

# Community Reference Group – Meeting #05

<b>Date:</b>	Thursday 27/1/2022	<b>Time:</b>	6:00pm	<b>Zoom Meeting</b>
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Attendees	Organisation
Jane Black	Chairperson
David Smyth	Community Member
Steve Cromb	Community Member
Peter Cooke (joined 6.15pm)	Community Member
Mary Hutchinson (joined 6.12pm)	Community Member
Cathie Penetito (left 7.09pm)	Community Member
Taone O'Regan	Downtown Community Ministry (DCM)
Maria Millin (joined 6.10pm)	Wellington City Mission
Ali Hamlin-Paenga (left 6.26pm)	Kahungunu Whānau Services
Rua Eagle (left 7.09pm)	Kahungunu Whānau Services
Rayleen Hirini (left 7.09pm)	Kahungunu Whānau Services
Te Rae Ngaheke (left 7.09pm)	Kahungunu Whānau Services
Jonathan Scholes	Kāinga Ora
Colleen McCorkindale	Kāinga Ora
Jo Burleigh	Kāinga Ora
Kathy Furfie	Kāinga Ora
Caroline Speight	Kāinga Ora
Jan Carel Erasmus	Kāinga Ora
Jake Henry	Kāinga Ora
Marian McDonald	Kāinga Ora
Tim Parker	Kāinga Ora
Lalla Smits	Kāinga Ora

## Agenda

1.	Welcome and Introductions
2.	Previous minutes and actions
3.	Presentation from Kahungunu Whānau Services
4.	Update for Kāinga Ora operational planning for Rolleston
5.	Updates for Rolleston
6.	Updates for Arlington
7.	Next CRG meeting – 3 March 2022
8.	Any other business
9.	Close

## Agenda Items and Minutes

Item	Particulars	Action	By
<b>1</b>	<b>Welcome and introductions</b> <b>Previous minutes and actions</b>		
1.1	Jane welcomed everyone to the CRG meeting via Zoom. Apologies noted from Judy Hutt and Dr Victor Anderlini		
2.1	The Minutes of the 4 November 2021 meeting had been circulated prior to the		

	meeting.		
<b>3</b>	<b>Presentation from Kahungunu Whānau Services</b>		
	<p>Ali Hamlin-Paenga introduced Kahungunu Whānau Services:</p> <ul style="list-style-type: none"> <li>• They have a strong focus on supporting and working alongside their people to ensure they lead a well life the way they want to lead it and to achieve their aspirations.</li> <li>• The work with their people is far wider than just Housing First and their team of sixty includes councillors, educators and nursing staff who will come in and provide social responses that are required – it is bigger than housing someone and putting them into a property, it is about what happens in the property and making those four walls home so people are able to maintain their tenancies.</li> <li>• They are connected to the wider community - Iwi, MSD, Oranga Tamaraki, Ministry of Justice and are part of the Wellington wide response to Covid-19 offering primary care and basic health needs.</li> <li>• They work within the legislative parameters and Tenancy Act requirements.</li> <li>• Wellington-wide Kahungunu have 175 properties (including transitional and Housing First). Their organisation structure comprises a parent body with a subsidiary company that manages across the whole spectrum of housing.</li> <li>• They are a 24/7 operation supporting people on the social side and using the best person (right fit, so you get the right response) meaning they can communicate faster and support people through pathways.</li> <li>• They now offer services in the Central North Island and have a newly formed partnership with Pacific Providers across Manawatu in alliance with Mana Whenua and Iwi across Aotearoa. They are also part of the Whānau Ora Collective.</li> </ul> <p>Steve thanked Kahungunu for the information about what services they provide:</p> <p>In summary:</p> <ul style="list-style-type: none"> <li>• Steve asked: in relation to Arlington and Rolleston sites, what is their involvement in those two areas specifically.</li> <li>• Ali responded that at this stage it is yet to be agreed, they have just been brought into this space and are wanting to understand what was the purpose of Kahungunu coming to this meeting and what was being sought.</li> <li>• Cathie pointed out that they have been trying to have a 24/7 support group for the people living in this huge complex and if Kahungunu were to provide these services, she knows as a community person she would be overjoyed. At the last meeting Kāinga Ora said they would not have anyone on site and for any disturbances, then they need to call the Police which she thought was wrong.</li> <li>• Ali suggested there was a wider conversation to be had and Kāinga Ora and HUD need to be discussing this. Kahungunu has put another model in practice where someone is living on site – they have proved this to be extremely successful and cannot put rules on people but can support them</li> </ul>		

