



Accessible
Properties
For thriving communities

Annual Highlights 2018 - 19

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GROUP



A place to
belong and
thrive

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Accessible Properties - *A place to belong and thrive*

Accessible Properties is a social and disability housing provider committed to providing housing that meets tenants' needs and tenancy services that support long-term successful, inclusive living in a community. Accessible Properties is a wholly owned subsidiary of the IHC Group.

Our purpose as an organisation is to:

- provide good quality housing (and other property) to service providers, such as IDEA Services, to enable them to deliver positive outcomes for people in need,
- provide good quality housing to people in need that meets their need and provides them with opportunities to improve their lives and positively contribute to their community,
- assist IHC in achieving its core charitable objectives.

ACCESSIBLE PROPERTIES

Chair and Chief Executive Report

A Place to Belong and Thrive

The 2018 – 19 financial year has been a strong year for Accessible Properties both within the IHC and public housing portfolios.

Of the more than 2700 properties we manage, nearly 90 per cent are owned within the IHC group with 70 per cent of these owned by Accessible Properties.

Our commitment to people in need of public housing

As one of New Zealand's largest non-government community housing providers, we feel a responsibility to provide good housing, quality tenancy services and more housing for people in need.

The housing pressure in New Zealand is extraordinary. In the year to June 30, 2019, the Ministry of Social Development's housing register (people qualifying and waiting for a home) increased by 41 per cent.

We are building more homes. We completed 21 more homes during the year and have a significant number in various stages of planning and development.

Core to the success of our tenancies is our tenants feeling like they can have a place to belong and thrive and that our tenancy managers are committed to providing a good service. Our tenant survey showed that 95 per cent of tenants feel safer and more secure in their homes

Our most recent survey also showed that in 54 per cent of homes in our public housing portfolio, at least one tenant identified as having a physical or intellectual disability.

As a charity of the IHC Group, we have a long history of providing property solutions and modifications that work for people with disabilities.

Our commitment to people with disabilities

We work closely with our colleagues in IDEA Services and Choices NZ, to provide homes and other property solutions for people with intellectual disabilities. We aim to ensure the properties are fit for purpose and meet the changing requirements and expectations of the people we support.

During the year we completed 40 development or modification projects on properties used by IDEA Services or tenanted to individuals receiving Supported Living support.

Our commitment to our staff

The key to our success is our people and their commitment to the people we serve. To create places where our tenants can belong and thrive requires an aligned organisation where our people feel that they belong, and are provided with the leadership and development opportunities and tools to grow and succeed.

Our commitment to communities

A safe and inclusive community is core to each of us feeling settled in our homes. We seek to build and develop homes in welcoming communities, and where possible, choose sites close to public transport and community amenities.

Following consultation during the year, we are looking to partner on a significant project for the development of Pukehinahina in Tauranga and look forward to developing more homes and shared spaces in the years ahead.

Our commitment to the IHC Group

We recognise that the strength of the IHC Group is far greater than the sum of its parts. We collaborate and leverage opportunities throughout the group to make a difference in people's lives.



