



## Tēnā koutou, Tēnā koutou, Tēnā koutou katoa - Greetings to you all

Kia ora,  
 The Trust recently celebrated its two-year anniversary and a chance to reflect on our journey together. This year a notable change has been the introduction of the Trust directly managing the minor maintenance program through its own trade panel. The implementation has gone well with the catching of the lawn clippings a success for tenants. The unseasonal growth has been a challenge for our contractor. Thanks for all your positive feedback. Again, a huge thank you to you all for responding to the annual survey. We have had a great response rate with 46% of surveys sent back to us. This time of the year sees the judging of the annual Garden Awards. There are obviously a lot of talented gardeners out there with wonderful gardens. We look forward to the presentation of the awards early next year to recognise your fantastic efforts. Many thanks to Jim Mac Millan and Robert Tait as the outgoing Chair and Secretary of the Tenancy Advisory Group. Both Jim and Robert are founding members and their contributions to the Group has been invaluable. All of us here at the Trust hope that you have a relaxing and enjoyable Christmas and New Year sharing with whanau and friends. See you in 2019 😊  
 Ngā mihi nui  
 Cate (CEO)  
*Wishing you all a safe and Happy Christmas*

A year has now passed since the TAG (Tenant Advisory Group) was established. I would have preferred to be in the position to say the group has made great strides forward. Unfortunately, I cannot in all honesty make that claim. Perhaps my goals were set too high.

What I can say, is that over the past 12 months the TAG members have grown more confident in their attitude toward tenant matters that require attention, with the result I believe that 2019 will have more positive results.

There has been a complete changing of the guard from Robert (secretary) to myself as chairman following the election of Noeline Monsef as Chairperson and Colleen Hanson as Secretary. My best wishes go to both for the year 2019.

I would urge tenants to view the group as their voice, it is there for all tenants to have a voice when the need arises.

*Jim MacMillan, outgoing Chairperson*

### CHRISTMAS HOLIDAY OPERATING HOURS

***The OCHT office will close at 5pm on Friday 21<sup>st</sup> December***

<b>24<sup>th</sup>, 25<sup>th</sup>, 26<sup>th</sup> December</b>	<b>CLOSED</b>
<b>27<sup>th</sup>, 28<sup>th</sup>, 31<sup>st</sup> December</b>	<b>8.30am – 5.00pm</b>
<b>1<sup>st</sup>, 2<sup>nd</sup> January</b>	<b>CLOSED</b>
<b>3rd January</b>	<b>Resume usual business hours</b>

**The after-hours call centre will be available outside of office hours for emergencies only.**

**If you are going away, please remember:**

- **Have someone collect your mail**
- **Let someone know when you are leaving and when you are due back**
- **Tell your Tenancy Manager if you will be away for an extended period**

## TENANT SATISFACTION SURVEY

### LUCKY WINNERS

We had a fantastic response to the Tenant Satisfaction Survey with almost 1000 completed surveys received by 30<sup>th</sup> November. All these people went into the draw to win one of the ten \$100 supermarket vouchers and the lucky winners were from:

- Cedar Park, St Albans
- Bryndwr Courts, Strowan
- Clent Lane, Spreydon
- Mabel Howard Place, Dallington
- Bartlett Street, Riccarton
- Halswell Courts, Halswell
- Barnett Ave, Sydenham
- Biddick Courts, Dallington
- Kaumatua Place, Redwood
- Norman Kirk Courts, Addington

The surveys are now with First Research who are compiling all the information into a report. We will share details with you in the new year.

*thank you*

### TOMATO PLANTS DELIVERED

Over 4000 tomato plants were delivered across the city during 4 days in late October. It's great to see many of these plants now in people's gardens.

All the best for a great crop of tasty fresh tomatoes.



## OCHT TENANT ACTIVITIES

The Tenant Advisory Group (TAG) are organising fun events and activities for all tenants. This was kicked off with a bus trip to Hamner Springs in October.

Over 70 people attended and had a great time either at the pools or playing mini golf.

A big thanks to TAG members for organising this and be sure to find out more about the next bus trip in this newsletter.



If you are thinking about organising a get together or activities at your complex and would like some support, give Jane or Rick a call at the office 0800 624 456. They will be keen to hear from you and happy to help make your idea happen.

## FROM THE MAINTENANCE TEAM



### Contractor ID cards

All contractors have been provided with cards with a contractor number on it. Please, if a contractor comes to do work on your unit ask for them to show this card and their photo ID. If they are unable to provide you with both you can decline them from entering your property; or if you want to check the number against our records please call 0800 624 456 to check that it is the correct person at your unit.



