


OIR: 2223/513

26 April 2023



Kia ora ,

Request for Information under the Local Government and Official Information and Meetings Act 1987 (the Act) (the LGOIMA)

Thank you for your email of 3 April 2023 and letter of 10 April 2023 requesting the following information:

- 1. I request all documents relating to the current review of older persons housing.***
- 2. Please provide the Terms of Reference for the review.***
- 3. Please provide advice to the Older Persons Group about the review.***
- 4. Please provide material advising Councillors about the review.***
- 5. Please provide information to Grey Power about the review.***

A review of Older Person's Housing is about to commence. Updates regarding the scope of the review have been made to Council's Social Sustainability Subcommittee and Strategy, Operations and Finance Committee on 16 March and 6 April respectively.

I enclose relevant documentation relating to the development of the project scope including records of project team meetings relevant to the scope and a "Plan on a page" document that describes the project objectives and identifies proposed engagement with groups such as Grey Power and the Kāpiti Coast Older Persons' Council.

I have also enclosed copies of the presentations provided to the Social Sustainability Subcommittee and Strategy, Operations and Finance Committee.

Ngā mihi



Kris Pervan

Group Manager Strategy and Growth

Te Kaiwhakahaere Roopu Rautaki, Te Tipuna me te Whakaoranga

Update on proposed Older Persons Housing Review

Strategy, Operations and Finance Committee

6 April 2023

Introduction

An update was provided to the Social Sustainability Subcommittee in March and points raised in the discussion, along with feedback received have been used to update the project plan. This includes more financial details, information on the portfolio, increased detail regarding the communications approach, and refining the scope and outcomes.

Council's Older Persons Housing Policy was last reviewed comprehensively in 1993. Since then, there have been significant changes in the way people live, the make-up of our community, the way Council operates and the rules that govern the provision of housing in the community

It is proposed to undertake a review that will:

- Consider Council's role in the provision of Older Persons Housing and explore options for the ongoing provision of this activity
- Review the current asset and tenant management services and ensure services remain appropriate to meet current and future needs
- Explore opportunities to expand or diversify the portfolio.


Older Persons Housing Portfolio

- The portfolio consists of 118 single storey one-bedroom units.
- Units are located across the district with units in Ōtaki (66), Waikanae (3), Paraparaumu (45) & Paekākāriki (4). The units are in a mix of configurations representing the different eras of construction and site sizes.
- Units were constructed between the 1950's and mid 1990s, with an average unit age of 45 years across the portfolio.
- The portfolio is managed by Council's Property Unit, who look after the tenancies and the maintenance of the portfolio. There is a renewals programme in place, with housing stock in good condition for its age and managed in line with the LTP.
- The average age of tenants in the units is 76 years, with a fairly even split between male and female. There are 60 registered applicants on the waiting list. The annual turnover of tenants is quite low, with an average tenure of 7 years. 5 tenants have been placed in units since 1 July 2022.

