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CONTRACTOR CONNECT

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**FIRST
IMPRESSION**

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Housing New Zealand
Housing New Zealand Corporation



FROM THE EDITOR

Kia Ora,

Understanding what our customers are looking for in a “world-class maintenance and repairs service” is always a key focus for us. Recently, we have been sharpening this focus by holding forums with tenants to discuss things they believe we do well, and things that will need more attention.

We'll be sharing these ideas with you over the next year, starting with our lead story in this issue looking at the good impressions we can all give when we turn up to our tenants' homes.

Again, in this quarter's issue of Contractor Connect, we highlight the excellent work being done around the country. Our compliments and 'shout outs' section seems to just keep on growing. This shows your contribution, each and every day, to keeping our customers at the centre of everything we do. Your continued efforts are appreciated.

We have a story about a very special gift from a Waikato contractor to an eight-year-old boy and his family. There's also an update on the Te Mana job management system, and stories about new initiatives head contractors have introduced to support subbies to do their job.

As the saying goes, what a difference a day makes. Sadly, I am referring to that horrific Friday in March in Christchurch when 50 people lost their lives and many others were seriously injured.

It's so hard to understand how something like this can happen in New Zealand. We are thinking of you, Christchurch, and our thoughts and prayers are with everyone who has been affected in some way by this tragedy.

Finally, a reminder that Contractor Connect relies on your contributions, so please keep the stories coming through to us! You can send them to us at contractorconnect@hnzc.co.nz

Take care.

Ngā mihi

Angela Pearce

National Maintenance and Upgrade Manager

MAKING A GOOD FIRST IMPRESSION

Every year, Housing New Zealand tenants have our staff and contractors visit for a range of reasons, and they've told us at recent forums it isn't always clear why the visit is happening and/or who the visitor is.

In our next issue of Close to Home, our tenant newsletter, we will be reminding tenants of the different visits to their properties, what they're for, and what to expect from our staff or contractors visiting their homes.

What tenants should expect at a visit

We'll always let tenants know what's happening and when.

We always remind tenants that anyone visiting an HNZ property will be carrying an identification card they can ask to see. If tenants are in any doubt, they should always call us on 0800 801 601 to check. We would encourage our contractors to always show their ID card when they arrive at the tenancy to ensure our tenants know who you are and why you are visiting their home. Please take the time to introduce yourself – our tenants really appreciate it.

Here's an overview of the types of visits you and our team make to our tenants every year.

Tenancy Manager visits and inspections

The Tenancy Manager will visit at least once a year to do a property inspection and see if there is any other work we may need to do.

The Tenancy Manager may visit more often if required.

Health and safety inspection visit

Six months after an annual tenancy inspection, a contractor visits to carry out a health and safety inspection. SPM Assets (SPM) does these inspections on our behalf. SPM will check the smoke alarms are working, ensure anti-tip devices are properly installed on freestanding stoves, and check that windows have security stays. They will do minor, quick repairs but also let us know about any other repairs we might need to do urgently to help prevent accidents and injuries in the home.

Repairs visit

If our tenants need something fixed, repaired or replaced, we will arrange for a contractor to visit. In some cases, a quality assessor from either our head contractors or HNZ may visit a few weeks after the repair has been completed to check the quality of the work done.



Property condition survey visit

HNZ has a random sample of around 1,600 properties assessed annually to check the physical condition of the interior and exterior of the property. These surveys are also undertaken by SPM on our behalf. The assessor will take photos and access will be required for this survey, which will take around 30 to 40 minutes to complete. We use this information to inform our planned works, for example when a roof is going to need to be replaced.

From 1 July 2019, if a property is randomly included for a property condition survey, SPM will schedule the health and safety inspection and property condition survey to take place at the same time to minimise any inconvenience to tenants.

Quarterly assessment visits

Four times a year, our valuers, Quotable Value (QV), undertake rental valuations on a selection of our properties. Around 250 of these assessments will require access. This visit should take less than 30 minutes. The balance – about 2,500 per year – only requires a kerbside assessment.

Kerbside assessment visit

As well as the quarterly kerbside assessments for rental valuations, every year in March about 6,000 of our homes are randomly selected for a property valuation assessment. Access isn't required as this is done from the kerb. Again, tenants receive a letter if their property has been randomly selected. We use this information to determine the value of our homes as part of our reporting. QV also does these assessments on our behalf.

