

# CONTRACTOR CONNECT



## SUBBIE SEAN HELPS SAVE A CUSTOMER'S LIFE

INSIDE

- Introducing Kāinga Ora – Homes and Communities
- Our significant achievements 2018/19
- Mark's high praise for a job very well done
- Inspectors Kylie and Alistair go the extra mile
- Subbie SRG Global goes above and beyond
- Kāinga Ora wins Safe365 Supreme Award
- Subbie Noble Services provides pathways



## FROM THE EDITOR

**Kia Ora,**

It has been a while since I last wrote my Editor's piece for Contractor Connect and there's a good reason for this. We are going through a procurement process for our next national maintenance contract and this has meant we've needed to do things a little differently, including Contractor Connect.

The good news is we can still produce Contractor Connect but we are unable to include any stories from current Head Contractor maintenance partners while procurement is still underway.

We know you like to hear about the great work happening around the country while trades are working in our customers' homes. Every day of the week, we hear about actions that are about more than just maintenance and repairs and doing the job.

In this issue, we've included stories where quick thinking, care and concern have helped to save someone's life.

Since our last Contractor Connect, Housing New Zealand has joined with KiwiBuild and HLC to become Kāinga Ora – Homes and Communities. The Government has big aspirations for Kāinga Ora. In relation to the people living in our homes, the aspiration is for Kāinga Ora to be a world-class public housing landlord. One of the stories in this edition will provide more insight into the key priorities for our new entity.

We've also included our achievements from the past year. Through working in partnership, we have achieved some great outcomes for the people living in our homes.

Our September national quarterly overall customer satisfaction result increased from 72% to 74% from the last quarter. This is an increase of 7% over the same quarter last year.

Our customers are also telling us they are seeing real improvements in both the quality and completeness of work done, with 71% satisfied or very satisfied.

There are also improvements with the time taken to complete repairs with 73% satisfied or very satisfied and continued high levels of satisfaction with the way contractors treat customers with respect at 87% satisfied or very satisfied. Every day our customers tell us how much the work you do makes a real difference to their homes and their lives, so thank you.

Wishing you all a great break with family/whānau and friends. We look forward to working together in 2020, to achieve more great outcomes for our customers.

Ngā mihi maioha

**Angela Pearce**  
**National Maintenance & Upgrade Manager**

# MERI KIRIHIMETE! MERRY CHRISTMAS FROM THE MAINTENANCE AND UPGRADE TEAM

Kāinga Ora National Maintenance & Upgrade team



From left to right: Hellen Folau, Doug Spick, Glenn Beaman (Newly appointed Manager Planned Programmes), Sonja Clearkin, Mark Bulder, Natalie Burton, Darren Bolton, Karen Jacobs, Ysabel Kis-ing, John Pawson, Alex Temara, Julie Bukutu and Angela Pearce.

## Introducing Kāinga Ora – Homes and Communities

Kāinga Ora has brought together the people, capabilities and resources of the KiwiBuild Unit, Housing New Zealand and its development subsidiary HLC. This has been done to enable a more cohesive, joined-up approach to delivering the Government's priorities for housing and urban development.

Kāinga Ora has two key roles:

- Being a world-class public housing landlord
- Partnering with the development community, Māori, local and central government, and others on urban development projects of all sizes

Kāinga Ora will continue to provide tenancy services to the 187,000 people living in our 65,300 homes, as well as maintaining and developing new public housing stock and also providing home ownership products and other services. Customer wellbeing and providing customers with warm, dry and healthy homes are also key priorities for Kāinga Ora.

For those of you who are part of the current maintenance procurement process for our next national maintenance contract, you will already know about our aspirations to deliver a world-class maintenance service. This is part of the wider Kāinga Ora role in being a world-class public housing landlord.

Kāinga Ora's new urban development role will see us working in partnership to deliver quality urban development that connects homes with jobs, transport, open spaces and the facilities people need.

This will include building a mix of new housing including public housing, affordable housing, homes for first home buyers and market housing of different types, sizes and tenures.

Kāinga Ora will also partner with others, including councils, government agencies, local government, Māori and mana whenua, infrastructure providers, private developers, and community housing providers to achieve these outcomes.

One of our other key functions is to understand, support and enable Māori aspirations for urban development. This will mean early and meaningful engagement with Māori when doing urban development and opportunities for Māori to participate in urban development.

