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ORDINARY MEETING  
OF  
**PŪRORO ĀMUA** - PLANNING AND ENVIRONMENT  
COMMITTEE  
SUPPLEMENTARY AGENDA

Time: 9:30  
Date: Wednesday, 24 November 2021  
Venue: Ngake (16.09)  
Level 16, Tahiwī  
113 The Terrace  
Wellington

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3. General Business

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## UPDATE ON THE TE KĀINGA PROGRAMME

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### Kōrero taunaki Summary of considerations

#### Purpose

1. This report to Pūroro Āmua - Planning and Environment Committee provides an update on the current status of the Te Kāinga Programme, seeks agreement on the high-level five year programme and provides an update on the evaluation work being undertaken as part of the Te Kāinga Aroha project.

#### Strategic alignment with community wellbeing outcomes and priority areas

Aligns with the following strategies and priority areas:

- Sustainable, natural eco city
- People friendly, compact, safe and accessible capital city
- Innovative, inclusive and creative city
- Dynamic and sustainable economy

#### Strategic alignment with priority objective areas from Long-term Plan 2021–2031

- Functioning, resilient and reliable three waters infrastructure
- Affordable, resilient and safe place to live
- Safe, resilient and reliable core transport infrastructure network
- Fit-for-purpose community, creative and cultural spaces
- Accelerating zero-carbon and waste-free transition
- Strong partnerships with mana whenua

#### Relevant Previous decisions

The Te Kāinga Programme was identified as a priority project in the 2018-28 Long Term Plan (LTP) and is included as one of the key projects in the Proactive Development Priority of the 2020-2022 Housing Action Plan which was unanimously approved by Council in March 2020.

On 2 June 2021 the Pūroro Rangaranga | Social, Cultural and Economic Committee unanimously agreed to establish a target of 1000 Te Kāinga homes to be delivered or under contract in the next five years.

#### Significance

The decision is **rated low significance** in accordance with schedule 1 of the Council's Significance and Engagement Policy.

While Housing is of high importance and significance, the Te Kāinga update is not seeking to fundamentally change the existing programme but instead to build on it by providing an update on progress. For this reason the update proposal is considered low significance.

### Financial considerations

Nil       Budgetary provision in Annual Plan / Long-term Plan       Unbudgeted \$X

2. Council has directed officers to deliver the programme on a cost neutral basis and the forecast income and expenditure is noted in the current LTP and will be updated as additional projects come on line.
3. Robust financial monitoring is undertaken on a monthly basis.

### Risk

Low       Medium       High       Extreme

4. The Te Kāinga Programme falls under the Proactive Development priority area of the Housing Action plan. Risk of the Housing Action Plan is reviewed regularly by the Housing Action Plan Advisory Group, and reported to Committee every 6 months.

Authors	John McDonald, Housing Development Manager Suzanne Chittenden, Te Kainga Programme Lead
Authoriser	Liam Hodgetts, Chief Planning Officer

### Taunakitanga

#### Officers' Recommendations

Officers recommend the following motion

That Pūroro Āmua - Planning and Environment Committee:

- 1) Receive the information
- 2) Note the update on committed projects at Te Kāinga Aroha, 203 Willis Street, 178 Willis Street, 53 Boulcott Street and 24 Haining Street
- 3) Note the 6 month update on the evaluation process underway as part of the Te Kāinga Aroha project and that a full evaluation report will be provided to Pūroro Āmua | Planning and Environment Committee in April 2022.
- 4) Agree to the outlined five year timetable noted in paragraph 28 to deliver 1000 homes under the Te Kāinga programme.
- 5) Note that work is underway to understand and quantify the capability, and options to deliver sustainable building outcomes and universal design and the potential impacts through the programme. Officers will report back on this in February 2022.

### Whakarāpopoto

#### Executive Summary

5. The Te Kāinga programme sees Council enter into long-term leases with commercial building owners and developers to deliver more housing options for some of the City's essential and key workers.

6. The aim of the Te Kāinga programme is to provide secure, affordable and long-term rental accommodation in Wellington that can be accessed by those on lower to medium incomes who are employed in essential public service sector roles and may otherwise find it difficult to access appropriate housing options in the city.
7. The first project in the Programme, Te Kāinga Aroha, welcomed the first tenants on 8 March 2021 and provides 52 apartments in the CBD. The building provides 6 one-bedroom units, 27 two-bedroom units and 19 three-bedroom units and is current home to around 120 tenants.
8. An evaluation of the Aroha project is well underway and a 6 month tenant survey has been carried out. The outputs of this are noted in Attachment 1. A full evaluation report will be provided to Pūroro Āmua | Planning and Environment Committee in April 2022.
9. Officers have progressed projects on four other buildings which include:
  - **203 Willis Street**  
48 units, expected handover on 31 March 2022  
Original handover date of February has been delayed due to the impacts of Covid.
  - **53 Boulcott Street**  
37 units, expected handover on 29 April 2022  
Original handover date of February has been delayed due to the impacts of Covid.
  - **178 Willis Street**  
106 units, expected handover in February 2023
  - **24 Haining Street**  
78 units, expected handover in May 2023
10. Through the detailed design process, there has been a reduction in the number of units initially expected to be delivered at 178 Willis Street. The new scheme allows for an improved layout of apartments and will see approximately the same number of tenants housed through in increase in two- and three-bedroom units. Additional storage space for tenants will also be provided.
11. We will update further on this project and the Haining street project in February 2022.
12. Officers are currently in negotiations with four other building owners that could see a further five buildings added to the programme which would provide 320 apartments.
13. Subject to Council's financial requirements being met, it is anticipated that full assessment of the proposals and establishment of initial agreements could be complete by late February 2022, with information on projects made publicly available by mid-2022.

## **Takenga mai**

### **Background**

14. The Te Kāinga Programme was identified as a priority project in the 2018-28 Long Term Plan (LTP) and is included as one of the key projects in the Proactive Development

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Priority of the 2020-2022 Housing Action Plan which was unanimously approved by Council in March 2020.

15. The aim of the Te Kāinga programme is to provide secure, affordable and long-term rental accommodation in Wellington that can be accessed by those on lower to medium incomes who are employed in essential public service roles and may otherwise find it difficult to access appropriate housing options in the city.
16. Officers initially focused on working with commercial building owners to convert underutilised properties to increase the supply of safe, warm, and dry homes in the central city. The initial aim of the project was to make better use of the inner city for rental housing by working with commercial building owners to convert their properties to increase the supply of safe, warm, and dry homes in the central city.
17. The LTP noted that the Council would work with commercial building owners to convert their properties to residential apartments as part of an exemplar project. It was proposed that specific proposals would only be progressed if there was confidence that there would be no impact on rates.
18. Prior to the commencement of the Aroha project, officers from Build Wellington and Strategy, Policy and Research reviewed the programme against other schemes both nationally and internationally and established the criteria that rentals will be prioritised based on the following criteria:
  - People who work in, or are qualified for and intend to work in an essential public sector role.
  - People on a low-to-medium income (under \$85,000 for an individual and \$130,000 for a group) who have difficulty accessing rental housing in Wellington City and are not eligible for income related rent.
  - Don't own their own home.
19. On 2 June 2021 the Pūroro Rangaranga | Social, Cultural and Economic Committee unanimously agreed to establish a target of 1000 Te Kāinga homes to be delivered or under contract in the next five years.
20. Officers have continued to engage with developers and building owners with active discussions underway on five further buildings which could add 320 apartments to the current programme.
21. The outcome of these discussions is expected to conclude by December with initial agreements by late February 2022 and information on the projects being made publicly available by mid-2022.

## **Kōrerorero**

### **Discussion**

22. The next two buildings in the Te Kāinga programme are due for handover in March and April 2022.
23. At 203 Willis Street 48 units will see tenants move in from early April and at 53 Boulcott street there will be a further 37 units.
24. Both buildings were due for handover in February 2022, however the original handover date of February has been delayed due to the impact of Covid 19 on the construction programme.

25. We have contacted partners and stakeholders such as Capital and Coast District Health Board (CCDHB) to make them aware of these buildings coming on line and we will commence marketing in December.

**5-year programme of delivery**

26. On 2 June 2021 the Pūroro Rangaranga | Social, Cultural and Economic Committee unanimously agreed to establish a target of 1000 Te Kāinga homes to be delivered or under contract in the next five years.

27. Officers have undertaken an assessment of the current and potential future pipeline of projects and will focus on securing more agreements in years one and two to ensure that the majority of homes being delivered by the programme will be operational by year five.

28. The proposed delivery timeframe is:

	Yr 1 2021-2022	Yr 2 2022-2023	Yr 3 2023-2024	Yr 4 2024-2025	Yr 5 2025-2026
Delivered	137				
Under contract	400				
Delivered		378			
Under contract		250			
Delivered			550		
Under contract			200		
Delivered				678	
Under contract				150	
Delivered					800
Under contract					200
<b>Total units</b>	<b>537</b>	<b>628</b>	<b>750</b>	<b>828</b>	<b>1000</b>

29. It was noted that the 5-year plan should include:

- a. Requirements that partners apply sustainable building and universal design practices
- b. An updated risk assessment programme noting potential strategic risks, likelihood, impacts and mitigations
- c. A commitment to implement creative solutions to ensure sustainable building outcomes (whilst maintaining a zero impact on rates), to achieve Homestar ratings or equivalent for building warm, dry dwellings.

