

FAQS Warm & Dry Initiative

What is the Warm & Dry Initiative (W&DI)?

The Warm & Dry Initiative is a collaboration between the Ōtautahi Community Housing Trust (OCHT) and the Christchurch City Council (the Council) to manage and deliver a significant programme of work to improve the warmth and dryness of OCHT community rental properties (owned and leased from the Council). OCHT and the Council aim to deliver improvements by December 2022, where possible.

Through the Warm & Dry Initiative a staged approach to roll out will see around 2,200 houses with improvements made wherever practicable, including installation of heat pumps, ventilation, draught stopping and insulation upgrades.

OCHT and the Council are committed to improving the quality of community housing so that tenants have warm, dry places to live.

Who is paying for this work?

In September 2019 the Council agreed to borrow \$10 million to accelerate the Initiative, and this will go with \$6 million from the existing Housing Development Fund – a total budget of \$16 million.

How have homes been prioritised for improvements?

We've worked to do this across the community housing portfolio for some years and we are now focussed on accelerating this programme of work through the Warm & Dry Initiative. There is a lot to do to meet legislative requirements and each property is different, so we've prioritised homes with the greatest need first – such as those where there is little or no insulation.

We're scoping all the properties in the OCHT community housing portfolio (owned or leased from the Council) so that we meet the requirements of the Healthy Homes Standards. The range of improvements may include fitting heat pumps, ventilation and draught stopping, and possibly fitting insulation to some properties where possible and practicable. We're taking a staged approach to scoping, planning and implementing the rollout of the Warm & Dry Initiative with the intention that improvements will be completed by December 2022.

What is included in the Healthy Homes legislation?

The Healthy Homes Guarantee Act 2017 requires that by 1 July 2023 all registered Community Housing Provider rental homes must comply with the full range of Healthy Homes Standards which includes (summarised below):

- Heating – must have one or more fixed heaters which can directly heat the main living room to at least 18 degrees and can maintain this temperature all year round.
- Insulation – Ceiling and underfloor insulation compulsory from 1 July 2019 where it is practicable to install.
- Ventilation – Must have at least one door or window that opens to the outside in all bedrooms dining rooms, living rooms, lounges and kitchens.
- Moisture ingress and drainage – must have efficient drainage for the removal of storm water, surface water and ground water including an appropriate outfall.
- Draught stopping – must block any unreasonable gaps and holes in walls, ceilings, windows, floors and doors that cause noticeable draughts.

When will the Warm & Dry Initiative work start?

The first stage of this work programme gets underway in February 2020. We aim to install heat pumps and ventilation in high priority homes (around 909 homes) by winter 2020. In addition, all properties (around 2,200 homes) in the portfolio will be scoped for improvements to meet the Healthy Homes Standards which need to be completed by July 2023. Council and OCHT aim to complete all the works by December 2022.

When will the work be completed?

The first stage of the Warm & Dry Initiative involves installation of heat pumps and ventilation in high priority homes (around 909 homes). We are aiming to complete these by winter 2020.

In addition, all properties in the portfolio (a total of 2,200 homes, including the 909 homes) will be scoped for a range of improvements to meet the Healthy Homes Standards by May 2020.

For the 909 homes, we will undertake insulation upgrades where possible and practical by December 2020.

The Council and OCHT aim to complete all identified improvements by December 2022.

Will homes that have insulation also receive a heat pump?

Yes.

The aim is for all homes in the OCHT community housing portfolio (owned or leased by the Council) to have improvements, including heat pumps installed, to meet the Healthy Homes Standards by December 2022.

The first priority is to address the needs of tenants in properties that cannot not be insulated due to design or construction constraints.

For the 909 highest priority homes, we aim to have these heat pumps installed by winter 2020.

This is a significant programme – how will you get it all done?

The plan is to roll out the Warm & Dry Initiative through a four-stage programme:

Stage One (by Winter -June- 2020)	Address warmth in the highest priority homes (around 909 homes) aiming to complete these by winter 2020. Install heat pumps, kitchen and bathroom ventilation.
Stage Two (by Winter -June- 2020)	Running alongside stage one, stage two is scoping, planning, pilots, testing and budgeting for the best way to meet the Healthy Homes Standards for all the homes in the OCHT community housing portfolio (owned or leased from the Council) - around 2,200 properties.
Stage Three (by December 2020)	Staged insulation improvements for highest priority homes, where possible and practical.
Stage Four (by December 2022)	Installation of heat pumps and ventilation in the remaining homes. All homes across the OCHT community housing portfolio (owned or leased from the Council) will meet Healthy Homes Standards by December 2022.