Lease property inspections

HNZ leases around 2,500 homes from private owners. As part of the lease agreement we have with these owners, we are required to inspect the homes and identify any work the owner is responsible for. Under the lease, owners can also inspect the property themselves. Tenancy Managers arrange access if the owner has asked to inspect the property.

So as you can see our tenants receive a lot of visitors to their homes; so next time you are visiting to complete a repair, scope for work or checking the quality of work, please keep this in mind and let the tenant know why you are there as we know from our tenant forums, they would really appreciate it.

InZone Industries' special gift to Tana



Tana and his family are chuffed with their new van.

Tana is just like any eight-year-old boy. He loves to do typical things like riding his bike, running in his school cross country, swimming, playing with his three brothers and his friends, and spending time with his family.

There is only one thing that hinders all this and that's Duchenne Muscular Dystrophy (DMD). Tana has DMD, a severe type of muscular dystrophy which results in muscle weakness and starts to progressively worsen in boys from around age four.

Typically, muscle loss occurs first in the upper legs and pelvis, followed by muscles in the upper arms. This means Tana will eventually need to get around everywhere in a power wheelchair. At the moment he is using a power chair for when he's at school. This chair requires a specialised mobility van with a hoist to be able to safely transport Tana and his family.

Currently, Tana and his family are not eligible for any funding help. Tana's father, Paul, is an installer at Smart Energy Solutions (InZone Industries) Waikato branch. InZone is a subbie for Prestige.

Recently, InZone created a huge surprise for Tana and his family.

Tana's mother, Alexandra, says InZone gifted the family a mobility van they can use to transport Tana and his power chair.

"We're just lost for words; it's an absolutely amazing gift for Tana and our family.

"All we can say is heartfelt thanks to Paul Thomson, Gareth Hayward, Brett Alcock and Luke Hunter [SES/InZone Industries] for bringing it all together. We are just so grateful," Alexandra says.

Massey making a difference

Programmed Facility Management (PFM) certainly seems to relish a challenge.

In a previous issue of Contractor Connect, we included a story about the great work they did with a particularly challenging tenancy.

In this issue, PFM has shared a story about Massey, one of their subbies in the Wellington/Hutt Valley region. Senior Contracts Manager Shane Hatfield says it's often Massey they call on when they have a particularly difficult and challenging job to do.

As a subbie for PFM, Massey removes rubbish, often a huge amount, left behind at Housing New Zealand properties - not what most of us would consider the best of jobs to have to do, Shane says.

But to Massey it's just another challenge and his way of helping people.

The property Massey is seen working at in the image below was a really big job, Shane says.

"In total, 15.5 by 7.5 cubic metres of rubbish was removed from inside the property. We also removed huge piles of rubbish from the section including some from illegal dumping that had occurred after the tenancy had ended," Shane says.

Shane says Massey also takes it upon himself to store and hold any usable household items like fridges, washing machines and cutlery that have been formally relinquished by the vacating tenant.

"Massey holds these items and will personally deliver them to new tenants who may need a fridge or washing machine or some cutlery. He's always thinking about how he can help anyone out," Shane says.

Massey says he loves his job but loves a challenge, especially a difficult one, even more.

"It's all in a day's work and if I see an opportunity to make a difference, I will always take it with open arms," Massey says.



Massey doing what he does best...

Praise for Leigh from Spencer Henshaw

We received some amazing feedback about Leigh from Spencer Henshaw (SH) after he completed painting and roof repairs at a complex north of Auckland. It was such a positive compliment that we decided to include the tenant's exact words.

"I would like to congratulate your company for the well-organised process of painting and roof repairs on the houses in my block at 18-32 Crampton Court, Orewa, during the past two weeks. From the outset Leigh was awesome, taking into account my needs as a disabled person, even cleaning my lounge windows from roof splatter.

In particular the painting team was amazing. The entire team was co-operative, polite, respectful, and easy to talk to. Nothing was too much trouble for them and they went out of their way to be tidy and considerate of all neighbours. Knowing I was disabled, they even took my inorganic rubbish to the front of my property for last week's collection, which I truly appreciated.

