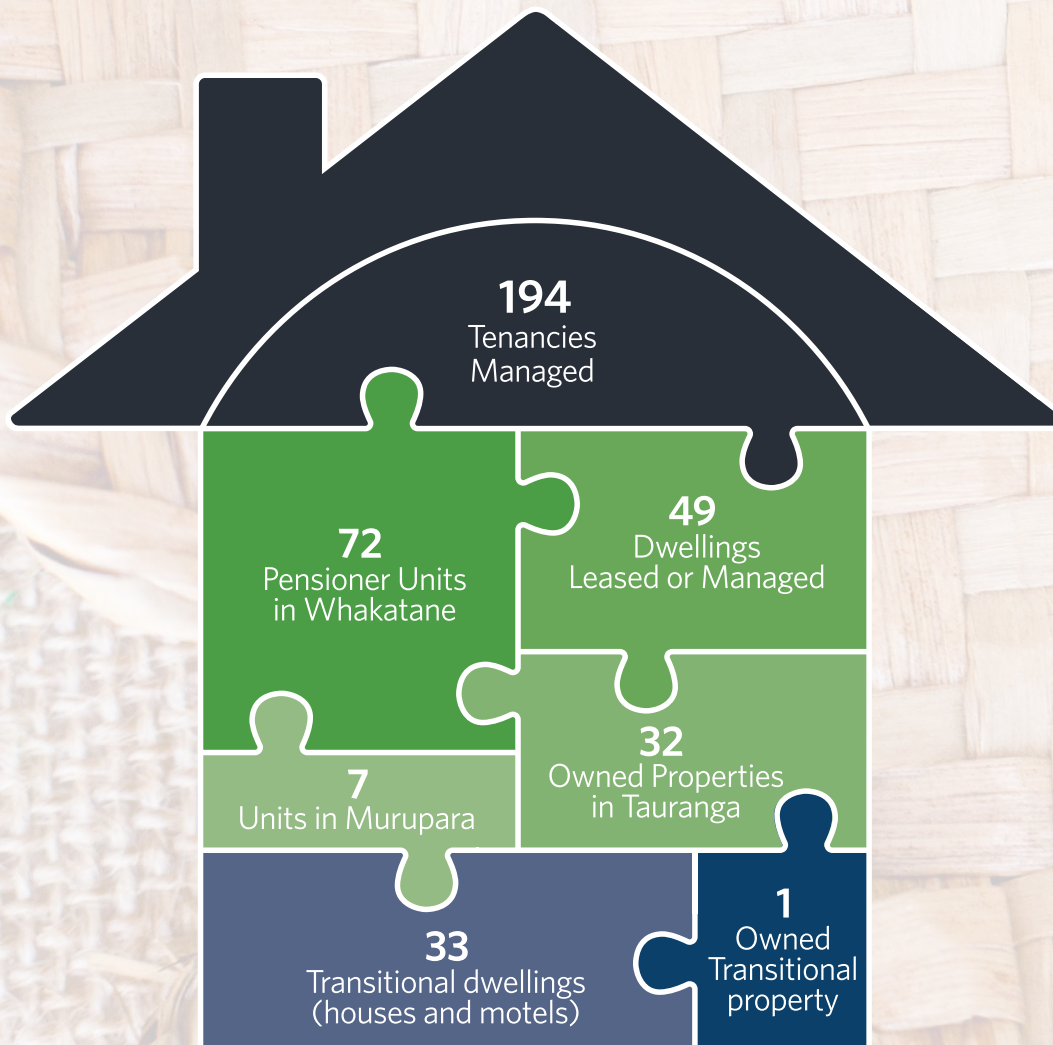
A sole parent mother of a primary school-aged daughter moved from an overcrowded whanau home in Auckland to Tauranga, as other whanau lived in the area. The Mother was unable to find permanent housing for her and her daughter and moved into TCHT transitional housing. While there, she worked through past issues that had been barriers to the family moving forward. Mum's main focus was to find a safe and stable home for her daughter and herself. TCHT was able to offer her permanent community housing where the family have been living happily for over 6 months. Mum said the outcome for her was "Awesome" and appreciated all TCHT has done for them. The family now have a back yard with a small garden which they both enjoy. Her daughter is settled in a school close-by and doing well and Mum is now looking for work.



As a Housing Services Worker at TCHT, I am blessed to work alongside many tenants and they all leave a huge impression on me. One in particular is a young sole Mum who began her engagement just over three months ago. A journey of many lows; the carrying of guilt over the loss of her brother to suicide, whanau dynamics of inter-generational isolation and addiction, the loss of identity and disconnection with Ngā Atua (Gods) and Te Ao Maori. I am inspired and heartened by the progress so far. I am witnessing her journey of inner strength, determination to make positive changes, seeking spiritual guidance and a cultural reconnection journey. This is why I come to work.