The Ministry of Housing and Urban Development is another government housing agency. The Ministry is responsible for leadership in the housing and urban development system, policy, monitoring and advising the Government on strategic direction.

This Ministry's role complements our role at Kāinga Ora, which is about urban development and providing tenancy and support services to the people living in our homes.

You can find more about Kāinga Ora at [www.kaingaora.govt.nz](http://www.kaingaora.govt.nz)

There's more about the Ministry of Housing and Urban Development at [www.hud.govt.nz](http://www.hud.govt.nz)

## Subbie Sean helps save a customer's life

Subbie Sean from Stewart Plumbing, Gas and Drains was working on a hot water cylinder at a Kāinga Ora property in Napier recently when he heard an elderly customer in one of the other rooms complaining about a sore chest.

Sean says one of the other people living in the home was trying to give the man a tablet for indigestion.

But the amount of pain on the man's face told Sean that the issue was more than indigestion. He thought it looked like a possible heart attack, so immediately called for an ambulance.

"When the paramedics arrived they realised the seriousness of the situation and the elderly man was immediately airlifted to Wellington Hospital," Sean says.

Quentin Stewart, Sean's boss at Stewart Plumbing, Gas and Drains says Sean has a real focus on health and safety and is a regular contributor to health and safety toolbox meetings in a practical and logical way.

Quentin says Sean also has his first aid certificate and this contributed to Sean knowing what to do and quickly establishing that the situation was far more serious than just indigestion.

We just can't thank you enough, Sean, for your care, your concern, your quick thinking and your knowledge, which all helped save this man's life.



Sean from Stewart Plumbing

# OUR SIGNIFICANT ACHIEVEMENTS 2018/19

We achieved some great results through working together to maintain our homes so they are warm, safe and dry for our customers.



These are the highlights for the year:



Completed **18,829** planned maintenance jobs and **453,494** responsive repairs and vacant property upgrades



Completed interventions through our Warm and Dry programme on **7,000** of our homes.

We've done **37,000** interventions through this programme alone with a total spend of **\$121 million** since the programme began in late 2015



Improved our vacancy performance nationwide for **5,229** homes with vacant homes becoming ready to let within **16.4** days on average, compared with our target of 18 days



Re-tenanted **90%** of our vacant properties in Auckland within 15 days



Completed just under **1,000** driveway interventions last year, to ensure our homes are safe for families with young children.

We have now delivered over **19,700** driveway safety interventions to our homes since the programme began in 2013/14



We re-roofed **1,265** homes (up 25% from last year) and also painted the exteriors of **3,882** homes (up 31%)



Responded to all urgent health and safety requests within **2.12** hours against a target of 4 hours



We spent **\$497 million** on maintenance, upgrades and improvements on our homes over the year

(including through our retrofit, complex remediation and fire reinstatement programmes)

## Mark's high praise for a job very well done

Our team recently received a three page typed letter from Mark Webley who lives in a Kāinga Ora home in Shannon.

In his letter, Mark wrote in detail about his experiences with one of our contractor teams who were working at his home recently. The team were at Mark's home to prepare and paint the exterior.

Mark says as the work progressed, he became increasingly impressed about the high quality of the workmanship. "The repairs being undertaken and the care being taken by the team working on my home was extra ordinary", Mark said.

In particular Mark mentioned the great care and professionalism around onsite management of possible lead and asbestos contamination which can be found in older homes like his home.

Mark also provided specific examples of the efforts taken by the contractors to keep him and the site safe. This included wearing booties and using respirators, masks and several ground and throw sheets to ensure all precautions were taken.

At the end of each day Mark told us the contractors used a heavy duty industrial vacuum cleaner to clean up, not only the house but the joinery, entry steps, paths, grounds and adjoining lawn.

Mark said communication was also outstanding where at the beginning of each day, the contractors took the time to explain in detail; what work they would be doing and also providing an opportunity for him to ask questions.

To quote Mark 'it was a pleasure to have them in the house'.

We certainly agree with you Mark. The team did a fantastic job painting your home and ensuring they involved and also kept you informed throughout the job.



Mark Webley with the chocolate cake he had baked for the contractors

## Inspectors Kylie and Alistair go the extra mile

SPM Assets (SPM) health and safety inspectors Kylie Beecroft-Wilson and Alistair Wilson went the extra mile to help two of our customers who really needed some support.