30. Given the continued changes to the construction market and availability of resources, officers are working to understand the full impacts and risks of increasing costs could have on the programme and will report back with the updated risk assessment for the programme in February 2022 including recommendations on how these are managed or mitigated.

31. Officers are also continuing to scope a range of options to achieve sustainable building outcomes (whilst maintaining a zero impact on rates) on future projects to achieve Homestar ratings or equivalent as well as universal design for accessibility outcomes and will note these options in the February report.

### Evaluation of Te Kāinga Aroha

32. To ensure the objectives and values of the programme are being achieved, an evaluation process was initiated at the beginning of this project. The aim of the evaluation is to determine the merit of the intervention by identifying its actual and/or potential impacts for tenants and the city.
33. Evaluation is sometimes described as determining if something worked, for whom, and how. Evaluation often has an emphasis on *why* something worked or did not.
34. Officers provided an overview of the Te Kāinga Programme Evaluation Framework to the Pūroro Rangaranga | Social, Cultural and Economic Committee on 2 June 2021.

### The Te Kāinga Programme Evaluation Framework

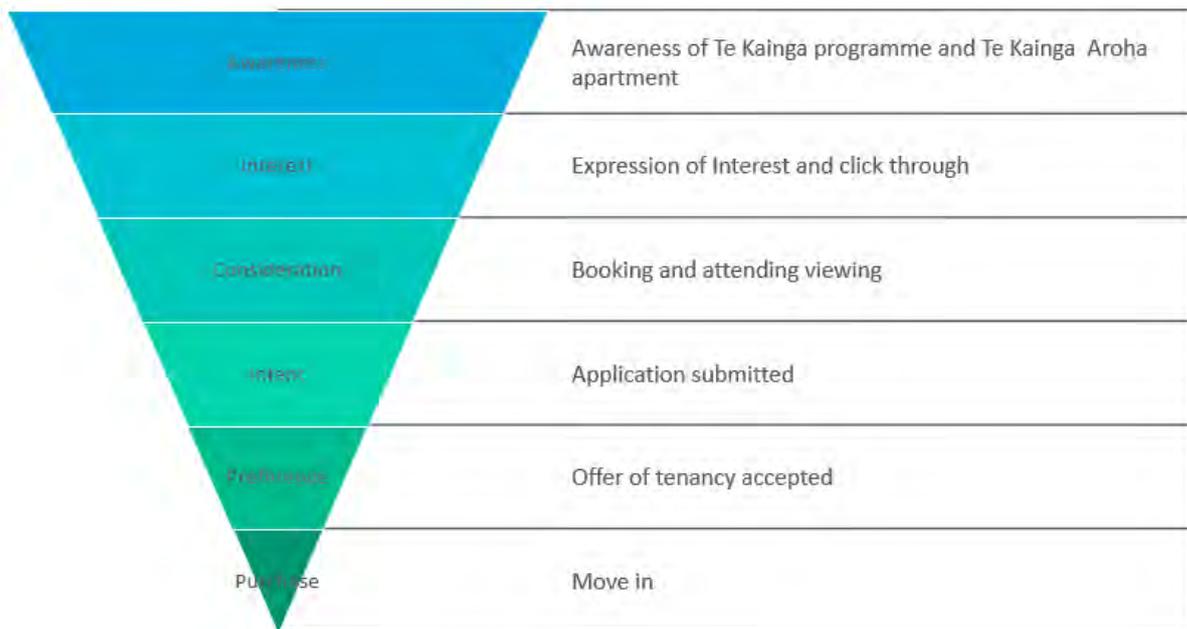
Vision	All Wellingtonians well housed		
<b>Purpose</b>	To provide suitable and affordable housing (right place) for the targeted households (right person) in Wellington in a way that is sustainable (right delivery).		
<b>Key evaluation questions</b>	<b>Right place?</b>	<b>Right person?</b>	<b>Right delivery?</b>
<b>Sub questions</b>	<ul style="list-style-type: none"> <li>Did the building perform as required? Did it meet the tenants' needs?</li> <li>Did the building enhance the CBD?</li> </ul>	<ul style="list-style-type: none"> <li>Did we get the people we wanted?</li> <li>Is it affordable for these people? What trade-offs are these people making to live here?</li> </ul>	<ul style="list-style-type: none"> <li>Did our governance and delivery model work?</li> <li>Is this sustainable long term financially (cost neutral to ratepayers)?</li> </ul>
<b>Outcomes</b>	We know what buildings are desirable for the target audience, and how the converted buildings added value to the surrounding area.	We are sure we have the appropriate tenants, and we understand what reasonable rent and amenity looked like for them.	We understand how the Te Kāinga governance and delivery models worked (internally and with external partners), and if/how the model is scalable.

### Early lessons from Te Kāinga Aroha

35. The Te Kāinga Programme is a first for Local Government in New Zealand, evaluation is an essential element of the programme to understand both where we can improve early in the process and also how we can mitigate any risks for future projects.
36. Te Kāinga Aroha presents an invaluable early opportunity to examine how our model is working. Although it is too early for us to have a full understanding of how Aroha is performing in detail, we have gathered preliminary information to help us understand questions such as:
  - Are we on track?

- Is this programme set up to deliver? Have we got the inputs right?
- What should we do differently now to improve future performance?

37. A particular focus of this early work has been understanding how prospective tenants progressed from first having an awareness of Te Kāinga Aroha through to signing a tenancy agreement. We have also undertaken a specific assessment of where potential tenants exited the process or chose not to progress their interest and why.



38. Overall, the results from the 6-month survey were positive while also informative for us in terms of highlighting areas for improvement. Current tenants are satisfied with their home and see it as great value for money (79% satisfied with apartment and 83% agree they get good value for money with the apartment).
39. Additionally, over 80% of current tenants said they would recommend Te Kāinga Aroha to a friend or family member, and over 80% of unsuccessful or potential tenants said they would consider applying for another apartment. This response shows positive signs for the programme overall, and the impact the programme can have for the city.
40. From a tenant perspective, the positive impacts that stood out most were the location, quality of the apartments and the ability to secure long term rental tenure with us.
41. The feedback also highlighted that some prospective tenants felt that we were a little slow at the initial application stage, which for some people prompted them to pursue alternative options. There was also some demand for a more direct and accessible way of contacting us with questions during the process.
42. We also received feedback both from the tenant survey and through direct engagement with partner agencies that there is a need to build a stronger understanding of the programme with our target group and an early awareness of future projects will be key, particularly for families who need to factor in wider considerations such as schooling.
43. As noted in the report to Pūroro Rangaranga | Social, Cultural and Economic Committee on 2 June 2021 a Programme Lead, with extensive operational, strategic and delivery

experience of standing up residential construction projects, was appointed in January 2021. This appointment has provided an essential resource to the programme and has been supplemented with a Programme Advisor role.

44. The day-to-day operational service and lettings were initially undertaken by Council's City Housing team with an initial expectation that a light touch tenancy management approach would be sufficient to support the standing up of Aroha.
45. During the first six months of operations, it became evident that tenants were seeking a more intensive level of service which often went beyond what was initially predicted during the planning of the tenancy management.
46. Much of the demand related to building issues, understanding how the services worked, questions around how the programme would work in the medium term and liaising between tenants and the building's FM team.
47. It was agreed by both Build Wellington and City Housing that given the higher demand from tenants, a change to BAU service was needed to best support the delivery of the project. The day-to-day operational service continues to be delivered in house by Build Wellington through the Programme Advisor with support from the Programme Lead.
48. We have also realised that making our partners aware of any vacancies as early as possible results in a higher number of enquiries from their employees. As a result, we have reviewed our operational processes and will ensure that partners such as CCDHB are aware of projects and available units as early as possible in the process.
49. In particular, as they were identified by Council as a key group, we have an agreement with CCDHB that we will make them aware of any vacancies in advance of any other partner or channel. CCDHB will then promote any new buildings or vacancies through their internal channels which provides us with a direct way of reaching some of the city's essential health workers.
50. We are also exploring with CCDHB and other partners, how we can include information on the Te Kāinga programme as part of their recruitment.

### **How have we responded**

51. **More visible and accessible to our tenants:** Going forward there is a need for us to be more accessible to tenants and for us to be able to respond more quickly to their needs. An onsite office has now been established which will allow both current and future tenants to come and talk face to face with the team at their convenience.
52. We are also looking at ways to increase the information we have available online and ways to make this more accessible and easy to find.
53. **Open homes:** Overall feedback was people mostly enjoyed our open homes, and had their questions answered by friendly and knowledgeable staff. However, we did hear from some people about where we could improve, and will be looking to make some adjustments for next time to make sure everyone can get a good idea about what living in a Te Kāinga building would be like, including:
  - a. Helping prospective tenants to understand the different apartment sizes and layouts and also having floor plans of all the apartments online so prospective tenants can view what their exact apartment layout looks like.
  - b. Additional space on application forms to give detail about what unit type appeals.

