



mahi
 development
 MANAAKITANGA
HOME
 ♥ trust
 housing
 warm
 partnership
 friendly
 independence
collaborate
 SUCCESS
 compassion
 relationships
 GROWTH
 ♥ where
 maintain
 care
 shaping our future
life skills
 independence

aroha
 sustainable
HOPE advocacy
 AFFORDABLE
 shelter
 ACTIONS
 landlord
TCHT
 Tauranga
 safe
 Te Puke
 purpose
 whare
security
 respect
 fair treatment
 AROHA
 H♥PE
 empowerment
fairness
 Kotahitanga

belonging
 commitment
 strength
 worthy
 community
 courtesy
 success
whanau
 housing
LOVE
 support
 building
dry
 TANGATA WHENUA

GENERAL MANAGER'S MESSAGE 2021



Kia ora,

Now more than ever, the need for every new Zealander to have a place to call home is critical. And..., now more than ever, the dire shortage of warm, dry safe and affordable housing for vulnerable people is evident. The pandemic has emphasized the very clear link between people's housing and their health.

Unfortunately, this thing labeled as a 'housing crisis' has been our business as usual for years and isn't improving at the front line. Housing supply is still well behind what is needed, housing affordability has worsened and the number of people seeking housing on the social housing register and emergency housing registers have continued to climb to unprecedented levels.

Like last year we spent 2021 focusing on ensuring whanau and individuals are housed and that they build resilience and skills to sustain long-term tenancies. Whilst we have provided short term transitional housing to some, we continue to focus on long term housing solutions for everyone who enters our services.

Despite the uncertain and challenging operating environment, we increased our housing portfolio by 44 homes in 2021, including 12 new homes built and owned by TCHT, and a further 7 dwellings custom built for us and on a long-term lease. We also have formed a partnership with SOHO, a private developer who has been busy

building 42 homes which will be ready for new tenants in early 2022 and will complete a further 48 units in 2023. This is a major achievement in the current environment. We have invested in strategic land purchases to develop our 2023 new housing pipeline. We plan to develop and build at least 18 new homes on these sites. Our operating surplus enables significant capital investment back into our existing properties and development of new housing.

Our Transitional Housing team have made it their mission to reduce the length of time whanau are in this short-term housing. 59 whanau were supported into long term housing (an increase of 34 from the previous year) and their average length of stay decreased by 13 weeks. Given the environment and lack of housing this is a huge achievement for the team and the whanau involved.

I am particularly proud of our Statement of Service Performance which highlights that we have improved on all 2020 results - across all measures and programmes. Our strong operational performance, financial performance and partnerships will ensure our continued ability to provide more housing and support to those that need it.

Jacqui Ferrel
GENERAL MANAGER

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CHAIRPERSON'S REPORT FOR THE YEAR ENDED 31 DECEMBER 2021

Greetings everyone,

Our vision that people's wellbeing is enhanced through the provision of quality, appropriate and affordable housing has been reinforced again, throughout 2021. Another year where Covid has challenged the wellbeing of individuals and communities; physically, emotionally, and financially. Where we have again increased our housing portfolio, ensuring more people have long term homes and supported our most vulnerable into safe, transitional housing and then, into long term housing options.

A place to call home is essential for people to live the best life they can.

I commend our team at Tauranga Community Housing Trust for their continued commitment and achievements to meet our Strategic goals:

- The development of productive relationships and the active participation in all arenas to do with homelessness and social housing has ensured we are front and centre in discussions and in developing opportunities.
- The building, leasing, and managing of an increased number of homes for people; for ensuring that all homes TCHT provide to people enhance people's wellbeing and for providing the support services to increase people's own skills, knowledge, and abilities to sustain tenancies.
- For ensuring that not only do we deliver services with "heart", but they are professional and continue to provide excellent operational and financial sustainability.

The TCHT Board continues its focus to ensure the team at TCHT has the resources it needs to continue to try to meet the need of the community; ensuring it has the expertise it can draw on to purchase, build, and provide homes that meet this need. We welcomed Neil Cudby to the Board this year, Neil is passionate about accessible, affordable homes and we welcome his expertise.

Thank you to all Trustees, our Patron, our Staff and Funders for your continued commitment and support; What we do makes a difference.

