



# CONTRACTOR CONNECT

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## FROM THE EDITOR

### **Kia ora from the Editor,**

It's been a while since you last saw Contractor Connect – Summer of 2020 in fact! With so much going on in the Kāinga Ora maintenance space, and with such great work to acknowledge and celebrate across the entire maintenance programme, we thought we'd close out the year with a Summer 2022 edition.

You will see Contractor Connect in your email inboxes every quarter, and between issues our teams will be in touch to shoulder tap you for the awesome stories and achievements we know are sitting there in the wings. With your support, we'd like to share your mahi with our wider Maintenance whanau, and grow Contractor Connect into a channel we can all use to learn more about each other, and to share our successes.

I think we can all agree that the last three years has thrown up some big challenges as we've all navigated the Covid-19 pandemic, in our personal lives, in our respective businesses, and of course in the Kāinga Ora maintenance space. With your combined dedication and commitment, we managed to bring the Te Mahi Ngātahi maintenance contract to life on 1 July 2020, just as the pandemic settled in for the long game. That was a period of massive adjustment, and I want to take this opportunity to thank you all, sincerely, for the huge effort you and your teams have put in to delivering the best outcomes for our customers despite the circumstances.

Right now we're in post-Covid-19 recovery, where we are seeing the impact of lengthy lockdowns, supply chain challenges and the resulting intense competition for trades as everyone tries to make up for lost time. We know that you have been working through the aging work in the pipeline whilst addressing new work orders that are coming through thick and fast. I want to assure you that this is top of mind for us, and we will continue working with you to find the best approach to delivering as quickly and efficiently as you are able.

Looking forward into next year and beyond, we have a number of key business priorities, including maintaining the momentum of our Healthy Homes Delivery Programme, prioritising the management of mould in our homes, improving our customer satisfaction by closing out aged work, and managing any risks that arise with the high volumes of work we are completing.

Lastly, I'm pleased to say that with Te Mahi Ngātahi we're working together to ensure our customers are at the centre of our thinking, and this shines through in the stories below. I'm sure you'll enjoy reading them.

**Thank you again. On behalf of Kāinga Ora, I wish you all a safe and happy summer season.**

Ngā mihi nui,

**Andrew Booker**

**Director - Maintenance Contracting and Asset Services**

# LET'S TALK HEALTH AND SAFETY

When we think about our top priorities, ensuring everyone is safe on the job is right up there.

Te Mahi Ngātahi means 'working better together', and in the spirit of that, we've launched the Maintenance Health and Safety Innovation Portal. This new channel, accessible through Microsoft Teams, is where Kāinga Ora and Maintenance Partner Health and Safety teams can share information, guidance and learnings on critical health and safety risks that may be playing out or are on our respective radars. Have a chat with your Health and Safety Manager about how that information can be shared.

In September, we held a Maintenance Partner Health and Safety forum, which included a focus on disruptive behaviour. While the vast majority of our customers are excellent tenants and neighbours, we are faced with disruptive behaviour in our homes from time to time, which can be a challenge for frontline staff and trades.

In a session presented by our guest speaker Lance Burdett from Warn International, we looked at the different aspects of disruptive behaviour and techniques to avoid and de-escalate these types of events. The recorded session is available on the new portal for Health and Safety Managers to share.

## Healthy Homes

Last month the Government announced that it was giving Kāinga Ora, Community Housing Providers and private landlords more time to comply with the Healthy Homes Standards. For Kāinga Ora, the final date for compliance shifts from 1 July 2023 to 1 July 2024.

Importantly, the Government expects Kāinga Ora to still aim for 1 July 2023 for compliance on as many homes as possible. We are also committed to ensuring our customers are living well in homes that are warm, dry, healthy and safe, so it's important we don't lose momentum on delivery of Healthy Homes Standards improvements.

The extension will be helpful if more time is needed to manage access to homes, and to manage high demand for tradespeople in certain regions, but we are racing towards full compliance, and we are not taking our foot off the gas. That means there is no change to the Healthy Homes Programme or agreements we have in place with our delivery partners.

The efforts you've made to increase the pace of delivery are seeing results. Thanks to your outstanding commitment to this mahi, we've consistently delivered more than 600 homes per week over the last quarter.

As at 30 November, 46,724 Kāinga Ora homes (72 percent of the tenanted portfolio) meet the Healthy Homes Standards, and a further 10,061 homes (15.5 percent) have work in progress. That is a huge achievement. A massive thank you for your continued drive and determination to make this programme a success.