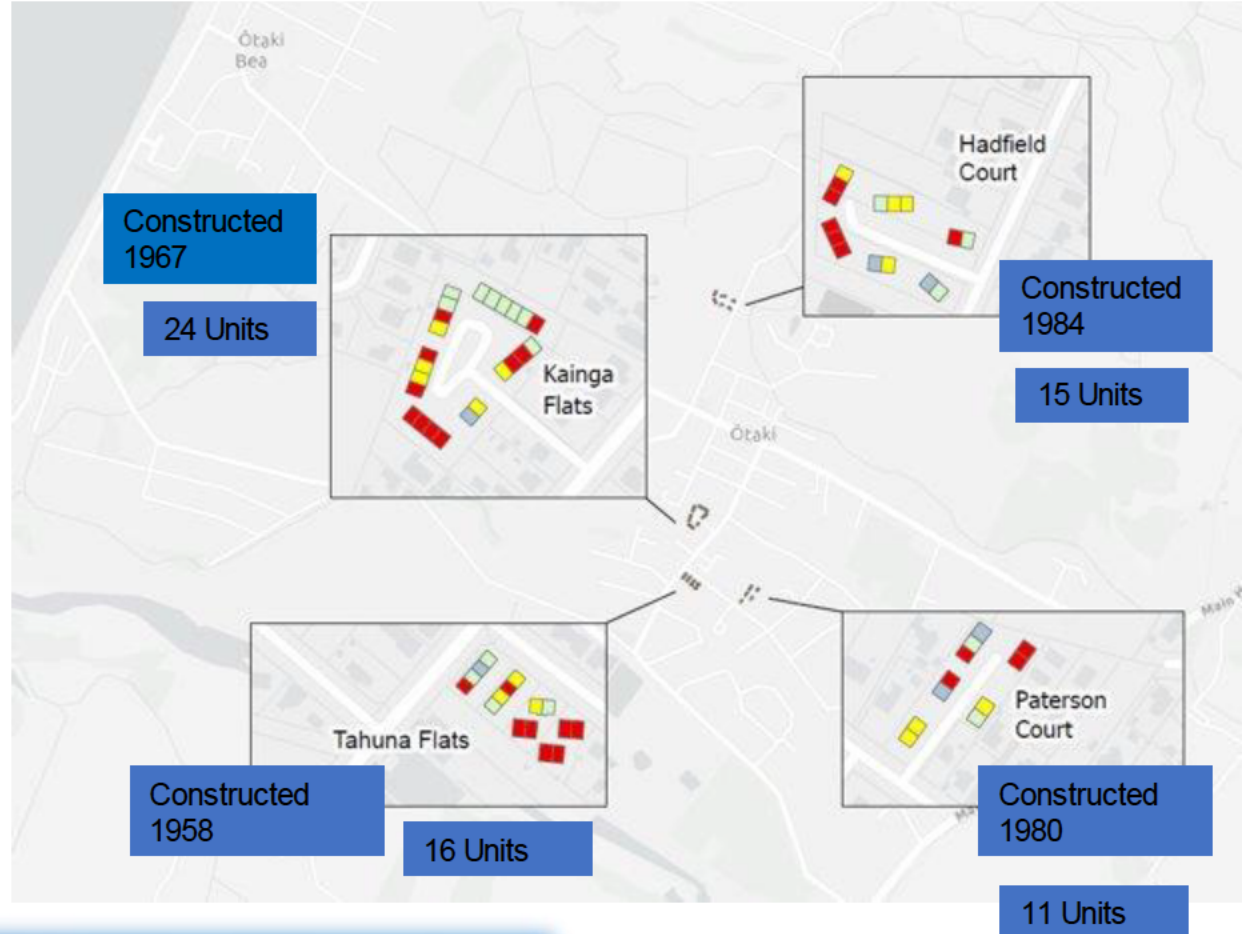
Ōtaki

66 units

Older Person Units

-  HHS Compliant - Renewal complete
-  HHS Compliant - Renewal in progress/planned
-  HHS Required - Partial retrofit required
-  HHS Required - Full retrofit required





As at October 2022



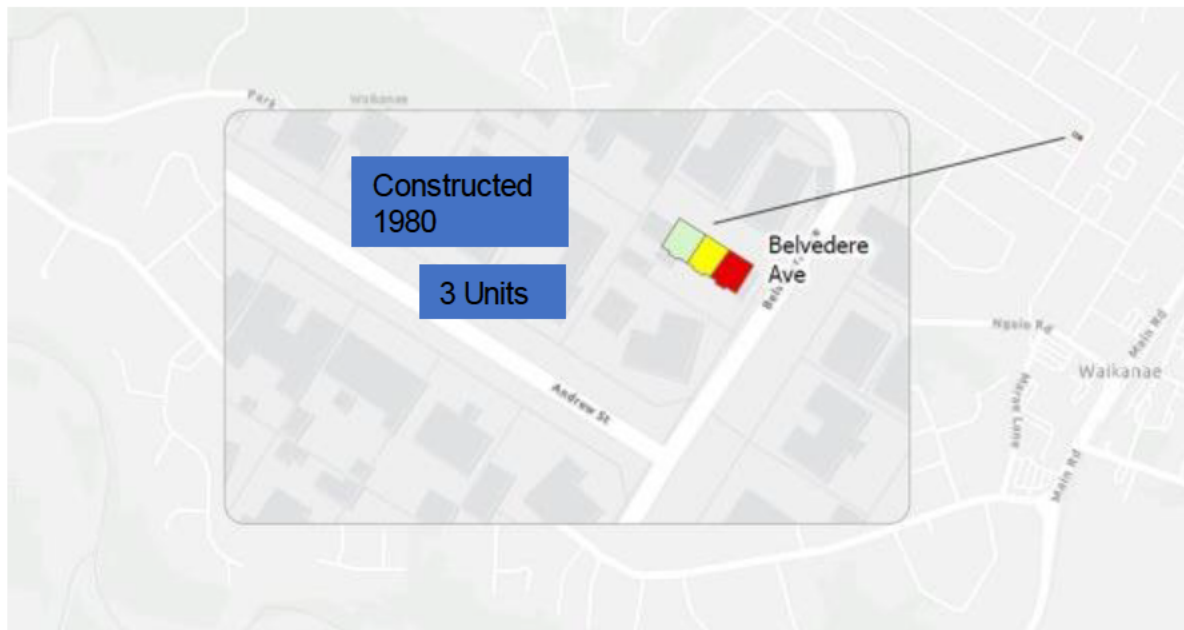
Waikanae

3 units

Older Person Units

-  HHS Compliant - Renewal complete
-  HHS Compliant - Renewal in progress/planned
-  HHS Required - Partial retrofit required
-  HHS Required - Full retrofit required