54. **Building move in:** New buildings have many positives but can mean there are some teething issues when they are handed over. Some of these issues impacted the tenants' living situations, such as how the wifi system worked and how people could change to their own provider if preferred.
55. Moving forward, in addition to having more information available online, there will be staff onsite for move-ins and during the initial few weeks of tenancies to answer any questions and deal with these issues quickly. The onsite staff presence will remain for the initial few weeks of people moving in.
56. **Earlier approach to marketing and tenant engagement:** A significant part of this will be making contact and proactively engaging with prospective tenants with accessibility needs. Officers have identified that this is an area where we need to focus going forward, and in the coming months we will be engaging further with advisory groups and those with accessibility issues to understand how we can deliver accessible units that meet people's needs appropriately.
57. This will allow us to seek tenants for accessible homes much earlier in the process.
58. We now understand that families applying for a home with us are also likely to need additional time to go through the process, particularly when they are considering issues such as schooling and day care places.
59. 178 Willis Street, in particular, has been identified as being suited well to families given the typology and size of units being delivered. The Housing Development team will proactively be working with our partners and stakeholders from early new year to showcase these properties.

**Full Evaluation (12 months)**

60. A full evaluation will be carried out after Te Kāinga Aroha has been tenanted for 12 months at which point a more comprehensive data set will be available.
61. To answer the three key evaluation questions, we will evaluate the data from:

<b>Direct tenant feedback</b>	6 week visits with tenants 6 month survey Maintenance and direct contact feedback Case study (in-depth interviews with tenants)
<b>Previous tenant feedback</b>	Exit survey
<b>Expressions of Interest feedback</b>	Including data from unsuccessful applicants
<b>External partner feedback</b>	Interviews
<b>Tenancy related data</b>	Occupancy rates/ turn over
<b>WCC social media/digital data</b>	Reach, click through and other metrics
<b>Building performance</b>	Maintenance requests
<b>Financial data</b>	Rent, organisational costs (e.g. staff hours)

<b>Feedback from neighbours and businesses in the area</b>	Economic spend data from surrounding area
<b>Broader contextual data</b>	Rental market rates Other data from the area

## Kōwhiringa

### Options

62. The Pūroro Āmua Planning and Environment Committee can agree to the recommendations or;
63. Committee can reject the officers' recommendations and provide alternative direction for the programme.

## Whai whakaaro ki ngā whakataunga

### Considerations for decision-making

#### Alignment with Council's strategies and policies

64. Affordable, resilient, and safe housing is a priority objective of the Council's Long-term Plan 2021-31. The Housing Strategy delivers on this objective and the programme features under the Proactive Development priority area.
65. The benefits of good housing and the impacts of poor housing are wide ranging. There are a number of strategies with a cross-over with the Proactive Development priority area and the Te Kāinga Programme.
66. *Our City Tomorrow engagement and District Plan* – Engagement on three pieces of work that will transform how we live. The District Plan, in particular, is critical to enabling and encouraging housing supply, choice and affordability. This Plan sees greater density in the city and growth areas, Te Kāinga could be a vehicle for this growth and example of how density can be achieved
67. *Te Atakura* – Building energy and performance is an action area of Council's Te Atakura Climate Action Plan. The programme will better link with actions in Te Atakura and build greater emphasis on sustainability within Council's own proactive development priority.
68. *Economic well-being strategy* – Early discussions through 2020 with business sectors has raised shortage of affordable housing and high cost of living as a challenge. The developing Economic Well-being Strategy and the Housing Strategy will be closely aligned, ensuring the economic concerns of affordable housing are considered through Council's Housing Strategy and Action Plan, with Te Kāinga being a key vehicle to deliver affordable housing.

### Engagement and Consultation

69. Te Kāinga (formerly the Central Business District Building Conversions Project) is noted as one of the priority projects in Housing Action Plan.

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70. The Action Plan was consulted on, along with the Housing Strategy through the 2018 Long-term Plan process and received strong public support.

### **Implications for Māori**

71. There are a range of considerations with regards to the future development of the programme and officers are in discussion with mana whenua to understand if there is an opportunity to partner directly on opportunities.
72. We know housing is a priority for our Iwi partners, and the negative impacts of the housing market are impacting Māori disproportionately. For these reasons housing for Māori, and our partnerships with Iwi are a focus for this Strategy update and the programme.

### **Financial implications**

73. Council has directed officers to deliver the programme on a cost neutral basis and the forecast income and expenditure is noted in the current LTP and will be updated as additional projects come on line.
74. Robust financial monitoring is undertaken on a monthly basis.
75. The Council will have responsibility for the long term management of the rentals and for meeting the annual head lease costs over the agreed period.
76. This represents a financial risk to Council however will be mitigated through robust financial monitoring and reviewing the rental policy settings to ensure costs are covered, avoiding any rates funding being required.
77. The risk assesment which will be reported on in February 2022 will have specific detail on the risks associated with construction and supply issues.

### **Legal considerations**

78. The report to CSC on 6 December 2018 outlined a number of risks for the programmes establishment. Further advice will be sought on individual projects as they progress to final agreement.

### **Risks and mitigations**

79. A risk assesment is underway that has specific focus on the potential impacts from increasing construction costs and supply issues.
80. Projects will have an individual risk register which will be reviewed monthly.

### **Disability and accessibility impact**

81. Growing focus on accessible housing is an outcome sought from the Housing Strategy update and work is underway with building owners in the Te Kāinga programme to understand the opportunities for provision of accessible homes through this programme. A further report on this with decisions on how to progress will be brought to Pūroro Āmua Planning and Environment Committee in February 2022.

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82. As noted in the report, a focus going forward is engaging with potential tenants early, particularly those with specific housing needs. This will allow for provision of specific accessibility features through the construction phase and early planning for potential tenants. We will be reaching out through advisory groups on the best way to identify potential tenants.

### **Climate Change impact and considerations**

83. Growing focus on sustainable housing is an outcome sought from the Housing Strategy update. Actions have been taken through the proactive development programme to develop housing with sustainability considerations and minimising waste through construction.

84. Work is underway to meet sustainability outcomes through Te Kāinga, with further report on this and accessibility of Te Kāinga due early 2022.

### **Communications Plan**

85. Public communication on the Strategy will be held once the update has been drafted, a communications plan will be developed to cover this.

### **Health and Safety Impact considered**

86. Project Healthy and Safety is considered at the project level.

### **Ngā mahinga e whai ake nei**

#### **Next actions**

87. Officers will report back in February 2022 with an updated risk assessment including recommendations on how these risks are managed or mitigated.

88. A full evaluation report will be provided to Pūroro Āmua | Planning and Environment Committee in April 2022.

89. Subject to Council's financial requirements being met, it is anticipated that further projects will be assessed by late February 2022, with information on projects made publicly available by mid-2022.

### **Attachments**

Attachment 1. [Aroha Survey results\\_6 months](#)  

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# Te Kāinga Aroha feedback

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Survey results from current tenants, and unsuccessful or prospective tenants

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# Methodology;

## Initial feedback on Te Kāinga Aroha

Two surveys were sent out in June to provide information in time for the 6 month check-in.

- **Survey with current tenants**

- An online survey was sent out to all current tenants of Te Kāinga Aroha, asking them about their levels of satisfaction with Te Kāinga Aroha, as well as understanding more about the process of applying and affordability.
- 24 of the 52 dwellings completed the survey (a 46% completion rate).
- The survey took 5-10 minutes, and was completed between 23<sup>rd</sup> June and 8<sup>th</sup> July.

**Note:** Tenancy agreements were signed between February and May, thus tenants had a variety of tenure length when surveyed (from 1-5 months).