Traci Wepiha-Te Kanawa - HOUSING SERVICES WORKER

OUR WHARE 2019



SOCIAL HOUSING



TRANSITIONAL HOUSING



12+ new builds planned for 2020



Providing more stability to whanau



Building independence



WHAT WE HAVE ACHIEVED IN 2019

TENANCY
MANAGEMENT
OF

194
PROPERTIES



385
PEOPLE IN TCHT
TENANCIES

22 
HOUSEHOLDS
Transitioned into
Long Term Housing

268



Interventions to support
Healthier Homes



**FIFTY
FOUR**

EMPLOYMENT
AND LEARNING
OUTCOMES

85%



of tenants surveyed
described their rent
as affordable



30
WEEKS
AVERAGE LENGTH OF
TRANSITIONAL HOUSING
TENANCY



610
MAINTENANCE
WORKS COMPLETED

15 JULY

KAINGA ATAWHAI
RESOURCE CENTRE
OPENS



98%
OCCUPANCY
within Community
Housing

0.3%
RENT
ARREARS

2 
Community
Gardens
Planted

STATEMENT OF SERVICE PERFORMANCE

For the year ended 31 December 2019

Tauranga Community Housing Trust (TCHT) delivers a diverse range of housing and housing related support services to best support the needs of our clients and tenants:

	2019	2018
Community Housing		
Dwellings owned by TCHT at year end	111	111
Dwellings leased by TCHT at year end	49	47
Occupancy rate during year	98%	98%
Bay of Plenty Healthy Homes Initiative		
Household assessments completed during year	80	99
Interventions delivered to support healthier homes during year	268	278
Housing Co-ordination Service - Friendly Landlord		
Clients supported during year	23	19
Housing Facilitation Service		
Clients supported during year	21	27
Transitional Housing		
Dwellings owned by TCHT at year end	1	1
Dwellings leased by TCHT at year end	33	37
Occupancy rate during year	94%	96%
Average length of stay during the year (in weeks)*	30	13
Households transitioned into long-term social housing during year*	17	23
Households transitioned into private market during year*	5	22
* The increase in average length of stay and decrease of households transitioned into long term housing is reflective of the disproportionate increase in demand compared to supply for housing.		
Employment and Learning Co-ordination for Transitional Housing		
Educational and employment outcomes achieved during the year	54	41

SUMMARY FINANCIAL STATEMENTS

For the year ended 31 December 2019

Statement of Comprehensive Revenue and Expenses	2019	2018
Grants and donations	50,800	52,288
Revenue from rental properties	2,068,091	2,007,480
Service provision contracts	1,388,335	1,270,315
Other Income	44,312	4,562
Total Revenue	3,551,538	3,334,645
Expenses		
Rental property expenses	1,484,320	1,428,298
Employee related expenses	928,036	917,784
Depreciation	326,311	265,165
Other operating expenses	209,732	209,990
Total Expenses	2,948,398	2,821,237
Total Surplus/(Deficit) for the Year	603,140	513,410
Other Comprehensive Revenue		
Revaluation of property	2,524,596	5,060,384
Total Comprehensive Revenue and Expenses for the Year	3,127,736	5,573,794
Statement of Financial Position		
	2019	2018
Current assets	1,638,544	841,740
Non-current assets	18,206,384	15,990,671
Total Assets	19,844,928	16,832,411
Current Liabilities	235,860	271,112
Non-current liabilities	4,989,218	5,069,184
Total Liabilities	5,225,078	5,340,296
Net Assets	14,619,849	11,492,114
Total Equity	14,619,849	11,492,114
Statement of Cashflows		
	2019	2018
Net operating	840,879	850,724
Net investing	(132,282)	(92,615)
Net financing	-	-
Net Movement for the Year	708,597	758,109
Cash at the beginning of the year	589,350	(168,760)
Net Cash Movement for the Year	1,297,946	589,350



WITH THANKS

The TCHT team would like to warmly thank the following organisations:

For grants received in 2019:

Lottery Grants Board
The Lion Foundation
Acorn Foundation
Variety - The Children's Charity

For continued financial and funding support:

BayTrust
Ministry of Social Development
Ministry of Housing and Urban Development
Bay of Plenty District Health Board

Also all of the agencies, organisations and landlords who help us to home people in the Bay of Plenty.