**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**.





## Spot the difference

At Kāinga Ora, we are on a mission to make sure all of our homes are warm, dry, healthy and safe.

With our ageing housing stock, that is an ongoing job, and a big focus of our Te Mahi Ngātahi maintenance contract. If there is anyone experienced at spotting the difference between a home that meets these standards and one that doesn't, it's you guys - our maintenance partners and contractors. While your priority onsite will always be the scheduled job you're attending to, we really appreciate you telling us about other things you might spot that are in need of attention. We want to be keeping on top of things like:

- Mould
- Excessive condensation
- Draughts
- Property damage
- Water ingress
- Dampness or moisture build-up

Alongside our own Housing Support Managers, you are our eyes and ears on the ground, and we thank you for that!

If you notice any of these, please get in touch with your respective Regional Maintenance Delivery contact.

## Spencers pooling resources

Trentham School in Upper Hutt (Region 08) reached out in July seeking volunteers to help with painting the school pool.

The Lions Club had sponsored the school by supplying paint, but they didn't have enough hands to get the painting done before the school holidays ended.

Spencers jumped at the opportunity to help and ensure the work was done by the deadline. Pulling out paint brushes and rollers, the Spencers team volunteered their time to do what they are used to on the daily; produce quality work, right on time.

Caretaker Mike Robinson shared with the team that he was "fair panicking he wasn't going to get it finished before school started back". It was obvious Mike was relieved to have help – he was smiling ear to ear throughout the day.

Principal Cris Hull was pleased with the outcome and appreciated the help.



Left to right - Leeanne McKibben, Tima Basha, Lily Liang, Winnie Zhen, Katrina Foss

## Switched On Housing takes to the road

The annual Switched On Housing Trade Forums took place in June with events being held in Christchurch, Nelson, Marlborough, Palmerston North, Whanganui, Hawke's Bay and Gisborne.

These Trade Forums give the Switched On Housing team the opportunity to re-induct subcontractors by refreshing them on health and safety protocols, issue Kāinga Ora ID cards, introduce new team members and update them on any improvements and challenges.

Of course, it's not all business – it's a perfect time to celebrate all the hard work subcontractors have put in over the year and reflect on their efforts. The BBQ brekkie provided by supply partners PlaceMakers is a huge hit too.

Switched on Housing Chief Executive Chris Hughes says “We're incredibly proud of the mahi our subcontractors do to enhance the environments of Kāinga Ora customers all over Aotearoa. The Trade Forums are always a highlight because we get to connect with the trades in person and show them just how much we appreciate them and the huge amount of work they deliver. In the North Island alone our subbies have racked up some huge stats.”

The volume of work delivered is impressive with some examples being:

- 362 homes being refurbished
- 30,000sqm of roofing steel installed (enough to cover the Sydney Opera House twice)
- Enough curtains hung to cover Auckland's Eden Park
- Enough fencing to fully fence 22 International Rugby Union fields

“Without our skilled trades people, we wouldn't be able to deliver Te Mahi Ngātahi. It's important we get together to check-in, deliver important updates and get to know the men and women delivering these services to our customers in the Kāinga Ora communities”, says Hughes.



Left to right - Ayo Faboyede, Maree Searle, Scott Taylor, Russ Holland, Rachael Mackman, Hercules Snyman.

## DHMC goes above and beyond

Amongst a barrage of headlines relating to Covid-19 impacts including job losses, it's great to hear positive and uplifting stories of people getting a helping hand and a foot in the door.

After a three-month trial period, Wiremu and James have been offered permanent contracts with Smart Energy Solutions (SES) installing insulation in Kāinga Ora homes in Christchurch.

Both young men live in a Kāinga Ora community with high youth unemployment and were motivated to find work to improve their situation. Local Community Development Activator, Steve Jones-Poole from the Shirley Village Project was assisting them to find work through their relationship with DHMC.

DHMC contacted SES to see if they could offer work experience, and Arana Boyle, Operations Manager, readily agreed to give them the opportunity. Arana and his team trained Wiremu and James, and gave them plenty of support with the transition to full time work. Arana commented that they are both great workers, and was very pleased to offer them a permanent contract.

Wiremu said that his new job has been life changing for him, and is very thankful to have been given the opportunity. Steve Jones-Poole says that Wiremu and James are role models for other young people in the community looking for employment.