What is the Warm & Dry Initiative programme?

The current programme for improvement works for the Warm & Dry Initiative is:

By Winter 2020	By Winter 2020	By December 2020	By December 2022
Stage 1	Stage 2	Stage 3	Stage 4
<p>Begins February 2020</p> <p>Aim to install heat pumps and ventilation in 909 high priority homes in the following complexes:</p> <p>Airedale Courts Barnett Ave Berwick Courts Briggs Road Concord Place Feast Place Fletcher Place Forfar Courts Glue Place/Sparks Road Hennessy Place Hornby Courts MacGibbon Place Manor/Torquay Manse Place Martindales Road Mary McLean Place Mooray Avenue Palliser Place Pickering Courts Tyrone Street Veronica Place Weaver Courts Aberfoyle Place Allison Courts Aorangi Courts Biddick Courts Bryndwr Courts Gloucester Courts Greenhurst Courts H P Smith Courts Haast Courts Hadfield Courts Harman Courts Innes Courts Margaret Murray Courts Maurice Carter Courts Norman Kirk Courts Osborne Street Proctor Street Regal Courts Resolution Courts Tommy Taylor Courts Torrens Road Vincent Courts</p>	<p>Begins February 2020</p> <p>Scope, plan, pilot, and budget setting for the best way to meet the Healthy Homes Standards for the all homes in the OCHT community housing portfolio (owned or leased from Council) - around 2,200 properties (including the 909 homes).</p>	<p>Begins end of Winter 2020</p> <p>Based on the Stage two results, install insulation improvements in the 909 homes, if possible and practical.</p>	<p>Begins end of Winter 2020</p> <p>Installation of heat pumps and ventilation in the remaining homes.</p> <p>All homes across the OCHT community housing portfolio (owned or leased from the Council) will meet Healthy Homes Standards by December 2022.</p>

Why is this information different from previous information received?

We apologise for any confusion. Our initial plan was to send the flyer out in February. However, we brought forward the delivery date to ensure that you first received Warm & Dry information from OCHT. Unfortunately, the flyer that our team delivered was not based on the latest Council plan.

The information provided here, is now the most up to date. We'll keep tenants informed of developments and progress on the Warm & Dry Initiative on a regular basis.

Why did you not release this information to tenants sooner?

OCHT and the Council are absolutely committed to improving the quality of your home so that tenants have warm, dry places to live. Over the past four months OCHT and the Council have met regularly to plan this programme of works. We have a dedicated team to oversee the programme and work with you and contractors to ensure that scoping and installations cause you the minimum of disruption.

Now that everything is in place, we'll keep tenants informed of developments and progress on the Warm & Dry Initiative on a regular basis.

Will tenants be kept informed about the work to their homes?

We will advise tenants when the scoping will take place and then when installations will occur at their complex. We will endeavour to give people as much notice as possible about work occurring and what's involved. Usually we will give tenants several weeks' notice that we are coming to scope their home and complex.

Will it cost more to heat homes with heat pumps?

Heat pumps were chosen as they are the most efficient way to heat a home. Used correctly, a heat pump can achieve electricity cost savings, compared to other types of electric heaters. The savings or costs will depend on how tenants use the heat pumps, so we'll provide information and assistance to tenants to help them get the most out of their new heat pumps and use them efficiently.

Will you show tenants how to use the heat pumps?

Yes. All tenants will receive instructions and a brochure on how to use the heat pumps. They will be installed and set up for optimum use. The OCHT call centre team will also be fully trained on how to use the heat pumps and will be available to answer questions.

The dates provided for scoping and the improvement works don't suit me - can I swap dates?

No. Unfortunately due to the tight timeframes for scoping and installations, we are not flexible on timing. We will give tenants as much notice as possible and contractors doing the scoping and the installation work will aim to cause the least amount of disruption and inconvenience. However, we cannot adjust the programme's timetable to suit individual needs.

I have installed my own heat pump. Will it be replaced?

If you have already installed a heat pump, we will assess it during scoping (February to May 2020) for your complex. If your heat pump is in good working order, we are likely to recommend you keep it, however OCHT will be responsible for annual cleans. If the heat pump ceases working in the future or it is not viable to fix, OCHT will replace it with a new heat pump and continue to maintain it. Options will be discussed with you when we scope your complex.

Why have you installed a heat pump in a vacant unit, but not in my home or others in the rest of the complex?

It's easier to install heat pumps when units are vacant so we will take advantage of this, which will mean less disruption to the future tenant. All homes/complexes will have heat pumps installed, and this will take place as per the project plan.