Andrew Evans, Chair

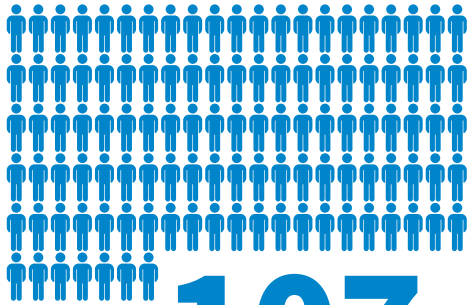


Greg Orchard, Chief Executive



2712

properties managed



107

new tenancies started



54

media mentions



100%

properties met maintenance
quality standard



1264

public housing rentals



501

affordable rentals



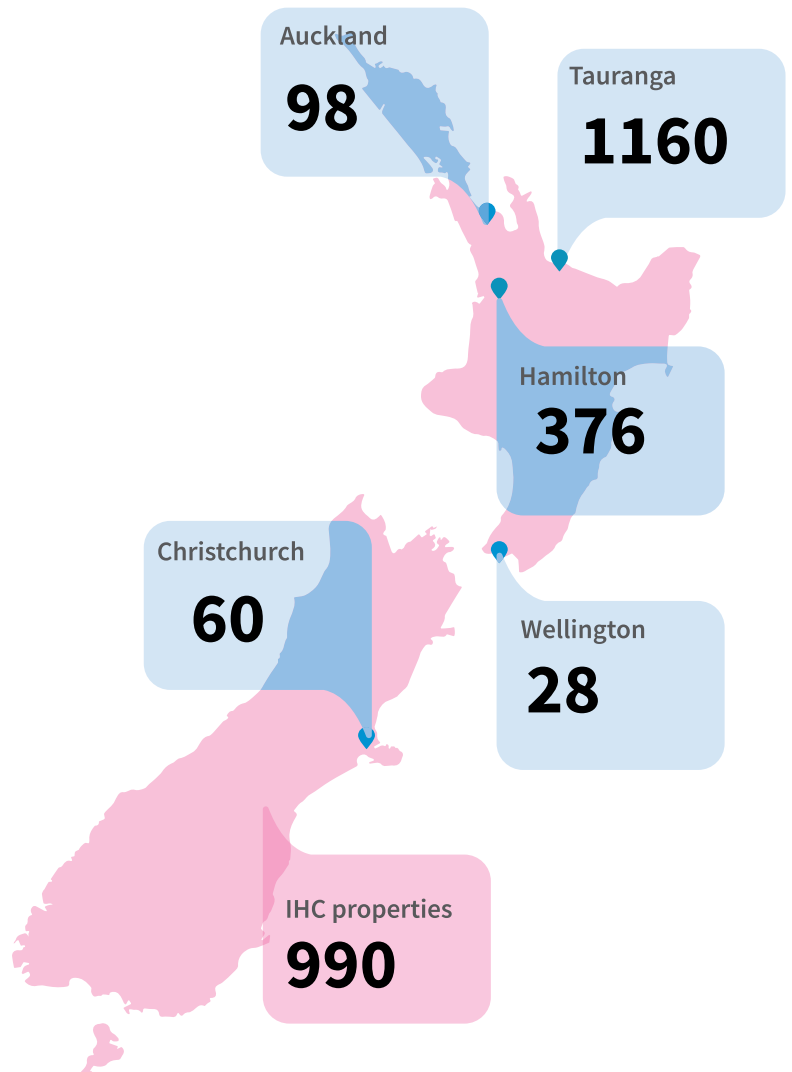
765

supported
accommodation



182

non residential and
undeveloped sites



A **year**
in review

FOR INDIVIDUAL NEED



Dean Charleton,
Accessible Properties
tenant.

With 54 per cent of Accessible Properties tenants in the Public Housing Portfolio identifying themselves as having a disability, it's important that we remain committed to providing housing that is accessible for people with a range of needs.

Sometimes meeting accessibility needs requires a creative

solution. Waikato tenant, Dean Charleton, was thrilled to move into a new home in a neighbourhood suited to his needs. The only issue with his new home was its similarity in appearance to the surrounding houses. Due to Dean's vision impairment, this caused some confusion when making his way home.

"The first couple of times I went for walks, I had trouble orientating myself, even with my mobile GPS, due to everyone's mailboxes being white and the houses looking so similar."

Accessible Properties offered a creative solution, painting his mailbox a bright colour so his house was easier to spot.

In September 2018, we opened five new homes in Massey, Auckland which have all been tenanted by people with support needs, in the city's new Moire Road development. These homes were built as a joint venture partnership between Ngāti Whātua Orākei and Fletcher Living.

Accessible Properties Tauranga maintains a strong partnership with Good Neighbour, a community group intent on meeting people's practical needs. In September 2018, we worked alongside Good Neighbour to provide a tenant with vision impairment better accessibility to her property by way of landscaping her backyard, so it was easier to navigate. She says, "it's incomparable to what it was before. I'm amazed at the work they've done and in such a short space of time." Good Neighbour has donated a total of 990 volunteer hours to Accessible Properties tenants.

Each year we ask tenants to have their say about their neighbourhood, the home they live in and their relationship with us. This information is used to improve the service we provide and to inform our strategic objectives for the coming year. We were pleased that our tenant survey showed an even higher satisfaction with their experiences with us than last year.



Before and after our Tauranga tenant's backyard transformation.



The Gate Pā "Pukehinahina Project"

Accessible Properties is hoping to replace 140 former state homes in Tauranga with more than 400 new townhouses and apartments.

The Gate Pā "Pukehinahina Project" aims to work in partnership with and is seeking investment from the government, developers, iwi and other stakeholders.

Our ambition is to increase new supply by at least 300 homes within 10 years, which would deliver a 26 per cent increase in the organisation's Tauranga housing stock.

We want to see a diverse range of housing types overlooking the street and shared communal areas.

In addition, we are continually working to improve the quality of the housing we provide to tenants.