	<p>to look at it differently. They look after a 20 apartment block in the Central City and work with a national property developer looking at further sites because of the approach they offer.</p> <ul style="list-style-type: none"> <li>• Peter asked whether Kahungunu has experience of working with Kāinga Ora. Kahungunu do not manage any Kāinga Ora properties, they have a number of properties with a national property developer and the private market.</li> <li>• Ali would be happy to take questions outside of this meeting and posted contact details to the zoom meeting chat: Ali Hamlin-Paenga: <a href="mailto:Ali@nkkp.org.nz">Ali@nkkp.org.nz</a></li> </ul> <p>Ali left the meeting.</p>		
<b>5</b>	<b>Updates for Rolleston – Tim Parker</b>		
3.1	<p>Refer presentation and photos <b>attached</b>.</p> <p>Matters raised:</p> <ol style="list-style-type: none"> <li>1. Another steel delivery is due in the next couple of weeks – a letter will be sent out advising details.</li> <li>2. There is still more framing to go up on D4.</li> <li>3. Rolleston Street driveways and parking continue to be an issue. Tim will continue to work with Hawkins to identify those trades-people who are parking across residents’ driveways to ensure it will not continue to happen and agreed it was not acceptable. There was an incident where a site worker even asked a resident to move their car to allow them to park. The parking issue was raised at the last CRG, there is no space for public parking. Kāinga Ora have talked to the Council who have said they have increased patrols however it is believed there is a resourcing issue. It was pointed out that residents have contacted the Council direct and Council say they are unable to get there.</li> <li>4. Peter wanted clarification about a man he has seen on site talking and walking with others who has an ankle bracelet on and asked whether this was some sort of recognised programme. This will be followed up with Hawkins and feedback will be provided via the correct channel. <b>Action: Seek further information from Hawkins</b></li> <li>5. Tim confirmed he is on site every Monday morning 8.00-9.00am.</li> <li>6. Steve would like a response to the long term water leak matter (caused previously by demolition) that he raised with Hawkins in November on the Rolleston side. He has not had a response and would like an update on the matter and when it will be fixed. It was noted Steve was disappointed that that to date there had been no response. <b>Action: Update on the long term water leak</b></li> <li>7. There was concern about carelessness with water running from hoses.</li> </ol>	AP13	Caroline
<b>4</b>	<b>Update for Kāinga Ora operational planning for Rolleston</b>		
4.1	<p>In summary:</p> <ol style="list-style-type: none"> <li>1. Kathy confirmed that at the first CRG meeting, Kāinga Ora was requested to</li> </ol>		

invite some NGOs who will be involved with Kāinga Ora customers at Arlington, Rolleston and the broader Mt Cook area to present to this group. To date the Downtown Community Ministry (DCM) have presented. Kahungunu were invited to the November 2021 meeting, however they were not able to attend at that time.

We will be inviting the Wellington City Mission to present as well.

2. As was mentioned at the last CRG meeting, Kāinga Ora are still working on the operating model for Rolleston and Arlington and as soon as this work is completed it will come to this Reference Group.
3. David asked that Kāinga Ora bring a timeline of what is going to happen and highlight where the community can get engaged in the process, the community have been asking for this for three years now.  
The community want to know how people on site will be supported (like Kahungunu talked about at this meeting), the community want to engage and it is time to start.
4. Kathy responded that we work very closely with our customers as we want them to succeed. We work with a lot of agencies to help and assist our customers in living well and this is why we have asked the Housing First providers to present at these meetings so that there is an understanding of what will be in place to help our customers when they start living in these properties.
5. David emphasised that there is a great community living around here and they engage with people living on site and their involvement is just as important, they see and engage day-by-day, it is not just social service providers and Kāinga Ora - they are in a community.
6. Jane suggested that something concrete come to the next CRG looking at ways Kāinga Ora are going to be doing this operating model.  
Kathy explained that this is not the only a big complex Kāinga Ora has and we are working towards bringing a team together to work on what the operating model would look like and she does not want to put a timeframe on this so as not to disappoint anyone.
7. Steve reiterated what Dave had said - at these meetings they have been wanting clear communication and are keen to know how sites will operate. The plans that first came out a couple of years ago outlined a 'wethouse' (this is no longer an option); a 24/7 permanent staff member (this evaporated); an office on the ground floor of one of the blocks - we have moved to absolutely nothing and Kāinga Ora is putting together a team to look at an operating model. Things are going backwards from his perspective.  
As Dave has already said, we knew the people on the site and we are part of the picture, it is not just about putting your customer in there and ignoring the rest of the community.
8. Kathy assured that when we bring people into properties, we work with the community.
9. Steve highlighted that bringing highly vulnerable people into the site, the community do not know the scenarios. What is Kāinga Ora doing to make