Terese James
Chair, TCHT

TCHT Board of Trustees

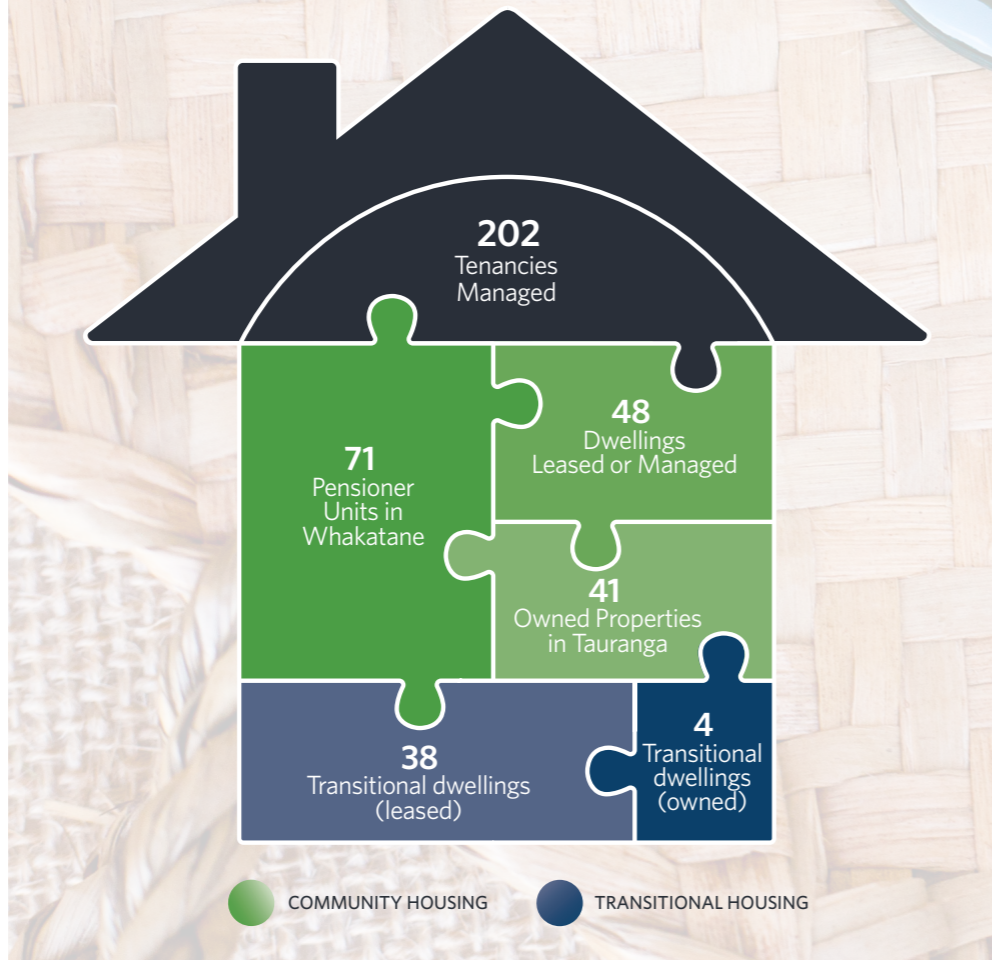
Our Trustees have been specifically selected to provide the skills and expertise to meet our strategic goals and business plan.

Our Trustees are:

- Terese James (Chair)
- Dylan Barrett (Deputy Chair)
- Trevor Knyvett (Treasurer)
- Jo Gravit
- Kate Cosgriff
- Russell Hunter
- Neil Cudby

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

OUR WHARE 2021



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 be an active partner in national and regional homelessness and social housing strategies
- 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

GEOGRAPHIC LOCATION 2021

KEY

TCHT housing located

Healthy Homes and housing services provided in the following areas:

- WESTERN BAY DISTRICT
- TAURANGA DISTRICT
- WHAKATANE DISTRICT

TAURANGA

TE PUKE

WHAKATANE

VISION

The wellbeing of individuals, families and our community is enhanced through the provision of quality, appropriate and affordable housing.

MISSION

To advocate, facilitate and provide housing and related services to:

- Individuals and whanau on low fixed incomes
- People with unmet housing needs
- with a specialist focus on disability and older people, including accessible housing

CORE VALUES

- Acting with integrity
- Respectful in all relationships
- Acknowledging and integrating the principles of Te Tiriti o Waitangi into our practice
- Innovation with purpose

WHAT WE DO

Community Housing

As a CHP and landlord, TCHT can provide housing at a social rent rather than market rent to those who qualify. TCHT builds, 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.