### Hazard Identification Boards

Where there is a vacant unit requiring work to be completed on it, you will start to see hazard identification boards appear in the windows of the units. This means that contractors will be on site during the following 2-3 weeks completing work ready for the next tenants to move in.

If you have any concerns about the work or contractors, please ring our call centre 0800 624 456.

## REGULAR ACTIVITIES AT COMPLEXES ALL TENANTS WELCOME!

HOUSIE			
Bryndwr Courts 26 Lees Rd, Strowan	Mondays Fortnightly 1.00pm	\$2 for afternoon tea, raffles available	From January 28 <sup>th</sup> January 2019
Maurice Carter Courts 16 Dundee Place, Spreydon	Tuesdays weekly 1.15pm	\$2 for afternoon tea, raffles available	From 15 <sup>th</sup> January 2019. <b>Seeking a new location</b>
Fletcher Place Off Bowan St Upper Riccarton	Thursdays Fortnightly 1.15pm	\$2 for afternoon tea, raffles available	From 31 <sup>st</sup> January 2019
INDOOR BOWLS			
Fletcher Place Off Bowan St Upper Riccarton	Tuesdays Weekly 1.30pm	Free	From 29 <sup>th</sup> January
SOCIAL AFTERNOONS			
Biddick Courts 14 Claydon Place, Dallington	Tuesdays Fortnightly 1.30pm	Free. Join us for pool, board games and a chat	From 15 <sup>th</sup> January 2019
Hornby Courts 2 Goulding Ave, Hornby	Wednesday 9 <sup>th</sup> January 1-4pm (first get together)	Join us for pool, darts, cards, petanque, quoits and a chat	If this is successful we will make it a regular event

## A NEW HOME FOR HOUSES

At OCHT we are not just finding homes for people - we found a new permanent home for houses in need.

Louisson Place in Opawa is the new home for 8 units moved by OCHT from the Linwood Park temporary housing village. There are two 4 bedroom and six 2 bedroom units which will very soon be home to a number of families.



The units were removed on the back of trucks late at night to minimise disruption to traffic.

We will be beautifying the space with landscaping, fencing, decking and other improvements to ensure the development fits into its surrounds and meets tenant needs.

This is the first development for OCHT since we took over management of the social housing portfolio from Christchurch City Council. We will keep you informed of more new developments to come in 2019.

## BBQS AND MORNING TEAS

We have started these up again with 22 planned before Christmas and another 30 in the new year. Wet weather has been challenging, but we have rescheduled dates to ensure all complexes who have not received a BBQ or morning tea since OCHT started in 2016, will see us during this summer period. We are very fortunate to have representatives from organisations such as CDHB, Neighbourhood Support, Pegasus Health and CEA attend these BBQs and connect with people in need of their services or help.

We see these as great opportunities for you to socialise with your neighbours, meet some new people and for us to hear your ideas.



## WRITING A WILL INFO SESSIONS ROUND 2

Due to demand we will be running these sessions again, early in the New Year. Feedback from people who couldn't get to the first sessions was around transport, location and times. We are looking into alternative locations.



## BUS TRIP TO GERALDINE



**Thursday 7<sup>th</sup> February 2019**

Organised by the Tenant Advisory Group, Ōtautahi Community Housing Trust.

After the popular Hamner trip people have been asking for another bus outing. The Tenant Advisory Group have now organised another bus trip, this time to Geraldine for all Ōtautahi Community Housing Trust tenants.

- \$22.00 (to be paid by 22<sup>nd</sup> January)
- 53 seats available – first in first served
- Bring your lunch and money for activities
- The pickup and drop off point is Lichfield Street entrance of the bus exchange

**Things to do in Geraldine:** visit cheese factory, visit Barkers and sample products, craft and gift shops, restaurants and cafes

**Important note:** because the trip is organised by volunteers and the bus is not subsidised, there will be **no refunds**.

**This trip is for OCHT tenants only.**

**Contact people:**

Yasmin - 021 133 2909

Noeline - 021 240 4463

## CHRISTMAS PARTY AT MAURICE CARTER COURTS

On Thursday 29<sup>th</sup> November, residents of Maurice Carter Courts held their annual Christmas dinner. It was a great evening, attended by 28 tenants plus Trudi and Rick from OCHT.

We organised everything ourselves from planning the menu, doing the food shopping, all the cooking and setting up the lounge in a formal dinner setting.



