

CONTRACTOR CONNECT



SPECIAL EDITION



INSIDE

- How we have been operating with you as we move through Alert Levels
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FROM THE EDITOR

Kia ora koutou,

As I write this editorial for our last edition of Contractor Connect for this financial year, we have many things to reflect on.

New Zealand is now in Alert Level 1 and your Performance Based Maintenance Contract (PBMC) with Kāinga Ora (formerly Housing New Zealand Corporation) will soon end on 30 June 2020.

It is hard to believe that six years have passed since the PBMC started on 1 July 2014. This contract is based on the pillars of health and safety, performance, quality and value, and established our new way of working together. The PBMC was also referred to as 'next generation' by Housing New Zealand with seven head contractors responsible for thirteen regions across New Zealand.

The PBMC also recognised that tradies are often in our customers' homes more than we are and as a result, have come to be seen as the face of our organisation. Looking back over the past six years, there have been many successes, all of which we could not have achieved without your support, commitment and hard work.

Before COVID-19, we worked together to reduce the time it takes to re-let an empty Kāinga Ora home to an average of 15.8 days. This has meant we have been able to house even more people in urgent need of public housing much more quickly.

We have collaborated to achieve many other great results, including the introduction of NOGGIN and managing risks to keep tradies safe while working in our homes. During this contract, we have also seen continual growth in customer satisfaction.

New Zealand continues to experience a fair share of unexpected weather events and natural disasters. On the front and back of this edition we have included a montage of images that show your teams going above and beyond during these types of events to keep our customers and homes safe. We've also included more stories about all your great work during Alert Level 2.

We have valued your support of trades training, apprenticeships, the Gateway Programme, and other special work programmes.

Our Warm and Dry programme resulted in 37,000 interventions to our homes since 2015. After doing some number crunching, we have completed more than 3,760,573 maintenance jobs (responsive, planned and routine work) since this contract started in 2014.

Every job is important, makes a difference and helps contribute to providing a safe home for thousands of New Zealanders.

We can never predict what the future holds and the global COVID-19 pandemic is certainly evidence of this. Through the alert levels, you have carried out repairs in our homes with kindness and empathy, and for this we and our customers are grateful.

When you are with your teams, please pass on our appreciation for their dedication, commitment and hard work over the past six years.

As one era ends, a new dawn is about to begin. On behalf of Kāinga Ora and especially our maintenance, contract assurance and health and safety teams, we wish you all the very best for the future.

Noho ora mai

Stay well and look after yourself

Angela Pearce

National Maintenance & Upgrade Manager

WORKING WITH YOU AS WE MOVE THROUGH ALERT LEVELS

We are in Alert Level 1 and continue to work closely with all our head contractors to ensure everyone understands changes to our working environment as a result of this move.

Alert Level 1 includes:

- Kāinga Ora and some contracting teams continuing to work from the office and remotely
- Information released to contractors on any changes to current processes in line with alert levels
- Reinforcement of current Ministry of Health, health and safety guidance about carrying out repairs in customers' homes. For privacy reasons, this includes the removal of any specific health or COVID-19 questions to customers.
- Continuing to complete all work as part of the formal exit from the current PBMC contract

Together, during Alert Levels 4 to 2, between 23 March and 11 June 2020, we completed 72,467 work orders.

Happenings in our customers' homes

A little kindness goes a long way

In late May, Mitchell's Building Solutions was forwarded a building job at a customer's home in the Hamilton suburb of Saint Andrews. The job was to build a new fence for our customer, Brian. His adult son Gareth, wanted in on the building action as he loves to talk and meet new people and just be involved where he can.

So, the tradie team thought about what they could safely allow Gareth to do, so he felt like he was part of the team.

Before getting started, Gareth was kitted out in some health and safety gear. One of the jobs he was able to safely do was help unload the timber for the new fence. Brian was incredibly touched by the kindness our tradies showed to him and his son over the three days they built the fence.

Brian told us they were professional, compassionate, very kind, and went above and beyond. The new fence was "absolutely awesome" as well.

As the famous saying goes, a little kindness certainly goes a long way. Great work, Mitchell's Building Solutions, it sounds like you really made Gareth's day – or should we say 3 days!



From L – R: Mitchell Building Solutions Team of Freddy Leach, Reuben McCarten, Ash Gernhoefer and happy helper Gareth



Finished product: Brian's new fence

Happy customers in Mangere and Nelson

We received some great feedback from our customer, Tuputala Tofilau, in Mangere.

Mrs Tofilau phoned to rave about one of our tradies, a plumber who works for PBMC Spotless. She said he had provided excellent service and praised his conduct while working in her home.

Christine's new curtains

We also received great feedback from Nelson tenant Christine King who phoned us two weeks after her curtains were installed, to let us know they were keeping out the cold and had helped make her home warm and cosy.



Nelson tenant Christine King with Pena Vuiyasawa who installed the curtains in her home

Other updates

Other Kāinga Ora news

Under Alert Level 1, Kāinga Ora area offices are now open and operating at normal hours. Tenancy Managers are continuing to reach out to customers to check in and see how they are. Since 1 April 2020, our Tenancy Managers have attempted more than 59,700 wellbeing calls to customers.