	<p>sure no tinny house is set up?</p> <p>10. Kathy assured that we have taken on the learnings from the past, we are here to sustain our tenancies; we are employing a lot more staff who will have smaller portfolios and they will spend more time with their customers enabling them to make sure customers are going to live well.</p>		
<b>3</b>	<b>Updates for Arlington – Jake Henry and Jan Carel Erasmus</b>		
3.1	<p>Refer presentation and photos attached.</p> <p>Matters raised:</p> <ol style="list-style-type: none"> <li>1. Designs progressing and will go into Council with design changes. Consultant team are working hard on finalising the main works designs across the site.</li> <li>2. Street works will be completed in a couple of weeks' time.</li> <li>3. There are four buildings currently in for consenting, focused on the Hopper Arlington corner of the site.</li> <li>4. Jake confirmed that the Resource Consent packages are online with Council and available to view on our website. Action: <b>link provided below for the website:</b>  <a href="https://kaingaora.govt.nz/developments-and-programmes/what-were-building/mount-cook-wellington/plans-drawings-and-resources/">https://kaingaora.govt.nz/developments-and-programmes/what-were-building/mount-cook-wellington/plans-drawings-and-resources/</a></li> <li>5. In response to Peter's question about the Affordable Housing product, Colleen advised we have not progressed the planning for this area of the site as the same team are working across the site and all activity is on Hopper/Arlington and they will get to this last. As the plans are developed, Kāinga Ora will keep the CRG informed.</li> </ol>	AP14	Caroline
<b>7</b>	<b>Other Business</b>		
	<p>Discussion in response to questions raised by Te Rae:</p> <ol style="list-style-type: none"> <li>1. Arlington will have forty units for supported housing customers.</li> <li>2. When will we know how those will be allocated? In response to this question, Colleen explained that we agreed with WCC that we would provide forty units for supported housing (Arlington/Hopper corner, delivery around 2025).</li> <li>3. Given the length of time until delivery, Kāinga Ora have not defined who will live there, we always manage against the waitlist to ensure we are providing for those with the greatest need, so will revert to that closer the time.</li> <li>4. Kāinga Ora will have a very high number of accessible universal units in those buildings that include 1, 2 and 3 bedrooms. We will tailor to MSD needs nearer the time.</li> <li>5. Kāinga Ora are working with HUD to determine for Rolleston what supported housing means and on the appropriate delivery method.</li> <li>6. Te Rae asked about respective Iwi and their involvement sitting at this table like the social housing representatives.</li> <li>7. On behalf of Kahungunu, Te Rae would like to host the CRG and bring in representatives from local Iwi. Kāinga Ora thanked Te Rae for the offer and will arrange when face-to-face meetings are reinstated.</li> </ol>		

	<p>8. Kāinga Ora are working with local Iwi, particularly on the Arlington site, putting placemaking into action. Kāinga Ora's Principal Advisor Te Kurutao, leads the relationship with Iwi in the Wellington region.</p> <p>9. Kahungunu are represented at these meetings and Te Rae is planning to also attend future meetings.</p> <p>10. Contact details for Te Rae will be provided with the Minutes Te Rae Ngaheke email: <a href="mailto:TeRae@nkkp.org.nz">TeRae@nkkp.org.nz</a>.</p> <p>11. Mary commented that it has been refreshing to hear Te Rae's questions as they line up with questions raised at past CRGs by members and would welcome Kahungunu hosting a meeting.</p>		
<b>8</b>	<b>The next CRG meeting will be held at 6pm on Thursday 3 March 2022</b>		
<b>9</b>	<b>The meeting closed at 7.12pm</b>		

#### Action Log

AP5	7.10.2021	Photos made available	Photos are on the website Further photos will be sent out from time to time Regularly post photos of the construction of Rolleston Street.	Jake / Ben  Tim	Ongoing
AP6		Construction Liaison Group Meeting	Cathie is on the standing invite for the CLG meeting	Cathie	Resolved
AP10	7.10.2021	How NGOs are going to work with Kāinga Ora and who has the overall responsibility for the building.	Ongoing presentations from NGO partners booked for future CRG meetings	Kathy / Alice	Ongoing
AP12	4.11.2021	Presentation on what the Customer Programme looks like.		Kathy	Date tbc
AP13	27.1.2022	Rolleston: update on the long term water leak	There is a leaky water toby in the footpath on Rolleston Street, Wellington Water has been advised.	Tim	Resolved
AP14	27.1.2022	Arlington: link to resource consent plans will be provided for the WCC Website.	<a href="https://kaingaora.govt.nz/developments-and-programmes/what-were-building/mount-cook-wellington/plans-drawings-and-resources/">https://kaingaora.govt.nz/developments-and-programmes/what-were-building/mount-cook-wellington/plans-drawings-and-resources/</a>	Jo	Resolved
AP15	27.1.2022	Seek further information from Hawkins regarding whether there is a recognised programme supporting offenders	Hawkins runs a programme across all their sites with a cleaning firm that rehabilitates prisoners. The individuals are supervised and supported in their roles on site.	Tim	Resolved

		with electronic monitoring into work			
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Upcoming Agenda Items

1. Calendar of Speakers/Presentations.
2. Agenda Items forwarded ahead of meetings.
3. Review of emails received and on site communications linking back to this meeting.