I have never seen such a large group of people work so hard in quite trying circumstances. It was like Grand Central Station with vehicles and tradespeople coming and going, and everything went smoothly with no interruption to the tenants whatsoever.

It was extremely hot and the painting team worked up until 8.30pm some nights, without any complaints. There was no noise, no loud conversations, and no rubbish left behind; in fact

I could not fault them. It was a pleasure to offer them cold drinks every day because they were working in extreme heat and no one slacked off at all. I was so impressed and I wanted management to know, because it is rare today that a job like this goes smoothly and according to plan. What a truly awesome team.

Thank you so much."



Leigh from Spencer Henshaw

Switched On Housing (formerly SOG) supporting Odyssey House

Switched On Housing is doing something different through their support of a social enterprise operating out of the Odyssey House Drug Rehabilitation Programme in Christchurch.

Odyssey House has a well-established joinery workshop providing practical skills and training for residents. Now a new social enterprise is making use of the workshop space to offer a wider range of practical skills training and also an opportunity to generate income for the group.

Odyssey House has a retired joiner working on a voluntary basis supervising the workshop. An existing Switched On contractor is also supporting the group by offering training as needed. In addition, Carters Christchurch is supplying timber at a discounted rate and the local council has paid for a spindle moulder to create window frame profiles.

Switched On's Ken Howat says this initiative is a great example of how a public and private partnership can work together to address a community need. It also enables the private sector to lend a hand while still achieving required business outcomes, Ken says.

Anna Christophorou, Odyssey House Operations Manager, says the group is excited to enter into the social enterprise collaboration with Switched On.

Anna says completing a residential treatment programme and returning to work can be a daunting experience.

"This scheme provides an opportunity for residents to gain confidence and develop work skills which assist with their reintegration back into the community. All of this we know ensures a more sustainable future for them," Anna says.

Ken and Anna agree the collaboration highlights the gains made for both the non-profit and business sectors in thinking outside the box and venturing into new, mutually beneficial partnerships.



Odyssey House workshop, Christchurch

SPOTLESS SUBBIES GET STUCK IN



A couple of months ago, Spotless subbies got stuck in to make a difference to a small community of 26 Housing New Zealand homes in Mangere, South Auckland.

The Spotless team and subcontractors Coin Total Upgrades Ltd, CJ's Property services, MD Property Services, Electrical Sales and Services Limited, Keith Good Electrical Services and Dreco Limited all worked together to achieve a great result for tenants.

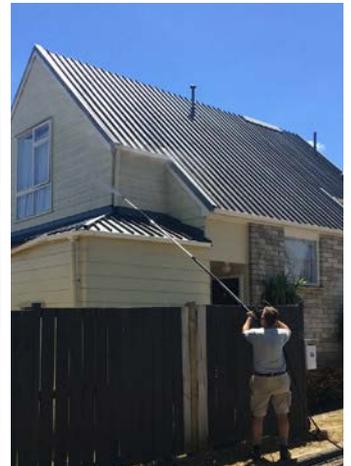
The complex had been experiencing issues with rubbish dumping and some tenants also needed a helping hand to tidy their properties.

Spotless organised skip bins to be delivered the day before so they were onsite and ready to go. Joint pre-work had also been done to scope maintenance activities that would be required, including house washing, fence repairs and tree trimming work.

During the day, subbies worked collaboratively with tenants and Housing New Zealand teams to access individual properties to carry out electrical and smoke detector testing. Trade staff were also able to carry out any immediate repairs on the spot and arrange for any major work to be scheduled for a later date. A barbeque at the end of a hard day's work capped off a very successful day for everyone.

All up, seven very full skip bins and 82 cubic metres of rubbish were cleared from the area, resulting in clean, tidy and refreshed homes for tenants.

Great work everyone.



Subbies working hard

Jamie's journey

Jamie Arthur's story will be of interest to many of you - it goes something like this.

When BCITO Training Advisor Bill Cubitt was visiting another Dunedin Housing Maintenance Contractor's (DHMC's) apprentice, he asked the team foreman about whether Jamie had completed an apprenticeship. While the answer was no, Bill was also told that Jamie's painting work was always to a very high standard and certainly to a tradesmen's standard.