SPM carries out health and safety inspections on Kāinga Ora homes. This includes checking the smoke alarms, water temperature and window restrictors to ensure the home is safe for the occupants.

Kylie says when she arrived recently at a Kāinga Ora home to do a health and safety inspection, she found one of our customers in distress. Kylie comforted them and also discovered they were experiencing domestic abuse. As a former social support worker, Kylie says she was able to use her skills and knowledge to help.

She talked our customer through the process of getting help and also suggested she contact the Women's Refuge. The customer took Kylie's advice on board and we've heard she has since relocated to a safe living situation.

Kylie says she's pleased that her actions and talking to our customer resulted in them now being safe. Kylie considers this is all part of the job and says she'll do it all again if she comes across another situation where she finds one of our customers needs help.

Alistair Wilson was at a Kāinga Ora home when he noticed there was no power and the customer appeared to be confused and upset. Through talking with the customer, Alistair quickly discovered they had turned the power off because they were expecting a new power connection at 1.30pm that afternoon.

Finding this unusual, Alistair contacted the customer's sister and also phoned our Kāinga Ora Customer Support Centre to see if they knew anything about work scheduled for later that day. Concerned, Alistair returned to the property at 1.30pm to check our customer was okay and would have power on that evening. While Alistair was at the property, a contractor did arrive and replaced the meter box. The power was turned back on and Alistair said the customer was happy.

"I'm about to start my fifth year conducting health and safety assessments and I love the work and enjoy the people. When I find something that doesn't seem right, I'll always try to find out what the problem is and find a solution. If I've helped someone today, then it's all been worth it," Alistair says.



SPM Inspectors Kylie Beecroft-Wilson and Alistair Wilson

## Subbie SRG Global goes above and beyond

The core values of New Plymouth scaffolding subbie SRG Global that guide how they act every day as an organisation are: 'Live for the challenge, Smarter together, Never give up, and Have each other's backs'.

Operations Manager Craig Healy says these values were put into practice when Mike Atkinson, one of their Taranaki Asset Services team members, was out on a job recently and came across a Kāinga Ora customer who needed help.

Mike immediately entered the property and found the person unconscious in the bedroom. He carefully placed them in the recovery position, called an ambulance to the home and comforted them until emergency services arrived.

Craig says SRG have recognised these actions and are rewarding Mike through their employee recognition awards programme.

"When our people go above and beyond in their job, we always like to share their stories and acknowledge and recognise actions that demonstrate our core company values," Craig says.

We agree, Craig; the actions taken by Mike were above and beyond and helped one of our customers when they really needed help.



Subbie SRG Global's Mike Atkinson



Rowan Macrae, Deputy Chief Executive Corporate (left), and Tarniya Comrie, Health, Safety and Security Manager (right), holding the Supreme and Best Large Enterprise awards.

## Kāinga Ora wins Safe365 Supreme Award

Kāinga Ora's Health and Safety systems and processes have been recognised with wins in both the Supreme and Best Large Enterprise categories in the Safe365 2019 Safest Place to Work Awards.

The Awards recognise New Zealand organisations which have fostered a positive work culture, promote worker engagement and deliver all-round excellence in health, safety and wellbeing in the workplace.

For more information

<https://www.safe365global.com/nz>

<https://www.safe365.co.nz/news/2019-safest-place-to-work-awards-announced/>



## Subbie Noble Services provides pathways

Christchurch subcontractor Noble Services are doing great work providing employment opportunities for Kāinga Ora customers seeking employment. Noble Services have been a subbie for over three years and provide yard and fencing services at Kāinga Ora homes.

The Shirley Village Project works alongside local residents in the community, to address various social and economic issues including a lack of accessible employment for young people living in the community. Christchurch's Shirley community has a number of Kāinga Ora homes.

The Shirley Village Project has also established a collaborative initiative with the Ministry of Social Development to actively seek out young people living in Kāinga Ora homes for work experience opportunities with subcontractors.

As a result of this collaboration, CJ Gray, who lives with his mother in a Kāinga Ora home in Shirley, recently started a 13-week paid work experience programme with Noble Services.

CJ is really enjoying his work at Noble Services and is already receiving excellent feedback. There's also a possibility this could lead to a full-time job for CJ.