- **Survey with unsuccessful and prospective tenants**

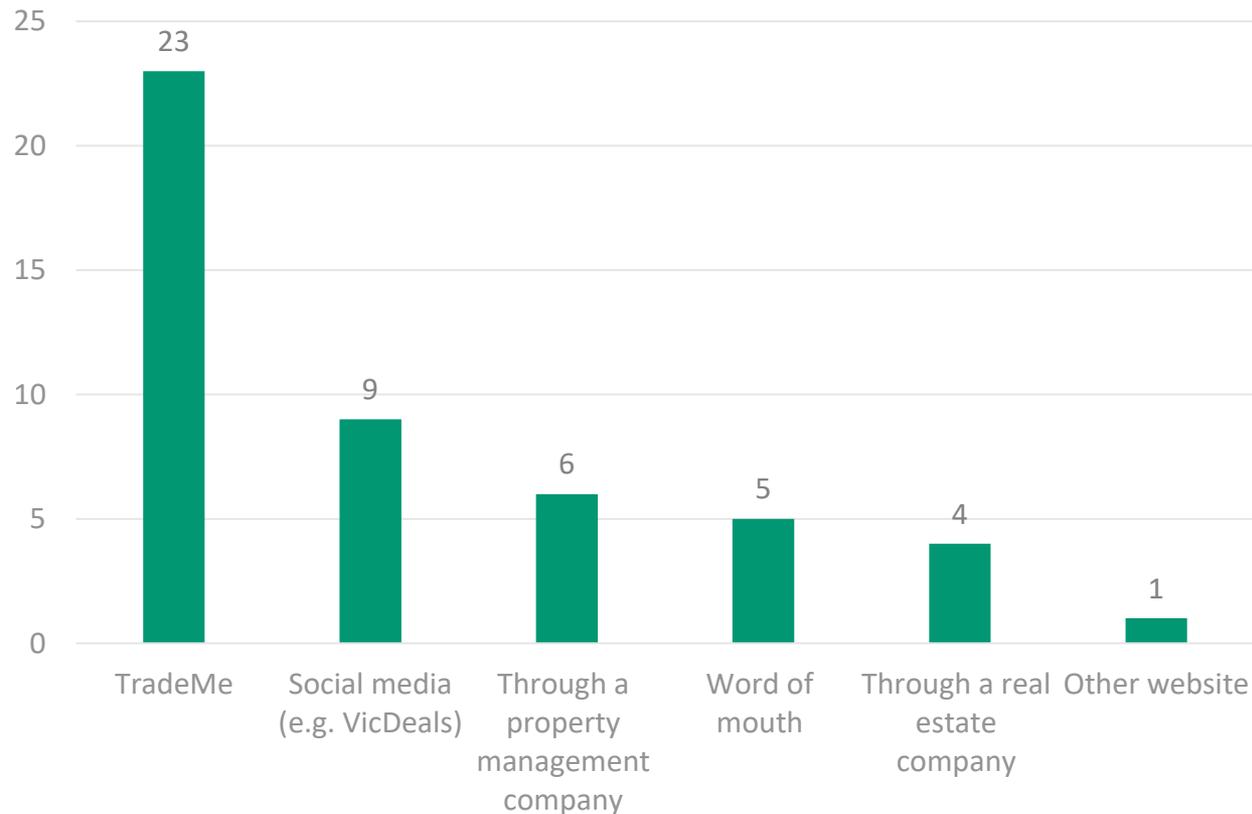
- An online survey was sent to people who had had some level of engagement with Te Kāinga Aroha, including those who had submitted an EOI, visited an open home, or who had submitted an application for tenancy.
- N=97 people responded to the survey. The results represent three main groups; those who engaged with Te Kāinga Aroha but decided not to submit a tenancy application (n=61), those who submitted an application but did not receive a tenancy offer (n=28), and those that received a tenancy offer but declined it (n=7). This survey had a 32% completion rate.
- This survey asked similar questions to current tenants, however it mainly focused on their thoughts on the application process and where it could be improved.
- The survey was completed between 24<sup>th</sup> June and 9<sup>th</sup> July.

# Summary

- Overall, the results from the surveys are positive while also providing us with clear direction for improvement. They show a programme which continues to show promise and develop a better understanding of tenant need.
- Current tenants are generally **satisfied** with their apartment and see it as **great value for money** (79% satisfied with apartment and 83% agree they get good value for money with the apartment).
- Over 80% of current tenants said they would **recommend Te Kāinga Aroha to a friend of family member**, and over 80% of unsuccessful or potential tenants said they **would consider applying for another apartment**. These high levels of positive response are a good indicator of the impact the programme can have for people.
- The aspects of Te Kāinga Aroha that stood out most to those surveyed were the **location, quality** of the apartment, and the **secure long term rental tenure**.
- Moving forward, it will be good to understand at a deeper level what appeals about a home and the preferences of our target tenants so we can shape the future apartments appropriately.
- There are areas which could improve the offering. A clear area for improvement based on feedback was the need for **more information early in the process, transparency of the process** and **speed of time frames**.
- Given the programme is a new approach, prospective tenants weren't always sure what to expect and when. This led to a feeling of delay and led to some applicants choosing other housing options.
- A follow up with tenants will be carried out after 12 months which will be an opportunity to see how the initial response to feedback is working.

# Outputs

## Q. When you were recently home hunting, where did you look?



Current tenants are most likely to search for rental properties through online sources, particularly TradeMe and Social Media.

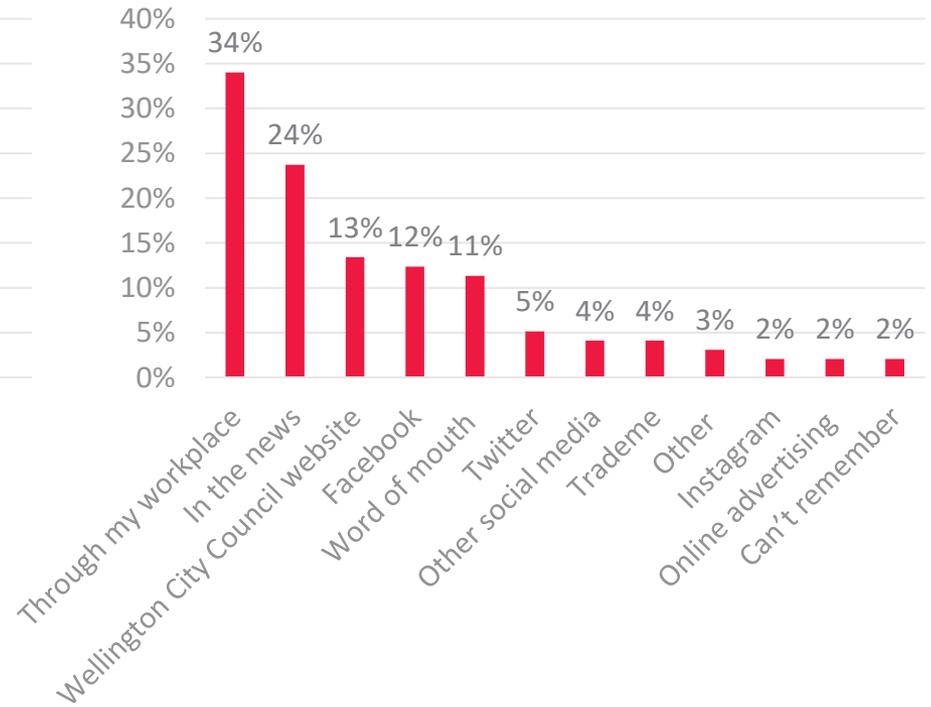
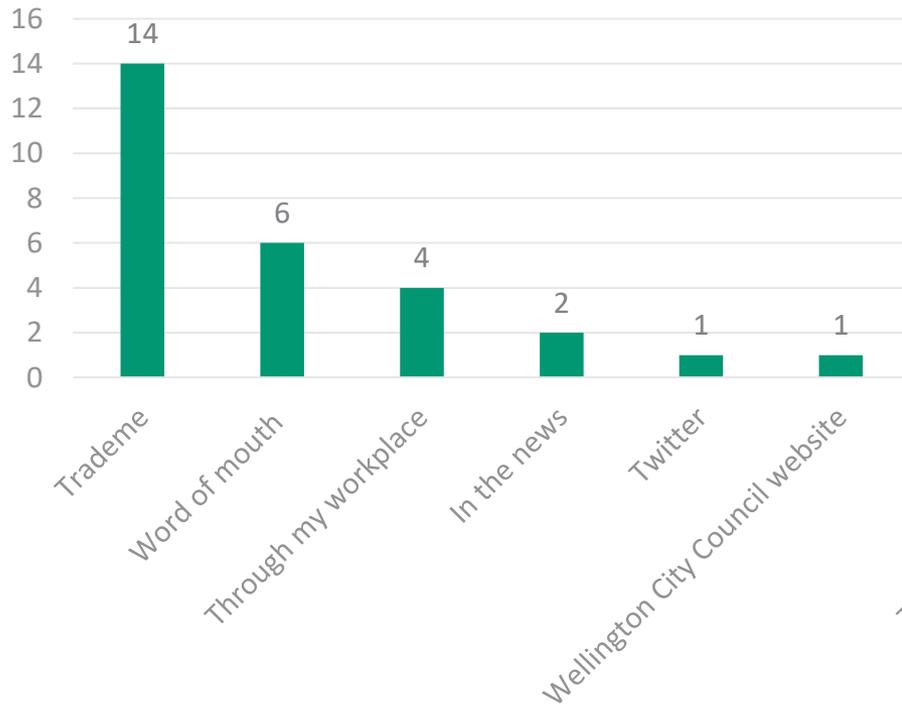
Data from...

- Current tenants (n=24)

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## Q. Where did you first hear about Te Kāinga Aroha?