Soon after, the wheels were put in motion to get Jamie qualified.

A meeting was held with Jamie to see whether he would be interested in applying for the BCITO Experience Recognition Programme. This is available for people who have been in the trade for more than seven years and are performing at a tradesmen's level, but for one reason or another have never completed a formal apprenticeship.

Jamie said he was keen, and after he completed the initial application process, which included getting references from previous employers and supervisors, the theory work he would need to do to qualify was identified.

Over a 12-month period Jamie completed all his theory work to a very high standard, demonstrating his commitment and existing knowledge. Opportunities were also provided for him to learn more about spray painting.

Then it was time to meet with Jamie to review all his practical evidence and theory results. As a result of his commitment, dedication and hard work, he achieved a National Certificate in Painting and Decorating with a strand in Spray Techniques, Level 4.

DHMC's General Manager, Mark Dore, says it's a great result all round.

"Jamie is now fully qualified and, along with BCITO, we were able to provide him with support to become fully qualified in painting and decorating. We encourage anyone working in the trades to have a chat with their manager if this sounds like something they would like to do. They can also check out www.bcito.org.nz," Mark says.

Congratulations Jamie and well done on your achievement.



DHMC General Manager Mark Dore congratulating Jamie Arthur

New handbook for subbies



Spencer Henshaw (SHL) is launching an information handbook for its subcontractors.

Lynda McGregor, HR and Trades Manager for SHL, says the 'Subcontractor Handbook' will initially be provided to all SHL's subcontractor companies and will also be available via SHL's Internet portal. From then Lynda says the handbook will become part of SHL's subcontractor induction process.

Lynda says the handbook describes the company, its relationship with Housing New Zealand and the maintenance contract.

"It provides all the information a new subcontractor needs to understand the environment in which they will work, the processes involved, support and resources available to them, including SHL trades training, and some of the finer details such as work priorities and KPI timeframes," Lynda says.

"We know the handbook is going to be a great resource for all our existing subbies and any new subbies joining the SHL team. We developed the handbook so subbies have everything they need to know and a useful resource they can use when out in the field," Lynda says.

Te Mana management system

Spencer Henshaw has recently enhanced its job management system (Te Mana) to include portal access for Housing New Zealand staff in all four Auckland regions they service.

This means Housing New Zealand can see details of work that is in progress but hasn't yet transferred directly to the HNZ system.

Sonja Clearkin, Manager Regional Maintenance East and South Auckland, says this enhanced access means HNZ teams can now view reports and photos obtained in the field and stored and can download these when required and in bulk.

"This process also cuts down on time-consuming email traffic between the teams and avoids the need for us to formally request information whenever we need it. It also provides our auditors with more job-specific information when they are onsite auditing. This allows them to make more informed auditing decisions," Sonja says.

Spencer Henshaw's ICT Manager Martyn Seddon says anyone from HNZ can log in at any time and get a view of where a job is at. Like Sonja, Martyn says being able to do this cuts down on time-consuming phone calls, emails and screenshots and - while it's still very early days - indications are it's saving everyone a lot of time.

Keep an eye out for further updates on Te Mana.

Two years on - SW Scaffolding's Sean, Te Tane and Peletina

In our March 2017 Contractor Connect, we published a story about five Manurewa High School students taking their first career steps with Spencer Henshaw subbie SW Scaffolding.

Sean Maireroa, Te Huiranga (Te) Tane and Peletina (Pele) Motuga, along with two other school boys, were given work experience via Manurewa High School's Trades Academy programme.

Two years on and now aged 19 years, Sean, Te and Peletina are permanently employed as spanner hands. Te works with SW's commercial crew and Sean is now running his own crew - a huge achievement. They will both complete their scaffolding tickets later this year.

Sean, Te and Pele are at work at 6.30am every day ready to go. They bring to SW energy and positivity, both of which are large parts of the company.

An important part of this collective is the drive from the people at Manurewa High School to create this initiative and back it. It also requires the support of families, for companies to take a gamble and the boys themselves to work hard and see a future.

"How far the boys have come is important and, at the same time, so is how resolute they are in what they want to achieve", says SW Scaffolding Business Manager Reuben Aberhart. "I believe they are going to have bright futures."