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 mainly for families due to their configuration. Our housing services team is also contracted to provide support to people in transitional housing to access further education and employment opportunities.

Development of further housing solutions

Tauranga has a severe shortage of small dwellings that are suitable for our clients. Migration and population growth in Tauranga coupled with the existing and growing older population of retirees adds to the pressures on suitable small dwelling availability.

TCHT has built 45 dwellings to date, custom designed to our client base, and have a further 90 in development stage. We are committed to finding further solutions to the shortage of suitable small dwellings in our region. We work with local council, health services, private developers, other housing providers and government to increase the supply available for our clients.

12 New Homes

In May, TCHT completed 12 new one-bedroom homes in Gate Pa, with help from a generous \$500,000 grant from TECT. The balance of the project was funded by favourable loan arrangements with Bay Trust, and ongoing tenancy management and maintenance of the housing is supported by funding from the Ministry of Housing and Urban Development.

All the units are designed to be accessible to Lifemark 3 standard - usable and future proofed. They include individual gardens, disability car parks, accessible pathways, and landscaping. Several tenants required level entry homes as they have mobility challenges.

One tenant had been living on a boat in the marina previously for a couple of years which was not suitable for him. It has been much better for his health condition to be back living on stable land and he has been enjoying gardening, including growing beautiful sunflowers!

The tenants are very happy with their new warm, dry homes, and there has been good feedback on the low heating costs.



CONTRIBUTED TO BY





Warming up Whakatane

Our Whakatane housing was purchased from the Whakatane Council in 2017 and is now over 50 years old. We have a programme of work to upgrade these pensioner housing, which this year has included resurfacing some of the corrugated roofing, painting of privacy screens, internal refurbishment when vacancies arise. One unit has been modified by ACC to be accessible for a wheelchair user.

The big upgrade achieved in 2021 was installation of heat pumps in all 72 units and the associated upgrade of electrical switchboards in 55 units. TCHT was very fortunate to receive \$100,000 from Trust Horizon in Whakatane to contribute to this project. We have had lots of positive feedback from tenants about their new heat pumps, which were all installed before winter lockdown.

“My home is warmer, and the power bill is less”

“First winter in years that I haven’t been in hospital”

“Great not to have to wear my jumper to keep warm at night”

CONTRIBUTED TO BY



Much loved tenant - will be missed



In May 2021 TCHT had a referral through Support Net for a man in his early 40’s, Justin, who was a stroke survivor and was living in unsuitable accommodation. He was housed through our Transitional Housing programme in June and went on to be housed in one of our wheelchair accessible community housing dwellings at the beginning of November. We were all devastated to learn of Justin’s unexpected death at the beginning of January 2022. In his time with our service, Justin was fulfilling so many of his goals and was finally living independently. He was making huge progress at the gym and with swimming – something he had been good at when younger but after his stroke he felt like he was drowning when he got in a pool.

He was very creative, had started doing an art course online and a Te Reo course. He had just secured a job at Workbridge that he was really looking forward to. A disability van had been secured for him from Lotteries Commission – he had only used it twice before he died. He had been a very social person but become depressed and isolated after having his stroke. Since having his own unit he was socializing more and especially loved having his 3yr old nephew over for quality Uncle Justin time. Justin’s family said that he was the “best he’d ever been since having his stroke” and were very happy for him to have found suitable housing where he was able to increase his independence. We miss his positive attitude to life and having him as our tenant.



Te Puke New Builds

7 one-bedroom units were completed in Te Puke in July, custom built for our tenants by a private developer, and leased to TCHT for a minimum of ten years.

When our tenants moved in, we sourced them a raised garden planter each which was made by a local who donates 100% of the proceeds to charity.



A timely prize

Sharp Finance had a nation-wide promotion this year where customers who financed sharp products automatically went into a draw to win a Sharp Windows Collaboration display. TCHT were the lucky winners! As a charity, this type of equipment would usually be unaffordable. Operationally this amazing device has been useful to our team in the Covid environment where social distancing and remote working has become normal.

Thank you Sharp





Healthy Homes a winner

A mum of three was referred to TCHT Healthy Homes service. She lives in a whanau owned whare and is working with her sister to renovate their whare, but it's a big job. It has single glazed wooden windows in poor condition which release more warm air from the home than they retain, and the whare has had little maintenance for many years. They have a long list of projects that they aim to do but in the meantime it's cold, damp and making the children unwell all winter long.