In addition to his day job, CJ is active in the local Shirley community, helps out with various Shirley Village Project events and is a member of the Shirley Vikings Rugby team.

What a great outcome for CJ, and a big shout out to Noble for providing CJ with this fantastic opportunity.



Shirley local CJ Gray in front of his Noble Services work van.



CJ Gray's proud mum

## Have you heard about...

### Doing even more to improve the maintenance services we provide

Our procurement process for our next national maintenance contract is underway.

With this contract, we're committed to doing even more to improve the customer experience and provide maintenance services that allow for greater flexibility for our customers.

The next contract will start on 1 July 2020; we'll be covering more details of what's changing in our next Contractor Connect..

### New Healthy Homes standards

In February 2019 the Government announced new Healthy Homes standards, to ensure all rental homes are warm and dry for customers.

The standards provide for improved heating, insulation and ventilation, and address issues with moisture ingress, drainage and draught stopping.

All Kāinga Ora homes will need to comply with the new standards by 1 July 2023. This includes homes we lease and our Community Group homes under a Residential Tenancies Act agreement.

We've established a new team in Kāinga Ora to work alongside our PBMC contractors to manage delivery of this significant programme of work. This team is also part of the Kāinga Ora Maintenance & Upgrade team. More details of this programme will be covered in the next Contractor Connect.

You can find out more about the new standards at [www.tenancy.govt.nz](http://www.tenancy.govt.nz)

# Finishing with a flourish

## East Coast/Hawke's Bay

### Job – Rehanging curtains in the home

Customer feedback – Customer phoned to pass on a big thank you to the trades who installed the lovely curtains. Customer said she is very happy with her new curtains and they make her house look beautiful.

### Job – Customer locked herself out

Customer feedback – Customer advised she was extremely appreciative of the work undertaken by the trade, as she wasn't in a good space when she locked herself out. She advised the trade was professional and considerate and knew just what to do.

## East Auckland

### Job – Shower, kitchen and laundry taps with very low water pressure

Customer feedback – Customer advised trade did a fantastic job and water pressure was back to normal. She wanted to compliment his great work.

### Job – Install rangehood and curtains

Customer feedback – Customer called to compliment the trades who attended to install the rangehood and curtains. Customer said she was pleased at the way the trades worked in her home and said she also really loved her new rangehood.

## South Auckland

### Job – Blocked toilet

Customer feedback – Customer advised the trade was lovely and took his time to explain what had caused the toilet to block. He also gave her tips on what she can do to remedy the issue next time. Customer commented that the trade's work was fast and efficient.

### Job – Repairs to damaged and uneven floor in toilet and bathroom

Customer feedback – Customer phoned to say she was very happy with the workmanship and would like to say thank you for the work done. She was also happy her family can now have a shower and they would like to thank the trades for the shower curtain too.

### Job – Repairs to a badly leaking exterior tap

Customer feedback – Customer called to thank the trades for their exceptional customer service including understanding the urgency of the water leak at her home. The customer said they were very impressed and wanted 'special recognition' to be given to the trades for a job well done.

### Job – Faulty wiring test and repair

Customer feedback – Customer called to compliment the electrician. She advised she was very impressed with the work the electrician did in her home and also wanted to praise his "fantastic" customer service.

## Wellington/Hutt Valley

### Job – Lightbulb not working over stairwell

Customer feedback – Customer called to compliment the electrician who did a wonderful and fabulous job and was nice and friendly.

### Job – Front and back doors no longer weathertight

Customer feedback – Customer called to compliment the trades who put boards around the doors to keep the draughts out. She said they did a great job and she was very happy with their work.

## Canterbury/Nelson/Marlborough

### Job – Back door very draughty and garage needing repairs

Customer feedback – Customer called to thank the two guys who worked hard to fix his garage in very hot weather. He said they were polite and professional.

### Job – Flat roof over the porch leaking

Customer feedback – The customer called to thank the trades for the work they did. As a tradesman himself he said he was very happy with the work they had done.

## Otago/Southland

### Job – Damaged external door latch

Customer feedback – Customer called to say the trade was a great worker, very thorough and a great communicator, and tidied up after himself.

### Job – Build new steps and paths leading to the driveway and to back of property, as no paths currently at the property

Customer feedback – Customer called to ask us to relay a big thank you to the trades for the excellent work they did with concreting the driveway, paths and steps, and installing a new handrail.