Last month four new boys began their work experience with SW. The possibilities that have been carved out by the class of 2017 will in turn be passed onto these new students.

What a great outcome for SW Scaffolding and Sean, Te and Peletina.



Te Huirangi and Sean Maireroa
(missing Pele currently in Samoa trialling for the Samoan rugby team)

It all helps, according to Prestigious Plumbing and Gas

Subbie Prestigious Plumbing and Gas has been able to take on three apprentices through financial support from Spencer Henshaw.

Director Kruz Spyve says receiving financial support from Spencer Henshaw has allowed his small East Tamaki business of seven plumbers, including him, to take on three new apprentices.

"The support we get from Spencer Henshaw is really helpful. An apprenticeship can take up to four years so this helps towards costs associated with having apprentices on

the payroll. It also helps pay for their tools and helps me when the boys are away on their block course. I pay them while they are away learning so this really helps them and me," Kruz says.

Spencer Henshaw Managing Director Murray Stevenson says that as a business Spencer Henshaw will continue to support subbies like Prestigious Plumbing and Gas to continue to grow.

"Spencer Henshaw will continue to provide opportunities for young people to learn skills that will enable them to secure permanent employment and we'll continue to support our subbies to be able to do this," Murray says.



Director, Kruz Spyve (far right) with apprentices

DOING WHATEVER IT TAKES — A SUBBIES STORY



Water damage to the Mangere property

While one of our South Auckland tenants was overseas, the hot water cylinder burst and flooded her property. It was more than two weeks before access was gained and as a result there was significant damage to all the floors and walls. Black mould had started growing inside some of the cupboards.

Spotless General Manager Nicholas Davidson said everyone knew it was a major job right from the outset. An indicative timeframe of seven weeks was given to repair the property. The tenant was temporarily relocated nearby as she didn't want to move from her community and church. Through great team work, the property was finished two weeks earlier than scheduled.

"Once we were advised the property had been badly affected by flooding, our teams swung into action. We knew significant remediation work would be required because of the flooding but also because of the time the water had been left sitting in the property.

"In addition, a large amount of other work was going to be required, including stripping and replacing water damaged wall linings, plumbing to replace the hot water cylinder, electrical work to replace water damaged electrical components, plastering, redecoration and installation of new carpets," Nicholas says.

Spotless Work Supervisor Deborah McKinstry worked extremely hard to remediate the house, alongside subcontractors Coin Total Upgrades Limited, Keith Good Electrical Limited and U-Bend Plumbing Limited.

The elderly tenant, who is Tongan, was provided with regular communication from the team and very much appreciated being kept up to date on progress. This was successfully managed through collaboration between Spotless Supervisor Deborah and Josh Niuuhulu from Coin Total, who is also Tongan and was able to speak with the tenant in her own language.

"All the trades knew the tenant wanted to return to her beloved home as soon as possible so we're all delighted she was able to move back in two weeks earlier than expected. It was a really great result achieved in a very tight timeframe," Nicholas says.

Needless to say, the tenant was absolutely elated to be able to move back to her beloved home in a community she loves, located close to what's most important to her.



New walls and floors at the property

Finishing with a flourish

Tenants are always quick to let us know when you have done a great job.

We also enjoy reading all these compliments. It's hard to choose which ones to include in Contractor Connect, but we always aim to select a representative sample from across all regions.

In this reporting period we received a total of 158 compliments. In every case the tenant initiated contact with us because they felt you went above and beyond and placed them at the centre of everything you did while working in their home.

Keep up the great work. In the compliments we've included, you'll see that it's all about the customer experience.

Switched On Group

Job - Scaffold installation, Nelson

Tenant feedback - Tenant phoned to say the two men who put up the scaffolding took great care around the plants in her garden, worked tirelessly in the heat and kept going until the job was finished. She would like these two men to be complimented for their hard work.

Job - Peeling wallpaper throughout property, Christchurch

Tenant feedback - Tenant called to compliment the trades. They were respectful, did an amazing job and she was very happy with the result.

Spencer Henshaw

Job - Repairs to chimney, Auckland

Tenant feedback - Tenant phoned to say the contractor was very nice and respectful and did a good job on the chimney, which was a difficult job.