At my visit I noted several areas that the HHI Program could help, including education and the draughty windows. I provided her with a roll of draft stopping tape and instructions on use, to begin to address the window heat loss/draft issues. Then Red Cross Curtain Bank provided her with warm double layer curtains.

We were also able to provide her with a community donated single bed for her daughter, and a community donated cot. These items mean that the whanau are no longer co-sleeping on one mattress on the floor and they all have their own beds and bedding.

The communication which has developed over the months has led to an open and caring relationship of mutual respect which I hope will encourage and enable this mum to keep being the motivated wahine that she is.

Story written by Elizabeth McGougan, Healthy Homes Coordinator.



WHAT WE HAVE ACHIEVED IN 2021

TENANCY MANAGEMENT OF **202** PROPERTIES 


434
PEOPLE IN TCHT TENANCIES


59  **HOUSEHOLDS**
Transitioned into Long Term Housing

529 
Interventions to support Healthier Homes

99% **OCCUPANCY** 
within Community Housing

 **19 NEW ACCESSIBLE HOMES**
Built and Tenanted

63% 
of tenants note improved health & wellbeing

SECURED FUNDING TO BUILD **90**  **NEW COMMUNITY HOUSES IN 2022 AND 2023**

17 CLIENTS 
Assisted into employment

STATEMENT OF SERVICE PERFORMANCE

For the year ended 31 December 2021

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:

	2021	2020
Community Housing		
Dwellings owned by TCHT at year end	112	105
Dwellings leased by TCHT at year end	47	22
Dwellings managed by TCHT at year end	1	10
Occupancy rate during year	99%	98%
Bay of Plenty Healthy Homes Initiative		
Household assessments completed during year	149	95
Interventions delivered to support healthier homes during year	529	394
Housing Co-ordination Service - Friendly Landlord		
Clients supported during year	61	34
Housing Facilitation Service - Support Net		
Clients supported during year	77	20
Transitional Housing		
Dwellings owned by TCHT at year end	4	1
Dwellings leased by TCHT at year end	38	29
Occupancy rate during year*	100%	100%
Average length of stay during the year (in weeks)	30	43
Households transitioned into long-term social housing during year*	55	24
Households transitioned into private market during year*	4	1

* Occupancy rate for transitional housing is calculated on tenanted days, plus the days funded by MSD according to criteria met for turnover of properties.

Approved new Community Housing under construction

To be delivered in:

2022 - 42 dwellings

2023 - 48 dwellings

Proposed new Community Housing

2023 - 18 dwellings

SUMMARY FINANCIAL STATEMENTS

For the year ended 31 December 2021

	2021	2020
Statement of Comprehensive Revenue and Expenses		
Grants and donations	18,000	27,482
Revenue from rental properties	3,409,069	2,263,178
Service provision contracts	1,623,519	1,250,193
Other Income	58,552	134,212
Total Revenue	5,109,140	3,675,065
Expenses		
Rental property expenses	2,182,128	1,556,385
Employee related expenses	1,067,811	1,012,600
Depreciation	397,087	341,396
Other operating expenses	409,071	244,142
Total Expenses	4,056,097	3,154,523
Total Operating Surplus for the Year	1,053,043	520,542
Capital Grants	659,698	15,000
Total Surplus for the Year	1,712,741	535,542
Other Comprehensive Revenue		
Revaluation of property	5,822,540	850,253
Total Comprehensive Revenue and Expenses for the Year	7,535,281	1,385,795
Statement of Financial Position		
	2021	2020
Current assets	1,224,850	1,156,013
Non-current assets	30,076,466	20,118,461
Total Assets	31,301,316	21,274,474
Current Liabilities	506,806	393,201
Non-current liabilities	7,253,585	4,875,626
Total Liabilities	7,760,391	5,268,827
Net Assets	23,540,925	16,005,644
Total Equity	23,540,925	16,005,644
Statement of Cashflows		
	2021	2020
Net operating	1,905,822	975,792
Net investing and financing	(1,977,690)	(1,365,369)
Net Movement for the Year	(71,868)	(389,577)
Cash at the beginning of the year	908,371	1,297,946
Net Cash Movement for the Year	836,502	908,371

Extracted from the audited financial statements to be located at www.charities.govt.nz

Haere mai
Welcome to

Kāinga Atawhai



WITH THANKS

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

For grants and donations received in 2021:

TECT
Trust Horizon
Tauranga City Council
Acorn
Par Trust

For continued financial and funding support:

Bay Trust
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.