The aim of this project is to better match supply with demand, for example more 1-2 bedroom tenancies, and create great design outcomes from a community perspective.

We know from initial work that we need a community-wide, multi-faceted approach with great engagement with all the players involved in making places work.

We are in the starting blocks - but we need and want others to work with us, bringing their own energy, contributions and ideas.

2019 TENANT SURVEY

Satisfaction with the service provided by Accessible Properties increased.

93% UP 2% FROM 2017 - 2018

We've improved our communication with tenants

94% UP 4% FROM 2017 - 2018

Tenants feel safer and more secure in their homes.

94% UP 1% FROM 2017 - 2018

Tenants are happier about the overall condition of their home.

94% UP 4% FROM 2017 - 2018

Tenants find it easy to get hold of the right person when they contact Accessible Properties.

91% SAME AS 2017 - 2018

Tenants are finding Accessible Properties staff more helpful than their previous landlord.

95% UP 3% FROM 2017 - 2018

Our response time to tenants has improved.

89% UP 6% FROM 2017 - 2018

90% UP 5% FROM 2017 - 2018

Tenants are happier with the final outcome of their requests.

FOR GENUINE INVESTMENT

The average age of our properties in the Tauranga area is 38 years, and we have been implementing an asset improvement programme since taking over the portfolio from Housing New Zealand in April 2017. This includes a major carpet and curtain rollout to improve the warmth of homes.

In Tauranga, a reconfiguration project is underway to more effectively use our current properties. "It's a really exciting project," says Accessible Properties' Project Manager, Dave Orrell. "By making use of large or underused sites, we can deliver good quality housing for our Tauranga tenants."

We won the Leading Asset Management category for 'Tauranga Portfolio Asset Management in a Changing Political Environment' in the New Zealand leg of the Australasian Housing Institute (AHI) Awards. After taking over the properties from Housing New Zealand in April 2017, Accessible Properties inspected and tested all the properties within the first year. This provided an understanding of the overall condition of the portfolio and the wellbeing of the tenants and formed the basis of a three-year maintenance programme. Of the 1138 properties tested, 147 had contamination levels above the standard set at that time. Only three of the 147 tenancies were ended. While the remediation work was undertaken, tenants were either temporarily housed or transferred to a more suitable property.

Accessible Properties is working closely with a number of organisations, including the Ministry of Social Development (assisting people into work), the Salvation Army (addiction support), Ngāi Te Rangi (a methamphetamine programme that supports high-risk families), Te Puna Hauora, Habitat for Humanity, the Tauranga Food Bank and The Good Neighbours Trust.

Four Accessible Properties Tenancy Managers from Bay of Plenty are developing their skills to better work alongside tenants and their family/whānau. Fiona, Judi, Lynn and Ereti are taking part in a Careerforce programme for Apprenticeship in Social and Community Services. The 12-14-month programme is being trialled with 10 Tenancy Managers from the area. It aims to give participants the tools and strategies they need to take an ever more people-centred approach to their work, promoting the health and wellbeing of their tenants.

Chief Executive, Greg Orchard was elected to the Community Housing Association (CHA) Council during the year and Accessible Properties is a CHA member.

General Manager Tenancy Services Tauranga, Vicki McLaren sits on the AHI Board. Both Greg and Vicki are on the AHI New Zealand Branch Committee.

We have continued our relationship with Tauranga Moana Iwi. The Tauranga Moana Iwi Entities partnership includes representation from Te Rūnanga o Ngāti Ranginui, Ngai Te Rangi Settlement Trust and Te Rūnanga o Ngai Te Rangi Iwi Trust and Ngāti Pukenga Iwi ki Tauranga Trust. We continue to look for opportunities to work in partnership with Tauranga Moana Iwi, current initiatives are in the area of health and well-being.



Accessible Properties accepts the Leading Asset Management Award at the AHJ Awards.

FOR GENUINE INVESTMENT IN THE IHC GROUP



Accessible Properties works closely with IDEA Services to deliver the right fit-for-purpose properties in the right place at the right time to cost effectively meet current and future predicted need.

We provide alternate sources of financial and non-financial returns that deliver on the IHC Group's core charitable objectives.

We enable access to capital and operating funding not available to IDEA Services to increase provision of housing.

Accessible Properties manages approximately 1000 properties that IDEA Services uses to deliver services to the people they support.

Where practicable, new Accessible Properties homes are targeted to be tenanted by people with intellectual disabilities enabling them to access income-related rents.