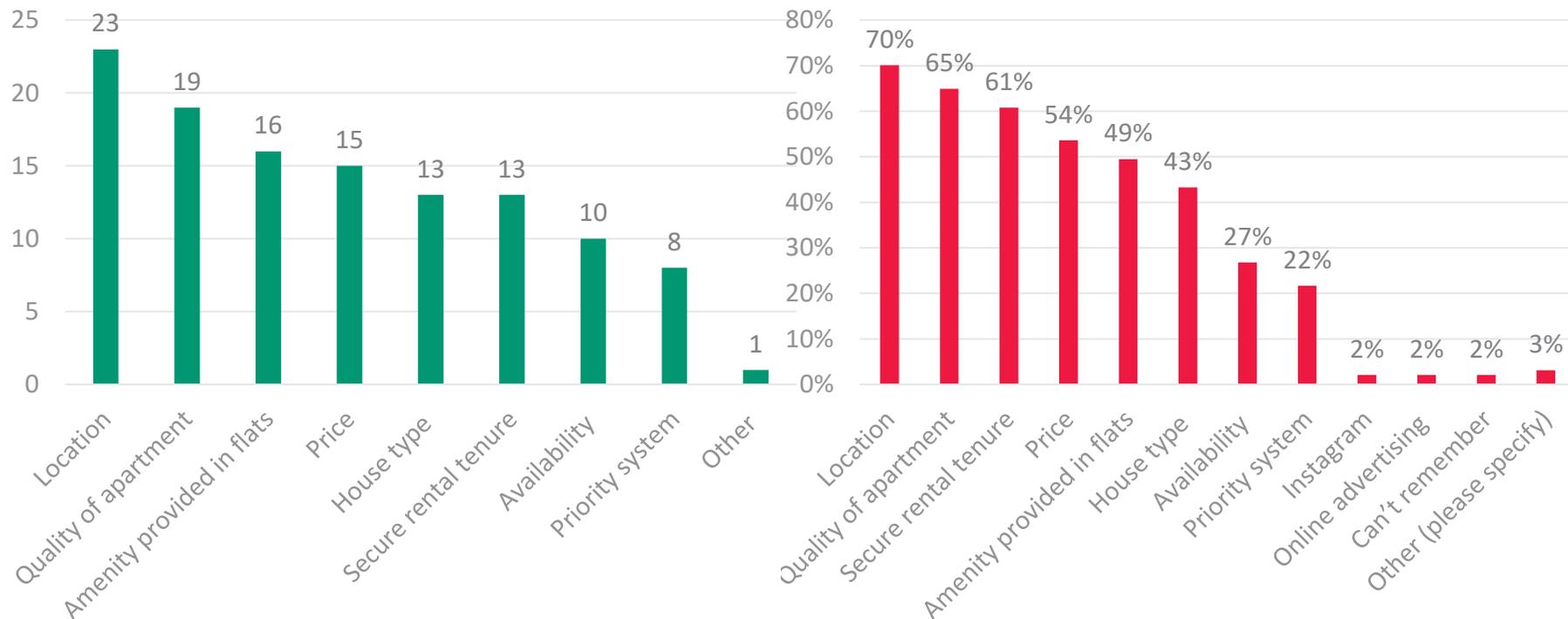


Current tenants were most likely to hear about Te Kāinga Aroha through TradeMe, however over a third of unsuccessful or prospective tenants heard about Te Kāinga Aroha through their workplace.

Data from...

- Current tenants (n=24)
- Unsuccessful or prospective tenants (n=97)

## Q. When you were house hunting, what initially appealed to you about the Te Kāinga apartments?



Location and quality of the apartments were the biggest initial draw card for Te Kāinga Aroha for both groups surveyed, however apartment lifestyle appealed more to current tenants and long term secure rental appealed more to unsuccessful or prospective tenants.

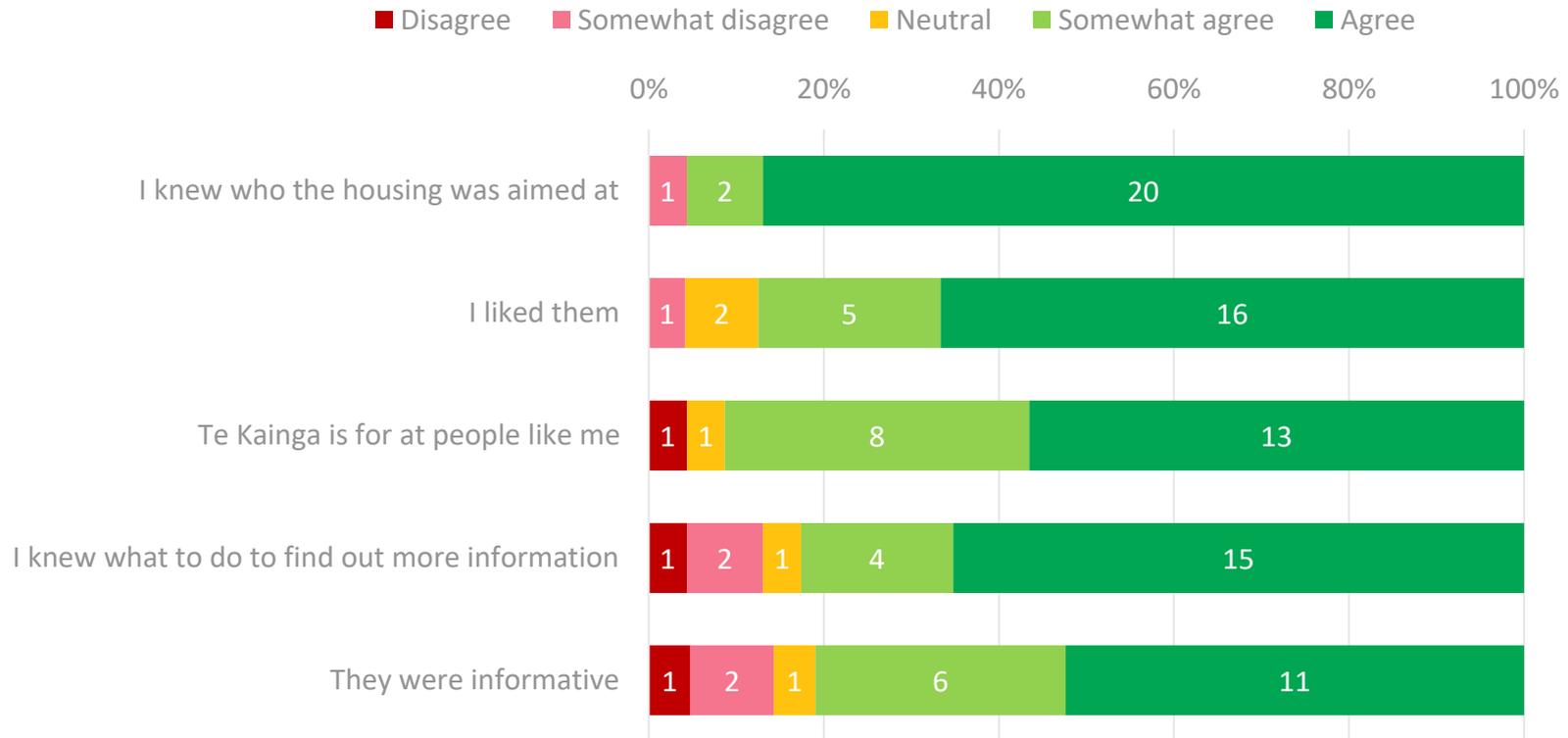
Data from...

- Current tenants (n=24)
- Unsuccessful or prospective tenants (n=97)

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Me Heke Ki Pōneke

## Q. Thinking about the Te Kāinga material you saw (e.g. advertising, TradeMe listing, WCC website, etc.), how much do you agree or disagree with the following...



Overall, current tenants had positive feedback about the Te Kāinga material they saw, particularly that they knew who the product was aimed at and that Te Kāinga is for people like them.

Data from...

- Current tenants (n=24)

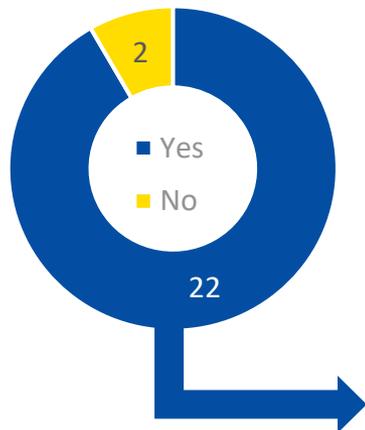
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**Q. Did you attend an open home or viewing of the Te Kāinga building?**

**Q. Overall, how much do you agree or disagree with the following statements about the open home/s or viewings....**

Attend viewing? (n=22)