Job - Repairs to window, Auckland

Tenant feedback - Tenant called to pass on her compliments as she was really pleased with the trade who came to fix the window. She was impressed by how quickly the window got fixed. Tenant also said the trade came to her property within an hour after speaking to Housing New Zealand.

Job - Repairs to wet walls in bathroom, Auckland

Tenant feedback - Tenant called to say the builder was wonderful. She said he laid mats down, swept the path and couldn't have been more respectful and polite. She was not long out of hospital and really appreciated the time he took to leave the bathroom as he found it. She was very grateful for the wonderful service.

Dunedin Housing Maintenance Contractors

Job - Property insecure and urgent work job to secure it, Greymouth

Tenant feedback - Tenant called to thank us for the great service he received and the way his request for urgent repairs was raised. He also wanted to thank Housing New Zealand for the continuous service he receives from the maintenance teams.

Programmed Facility Management

Job - Leaking hot water tap, pressure in both kitchen taps too high, Auckland

Tenant feedback - Tenant called to say the plumber did a really great job and he was very impressed and happy with the work that was done. The trade was very polite and into his job.

Job - Concertina sliding door to laundry is jammed in open position, Auckland

Tenant feedback - Tenant called to compliment the trade. She advised their service level was excellent and said she feels blessed to have good contractors coming to her house and will always be ready to offer them coffee if they need it. She is grateful Housing New Zealand sends good contractors for her beautiful house.

Job - Exterior side door not weathertight, Auckland

Tenant feedback - Tenant called to say they were very, very pleased with the contractor. Advised he was polite, nice and seemed to know what he was doing. Also said that everything about the trade was amazing and that in 15 years no one has been like him or able to accomplish a quality like he did - he was very quick with a great work ethic.

Job - Possible burst pipe, water coming through the walls, Wellington / Hutt Valley

Tenant feedback - Tenant phoned to say the trade did an amazing job, had been great all day and if she could she would like to give him five stars. She is very happy with the work and performance.

Job - Issues raised by tenant after a recent carpet installation, Wellington / Hutt Valley

Tenant feedback - Tenant called to say the defects were remedied and the man who came displayed patience and understanding, listened to her concerns and showed respect.

Spotless

Job – New boundary fencing, South Auckland

Tenant feedback – Tenant called to compliment the three men who came to do the boundary fencing. She said they were absolutely fantastic, delightful and respectful and cleaned up after themselves. They went above and beyond with helping her to tidy her yard and mow her lawns and she was very grateful as she has mobility issues.

Prestige

Job – Redecoration of kitchen and dining rooms, installation of curtains, Hawkes Bay

Tenant feedback – Tenant's daughter phoned to say the man and woman who came to install the new curtains were so nice, did so well and were a good team. They were really courteous and had also asked how her dad was. *(The daughter is the caregiver for her family and said she really appreciated this from a caregiver's point of view.)*

Job – Waterblast slippery path from the driveway to lift, Palmerston North

Tenant feedback – Tenant called to say 'thank you' to the contractors who waterblasted the driveway, which was very slippery for her as she is on crutches. She advised that it's no longer slippery and much easier for her to walk with her crutches.

Responsive Maintenance

Job – New carpet, Hamilton

Tenant feedback – Tenant phoned to pass on her compliments to the trade who installed the carpet. She said the lady did a great job and was very professional.

Job – New boundary fencing, Hamilton

Tenant feedback – Tenant called to advise the 'young fella' from Mitchells did a fantastic job and was such a good worker. The work he did was great and she wants this passed on to his boss.

Shout outs...

Below is a shout out to subbies that go above and beyond for our tenants, and their commitment to the public and environmental health and safety for staff, contractors and tenants.

A tenant's praise for Coin Total

When we recently completed exterior paint work at a central Auckland property, the tenant was so elated with the work she contacted us.

"All the work done by the painters was excellent. Every day they were at my house they went out of their way to be considerate. The work they did was excellent and they were so professional", she said.

Coin Total Upgrades Ltd says it's always great to receive such outstanding feedback and their team is delighted the tenant is so happy with the work they did.

Thanks from Gisborne District Council

Gisborne District Council wrote to pass on their appreciation after one of their parking wardens was abused recently. One of our Prestige trades saw what happened and returned to check the parking warden was okay.