THE RIGHT PEOPLE

Our staff care about people and their right to a good life. We pick skilled professionals with a commitment to making a difference in people's lives and growing their own careers.

During the year we have invested in projects to simplify our processes and identify our future systems needs. Our people work in a complex environment and deal daily with complex and challenging situations. We have an on-going commitment to ensuring our people have the skills required to do their job now and position themselves for the future.

Our focus on continuing professional development has included developing skills in areas such as leadership, cultural competency, health and safety, community engagement - IAP2 certification, conflict resolution and de-escalation, home energy and healthy homes, mental health, family violence, child protection, tenancy law changes, property law, asbestos awareness, property condition measurement, improving accessibility, site safe certification, use of core systems, excel, promap, treasury finance and capital markets, and on-the job coaching, mentoring and upskilling.

FOR LONG-TERM SUCCESS

Throughout the year, Accessible Properties was mentioned in the media more than 50 times, and sent out four *At Home* newsletters to tenants. We sent out two surveys, one to all tenants and another to tenants living in the Pukehinahina / Gate Pā community.

We continue to deliver on our promise to grow the number of homes we provide so that more people can have access to warm, dry homes and the quality service our Tenancy Managers deliver. We have built another 21 homes in Auckland; 89 homes are under construction in Auckland and Tauranga and another 18 are either in design or under consent, and more in planning stages.

Accessible Properties has signed a partnership agreement with Lifemark with the intention of obtaining certification for new homes. We have Lifemark-certified properties in Wellington and Christchurch and across the country. Chief Executive Greg Orchard says: "We're keen to have Lifemark's independent accreditation for our portfolio of purpose-built, accessible homes throughout the country to provide us with feedback on the levels of accessibility we are achieving and where we can improve. We have just received certification for some of our first Tauranga new-builds."

Accessible Properties continues to work closely with IDEA Services to ensure our homes and the services we deliver for tenants meet their needs now and into the future. We remain committed to increasing the number of accessible homes available for people with disabilities and the elderly, with 80 per cent of Accessible Properties homes built to meet the three-star Lifemark standard for properties, and 60 per cent to meet the four-star Lifemark standard.

Accessible Properties is working hard behind the scenes to implement new processes and systems that better equip our staff to deliver services and drive positive outcomes for our clients. System changes provide our business with the necessary scalability to sustain our growth and to increase our ability to provide value of our services to our clients, contractors, investors and funders.

In Tauranga, we introduced a Training and Employment programme, designed to help our tenants reach their training and employment goals. The programme is led by Training and Employment Coordinator, Georgina. The programme has been well received, with one tenant praising the prompt and sincere service, "I was unhappy in my part-time employment," says the tenant. "When I was offered Georgina's service I thought, what a great idea."

We manage more than 2700 properties throughout New Zealand. Around 1700 are available for social housing, with Accessible Properties retaining a particular expertise in housing for older people and those with disabilities. The more than 850 properties owned or leased by IHC provide us with a solid foundation and competitive advantage for providing services in the future.

As a member of CHA, Accessible Properties is also supporting a rent to buy programme, KiwiBuy.

A FRESH LOOK

We have continued to refine our unique strategic positioning within the community housing sector as 'A place to belong and thrive.'

We used this as an opportunity to update how we talk about Accessible Properties by way of a new brand guidebook.

We wanted something that could reflect our simple, clear point of difference – that in a market that all too often puts profit before people, Accessible Properties exists for a different purpose: to give more New Zealanders access to vibrant, stable and healthy communities that are set up for long-term success.

From individual homes to large-scale developments, our focus goes beyond rents, or bricks and mortar. Our goal is to create lasting improvements in the lives of our tenants, while supporting positive outcomes for the local communities they share.

We do this by designing our properties and services to meet a broader range of immediate and individual needs and by being genuinely invested, for the long term in the quality of life

that our tenants and their neighbours enjoy.

As a part of the IHC Group, we bring the understanding and expertise required for this task – and the right motivation to achieve it. We're here to maximise social outcomes not private profit giving us the ability to place long-term value, ahead of short-term commercial appeal.

We believe a thriving community is one where all can belong. Where mutual respect, brings collective benefits. And where considering, and actively supporting the needs of all members, creates ongoing benefits for our tenants, their local communities and our development partners.

With this fresh vision came a new logo and tagline. We've also launched our new website, which is more fit-for-purpose and puts our tenants first, and better aligns with our new vision. This will allow us to be more visible to our tenants, partners and communities across the country as we look ahead this year.





www.accessibleproperties.co.nz