This year one of the tenants Yvonne organised a raffle. All the tenants were more than generous offering donations of food and goodies. There were several hampers and smaller prizes with 100 \$1 tickets sold.

The participation of so many tenants made for a wonderful evening with a real community spirit.



Unfortunately, we went from a real high on Thursday to absolute chaos on Saturday as we watched our precious lounge be gutted by fire. It was so difficult to comprehend, especially the speed at which it took hold. I have the utmost admiration for our tenants who responded in a very responsible manner.



Fortunately, no one was harmed in the fire but we now have the task of continuing our social activities at a different level and reach out to ask other complexes for their assistance.

We wish you all a very happy holiday season with family and friends.

### Noeline Monsef

Tenant at Maurice Carter Courts and TAG Chairperson

## TENANTS HELPING TENANTS

Sadly, the community lounge at Maurice Carter Courts will be out of action for some time. If you live at a complex with a lounge and are happy to help support the Maurice Carter Courts tenant activities by offering to host these at the lounge at your complex, please give us a call at the OCHT office.



## WARM & WELL PROJECT 2018



The Warm & Well Project was developed from tenant feedback in the 2017 Tenant Satisfaction Survey that identified concerns relating to condensation build up and could, droughty units.

We acknowledge that some of the older housing stock does not have modern fixtures to reduce condensation build up and retain heat effectively or may not be able to have insulation installed due to building design. These matters are being discussed with Council. However, we wanted to take some action to help improve situations for affected tenants.

Age Concern and Anthony Harper lawyers kindly donated funds to allow the Trust to purchase scoopys, door snakes and rolls of bubble wrap to be distributed free of charge to tenants most affected.

From April – October 2018 OCHT staff visited 65 of the 104 complexes offering scoopys, door snakes and bubble wrap for those keen to have this on their windows.

**A total of 325 scoopys and 250 door snakes were provided to tenants and over 30 tenants received bubble wrap on their unit windows.**

The busiest months were June, July, August.

We continue to deliver scoopys and bubble wrap on request.

If you are needing these items, please speak to your Tenancy Manager or give us a call 0800 624 456

## KEEPING SAFE THIS HOLIDAY SEASON

Police are asking people to be aware of what's happening around them, and to report any suspicious behaviour directly to them.

Dial 111 immediately if you see someone breaking into a car or house. The sooner Police are made aware of the incident, the sooner they can respond.

A few simple actions can make your home and other property is safe and secure, especially if you are going away.

- Lock your car and garage
- Keep doors locked even when at home
- Close windows at night
- Keep your spare key in a safe place

## COMMUNITY FOOD PARCELS

Christmas is a tough time for many people with food and money being stretched even further.

Re church will be doing their final food parcel deliveries on the 15<sup>th</sup> December and will start up again on the 12<sup>th</sup> January. Tenants who receive these parcels will receive a flyer in your letterbox advising you of the dates specific to your complex.

Delta Trust closes on Friday 21<sup>st</sup> December and will re-open it's foodbank on Monday 7<sup>th</sup> January 2019.

## STREETLIGHT COMMUNITY MEALS

These meetings will continue through the holiday period.


Mondays	7pm	Latimer Square	Soup and bread
Wednesdays	7.30pm to 9.30pm	Latimer Square	Street van outreach
Fridays	6pm	Latimer Square	Free soup, sausage and bread
Fridays	7pm-9pm	Oxford Terrace Baptist church	Friday night drop in
Saturdays	7.30pm to 9.30pm	Latimer Square	Street van outreach
Sundays	11.30am	Latimer square	Daniel Chung meals

## ADDITIONAL SUPPORT

Men's Night Shelter	03 365 0635
Women's Night Shelter	03 365 0635
Alcohol & Drug Helpline 10am – 10pm	0800 787 797
Lifeline	0800 543 354
Suicide Crisis Line	0508 828 865
Psychiatric Emergency	0800 920 092
0800 Hungry	0800 486 479
Ambrosia Food Bank	03 382 9291
Catholic Foodbank	03 379 0012
City Mission Food Bank	03 365 0635
Delta Food Bank	03 389 0212
Salvation Army Foodbank	03 366 8128
St Vincent de Paul Food Bank	03 389 7484
Christchurch Budget Services	03 366 3422



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**Ōtautahi Community Housing Trust**  
61 Kilmore Street, Christchurch, New Zealand 8013  
Community organisation  
10 like this.



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**Contact Details:** Ground Floor, 61 Kilmore St, P.O. Box 53 Christchurch 8140

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