Left to right - Wiremu, James and Steve Jones-Poole

## Celebrating the Spotless / Kāinga Ora cadetship

The July school holidays saw the second intake of the joint Spotless / Kāinga Ora cadetship.

The July school holidays saw the second intake of the joint Spotless / Kāinga Ora cadetship. Nine eager year 12 and 13 students from two Auckland schools, Southern Cross Campus and Manurewa College, jumped at the chance to join the programme and learn skills they can take forward into their futures.

Spotless contractors Ubend, Coin, Panorama and MD Property Services, hosted and mentored the students and passed on a range of carpentry, painting and plumbing skills to the group.

At the end of the course, Spotless, Kāinga Ora, contractors, cadets and their whānau got together and celebrated the student's graduation, with speeches and certificates, loads of photos and lots of delicious kai.

Casey Sutherland, Trades Resource Coordinator with Spotless, says "being able to get together and celebrate the successes of the cadets and the programme as a whole, truly was the cherry on the top."



**Left:**

Left to right - Samuel George, and Chivon Thach of Southern Cross Campus

**Below:**

Left to right - Milton Kutia and Rieliey Peschey of Manurewa College, and Nale Fata of MD Property Services



# Highlights and high-fives



## In the last two years we:

- **Laid 391,152 square meters of carpet** – enough to cover 54 Football pitches
- **Hung 226,773 meters of curtains** – enough to reach the tip of the Auckland Sky Tower over 690 times
- **Installed 2,164,326 square meters of insulation** – enough to cover the Wellington Airport runway 26 times
- **Fitted 31,100 new heaters**

In the 2021 / 2022 Financial Year ending 31 June, we achieved:

- **More than 440,000 maintenance jobs completed.** That's around 9000 per week!
- **79% of maintenance jobs completed within service level targets**
- **80% of customers satisfied with the services we provide**
- **80% of customers are satisfied with their Kāinga Ora home**

## More fun facts:

- Our portfolio of almost 70,000 properties demands a significant maintenance programme. We'll deliver an estimated \$4 billion of maintenance and repair work over 10 years.
- We work to agreed service level targets for completing work of 12 hours for urgent health and safety work, 48 hours for urgent responsive work, and 10 working days for general repairs.
- Around 10,000 trades across New Zealand operate 24 hours a day, 7 days a week to take care of Kāinga Ora homes. Thank you!

# Highlights and high-fives



## Customer compliments:

- **Spotless / Madsen and Green** – Porirua, 30 August

“The Madsen and Green tradies arrived onsite just after 8am to complete the three Healthy Homes components (heat pump, extractor fan and rangehood). The three men onsite were Saia (Supervisor), Fau and Keanu, and they provided their ID card upon request. They worked tirelessly from 8am to 6.30pm to complete the jobs and were very engaging, professional and friendly. Out of respect they also removed their shoes before entering the property and cleaned up their mess. Before they left, Saia explained the functionality of the heart pump and extractor fan. The workmanship is of a high standard. I want to commend these men for their professionalism and staying until the job was completed.”

- **Responsive Maintenance / Edwards and Hardings Roofing** – Rotorua, 01 September

The tenant contacted Kāinga Ora to thank the team from Edwards & Harding’s roofing for doing an awesome work on her roof. She also wanted to say how polite and approachable they were, and were happy to answer her questions. She added the trades were great with her kids and dog. She was very happy and wanted to especially thank the site manager Kash.

- **Spencers / React Maintenance** – Ellerslie, Auckland, 02 September

“I had a service person whom I think was the owner from React Maintenance to repair my front door. What a fantastic job React did!! My door is now secure and he also installed a seal on the inside of my door to stop the wind and rain coming in. Very pleased and would highly recommend the company. It was difficult and he persevered and fixed it. Very polite and professional. Thank you React!”

- **DHMC / Precision Group** - Hornby, Christchurch, 30 September

“I would like to give a big shout out and a massive thank you. I’ve had a crappy week and I just had Mark and Ash from Precision Group come and put in a new fire place for us. These guys were so polite, happy to answer my questions and overall just pleasant guys to have in my home. And they left my place clean and tidy. Made my day.”

- **Switched On Housing** – Christchurch, 30 September

The tenant contacted Kāinga Ora to express how happy she is with the Trades that changed her locks. The Trade was only meant to change the lock but there was also a broken seal at the bottom of the front door and the Trade replaced this and according to the tenant, fixed it better than any time before. She no longer feels the draught coming into the house at all now. Brilliant and lovely the tenant says the Trade was!