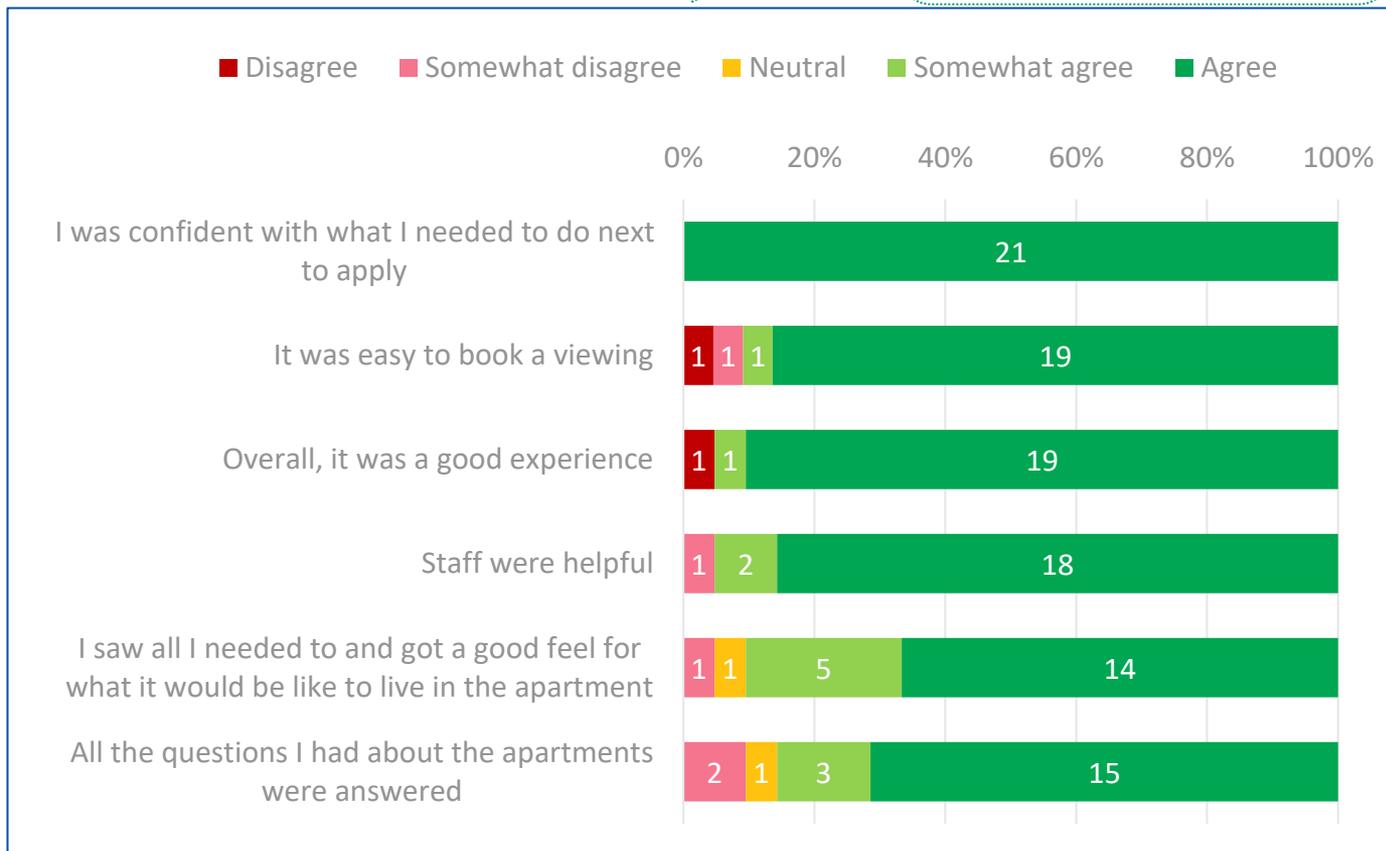


Current tenants who attended open homes also had mostly positive feedback, both overall and that they knew what to do next and that it was easy to book a viewing.

*“Too many people viewing at once”*

*“This part was done exceptionally well.”*

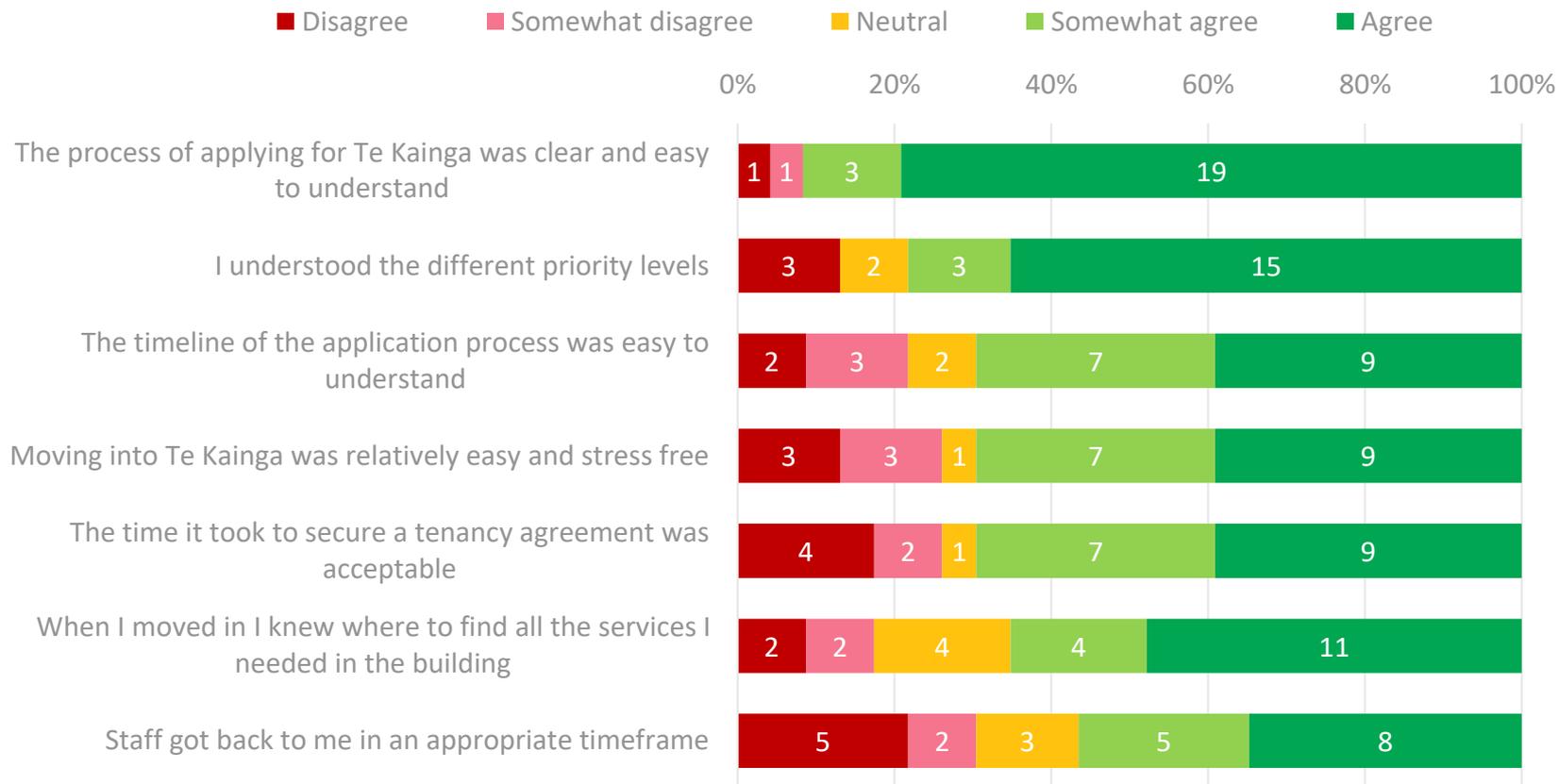
*“Good. Would have liked a bit more time to view and get the feel of the apartment”*



Data from...

- Current tenants (n=24)

## Q. Thinking about everything that took place in the lead up to and during your move in, how much do you disagree or agree with the following...



Although the overall results were positive, there was a level of dissatisfaction around timeframes and the move in process.

Data from...

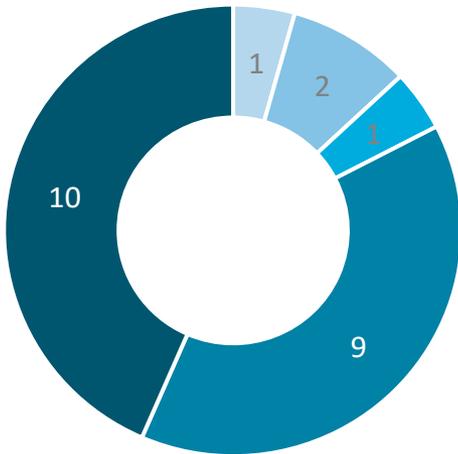
- Current tenants (n=23 or 24)

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**Q. Do you agree or disagree that you get good value for money with the apartment?  
Q. Compared to your previous home, would you say you are spending more or less on the following...**

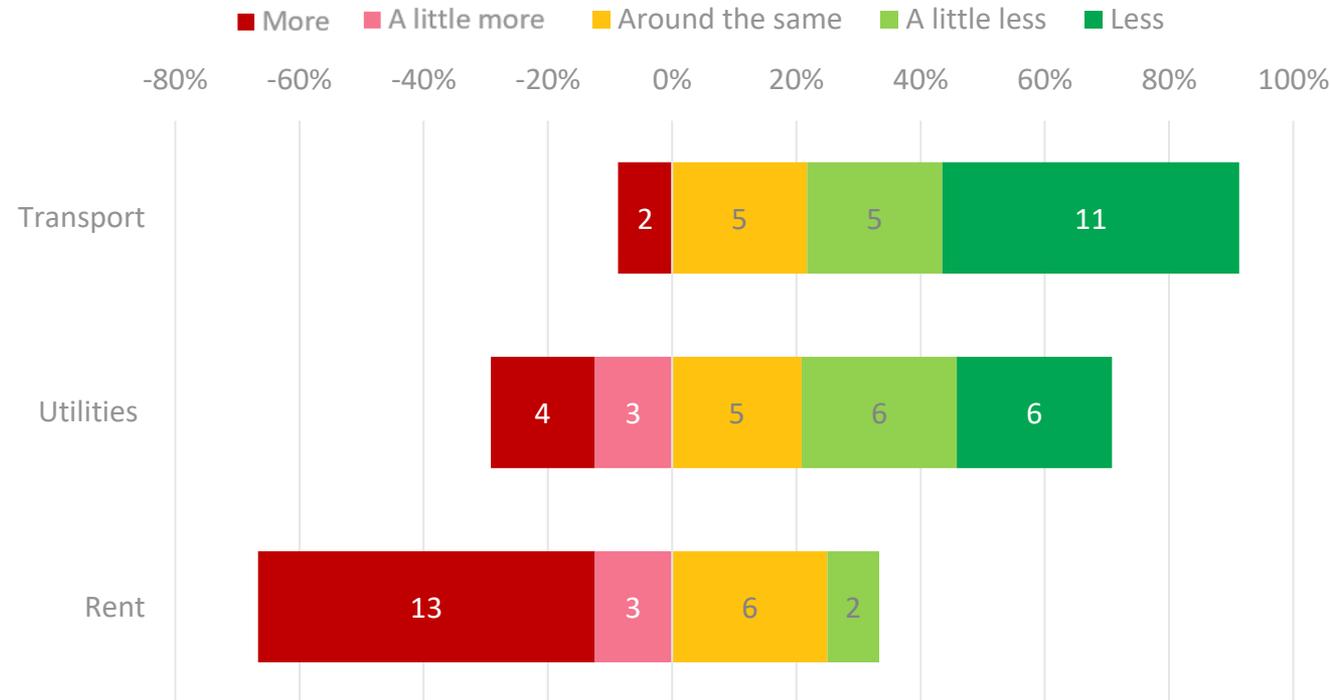
Value for money?



- Disagree
- Somewhat disagree
- Neutral
- Somewhat agree
- Agree

**83%**

Spending change

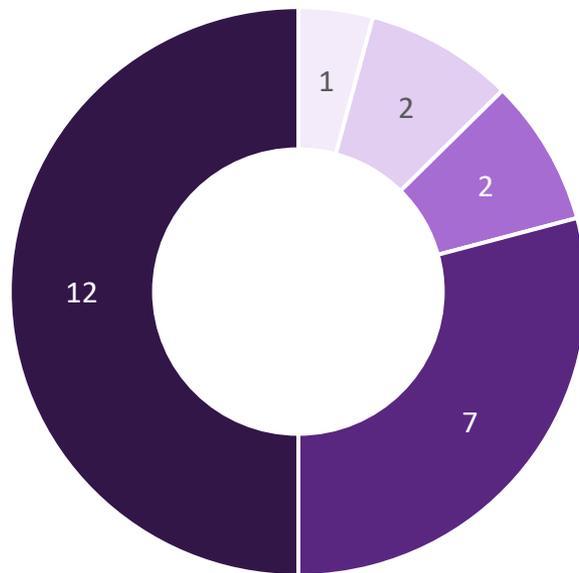


Current tenants are paying more for rent, but are saving on transport and utilities. Overall the vast majority agree their apartment is good value for money.

Data from...

- Current tenants (n=23 or 24)

## Q. Thinking about the first few months in your new home, overall how satisfied are you with your apartment?



■ Dissatisfied  
■ Somewhat dissatisfied  
■ Neutral

■ Somewhat satisfied  
■ Satisfied

**79%**

*"I am very happy with apartment esp being secure tidy modern affordable and close to work love the concept - as mentioned only issue so far has been when it has been too warm in apartment on those hotter days but am happy to have use of the air cooler whilst this issue is worked out"*

*"It's great for inner city living. Really appreciate the whiteware being included."*

*"Internet is poor and frustrating"*

Over three quarters of current tenants are satisfied with their new home. Mostly, tenants comments around satisfaction focused on the overall quality of the apartment, and inner city living. However, there was some feedback around what could be improved to increase satisfaction.

Data from...

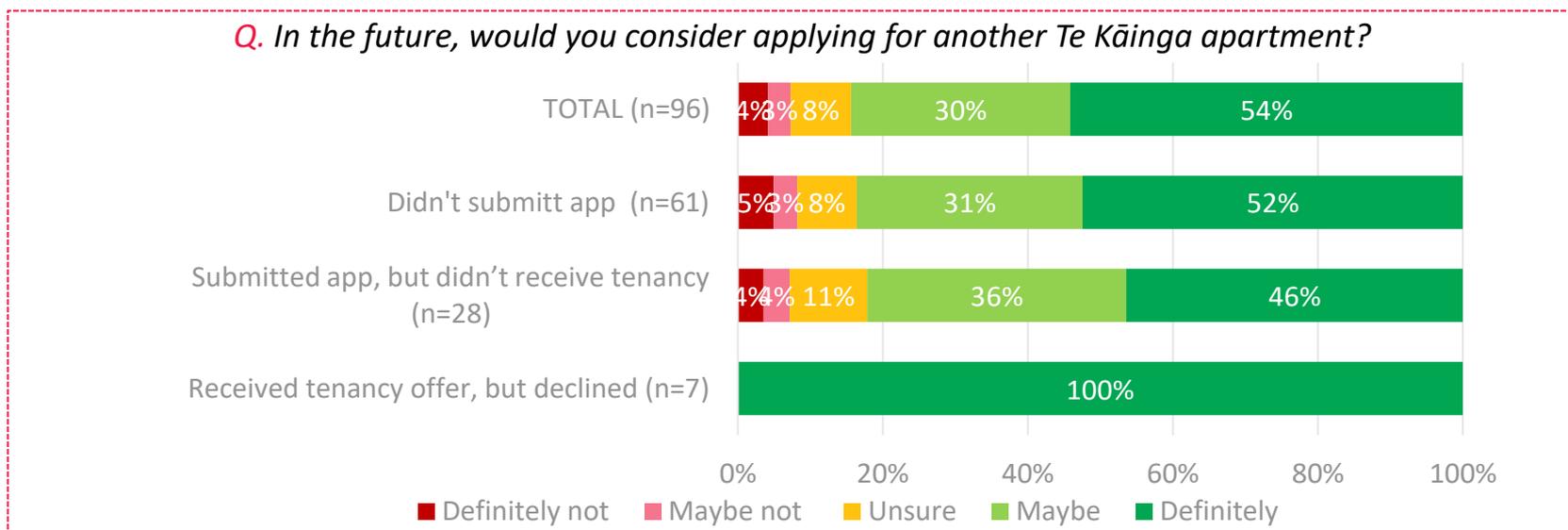
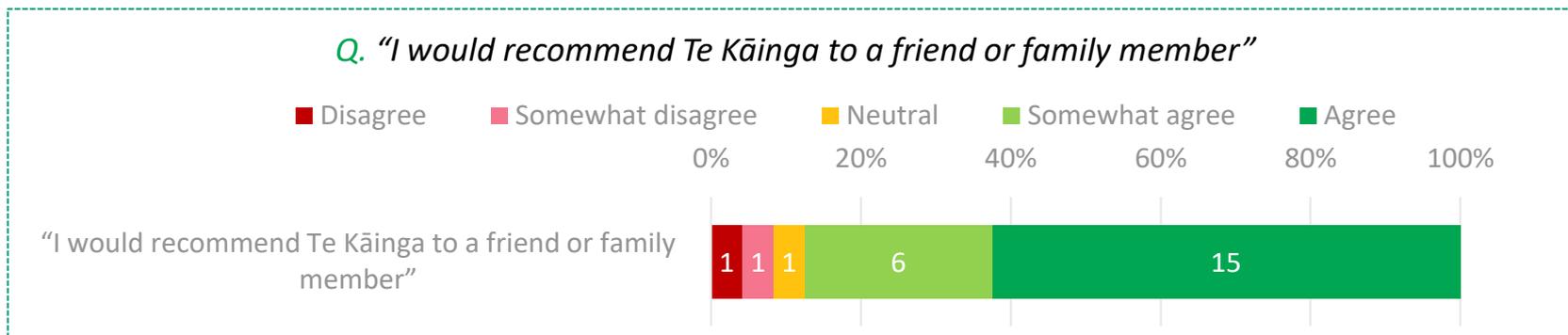
- Current tenants (n=24)

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**Q. “I would recommend Te Kāinga to a friend or family member”**

**Q. In the future, would you consider applying for another Te Kāinga apartment?**



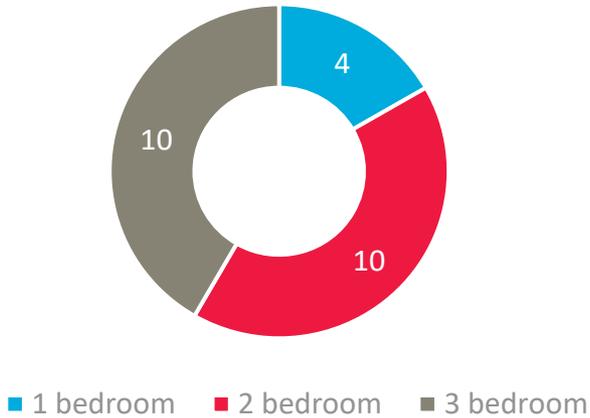
Most current tenants (88%), as well as unsuccessful or prospective tenants (84%) would recommend or consider living in a Te Kāinga apartment in the future.

Data from...

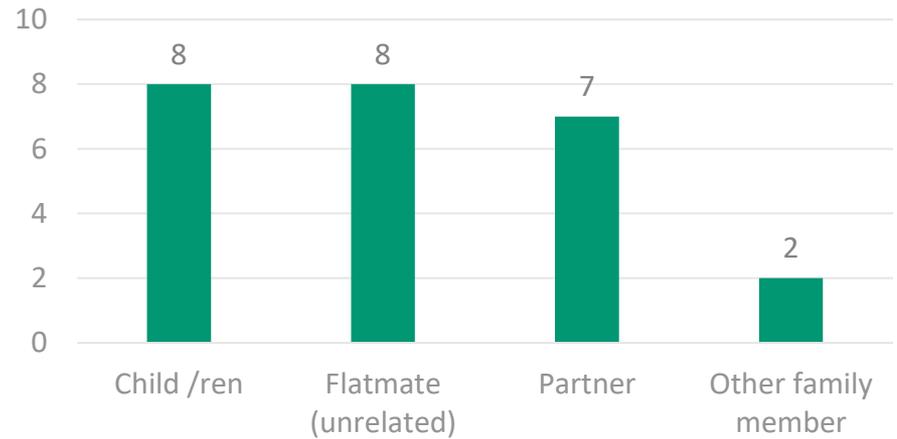
- Current tenants (n=24)
- Unsuccessful or prospective tenants (n=97)

# Demographics

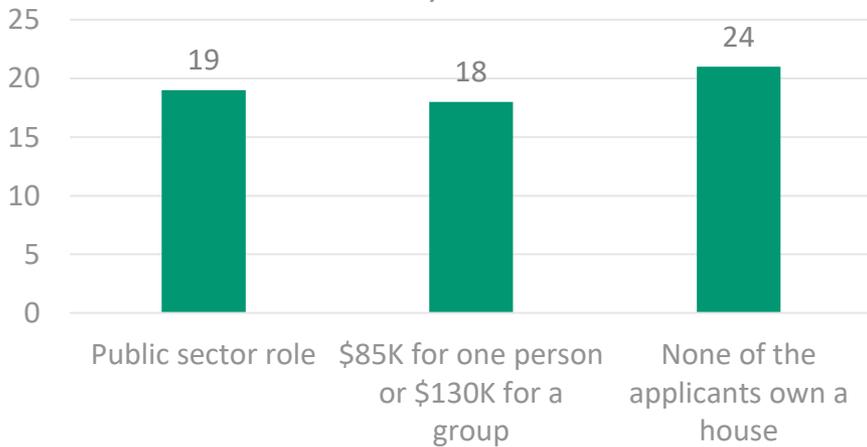
Q. What size apartment do you live in?



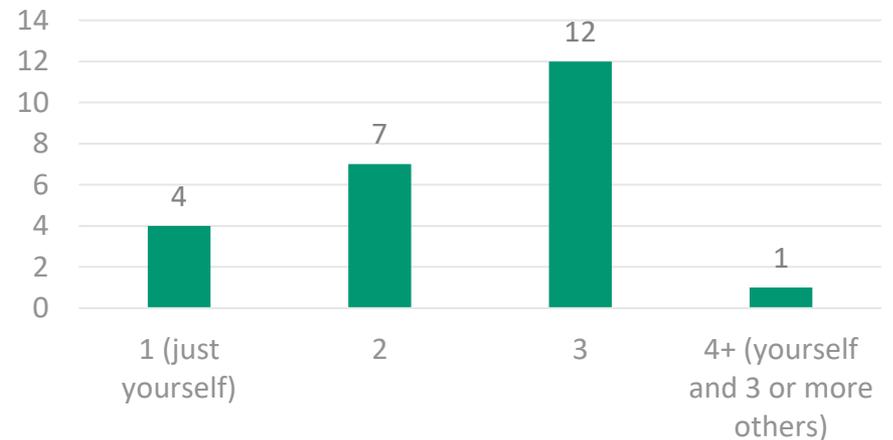
Q. What is the relationship between yourself and the other member/s of your household?



Priority criteria\*



Q. How many people live in your apartment?



Data from...

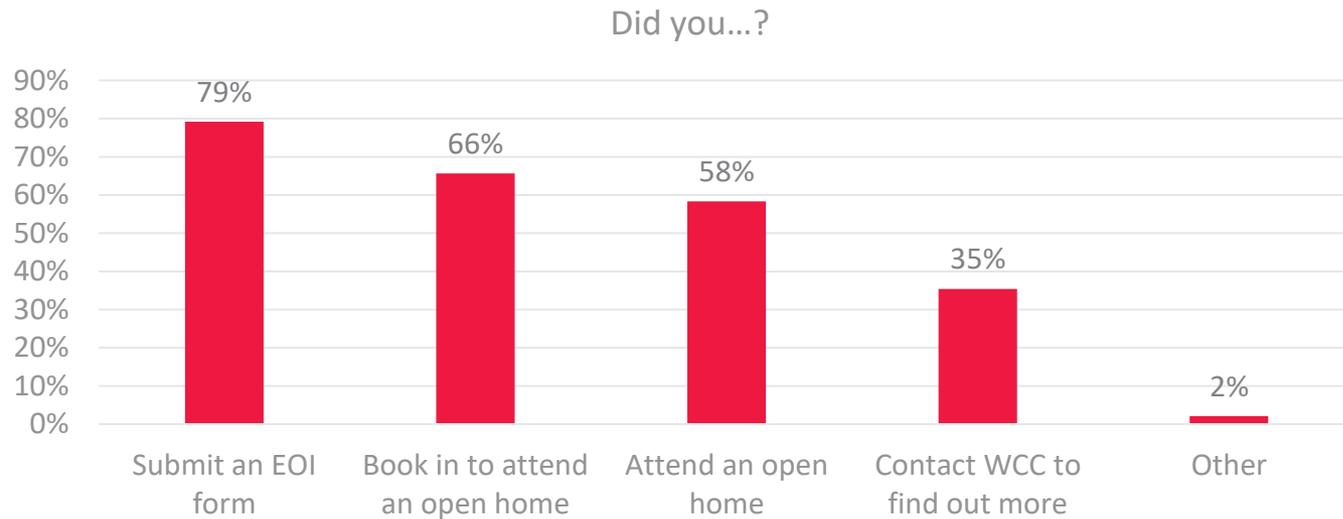
- Current tenants (n=24)

\*note that these are self reported, and that data reviewed from tenancy contracts show no tenants own a house.

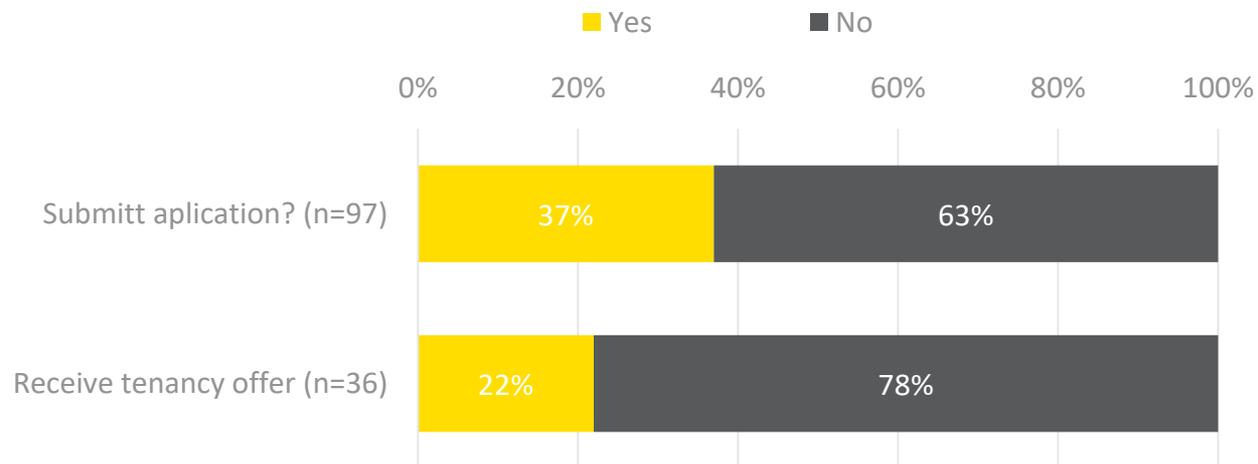
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# Unsuccessful or prospective tenants



## Te Kāinga Aroha pipeline



Data from...

- Unsuccessful or declined (n=97)

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