As at October 2022



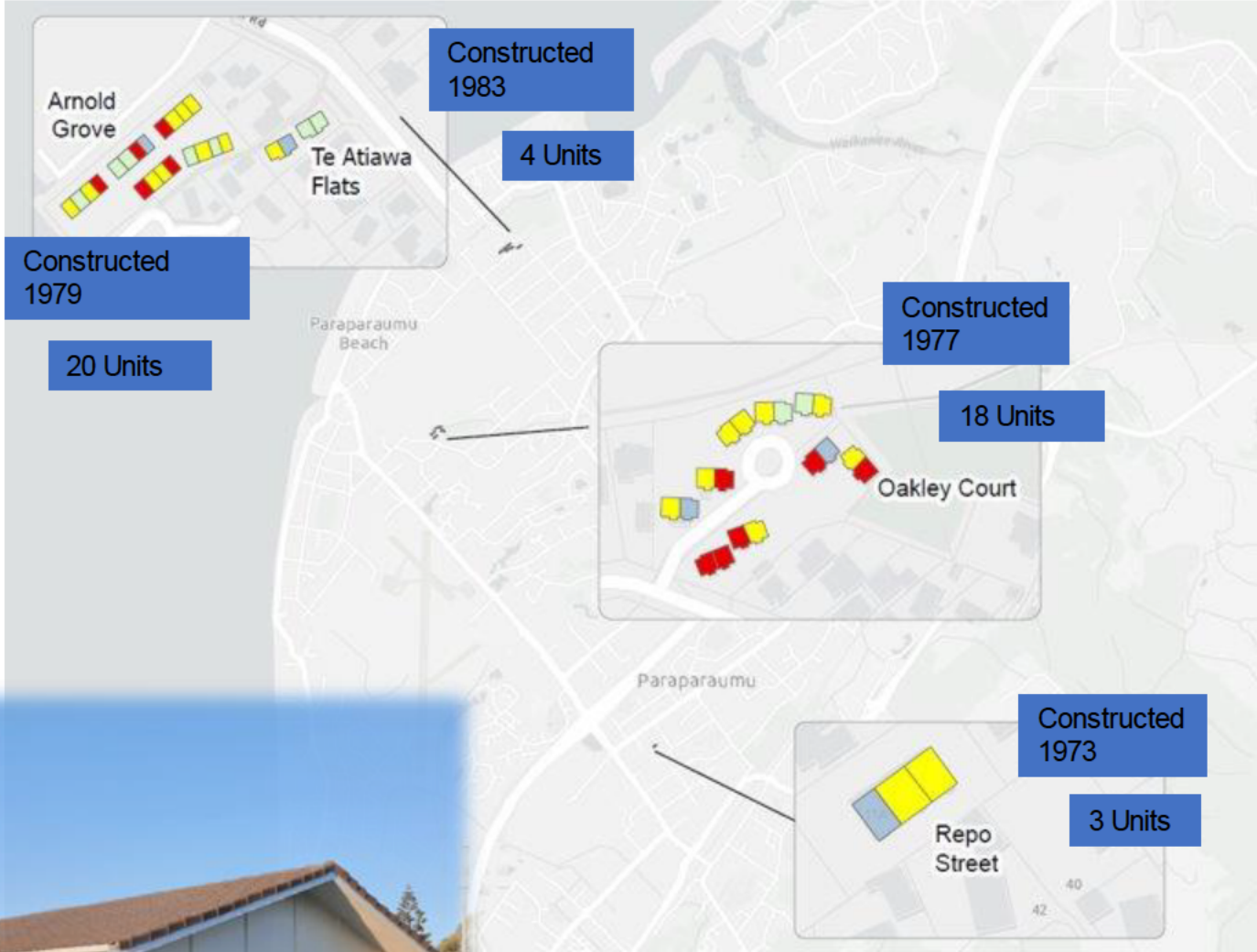
Paraparaumu

45 units

Older Person Units

- HHS Compliant - Renewal complete
- HHS Compliant - Renewal in progress/planned
- HHS Required - Partial retrofit required
- HHS Required - Full retrofit required





As at October 2022



Paekākāriki 4 units



Older Person Units

-  HHS Compliant - Renewal complete
-  HHS Compliant - Renewal in progress/planned
-  HHS Required - Partial retrofit required
-  HHS Required - Full retrofit required

As at October 2022

Current Situation

- In order to comply with the Healthy Homes Regulations, Council is undertaking work to ensure minimum standards are met for heating, insulation, ventilation, moisture ingress / drainage and draught stopping. Council is also continuing refurbishment work on units in accordance with the renewals programme. Although this work will improve accessibility, there are no fully wheelchair accessible units in the portfolio.
- There have been no new units constructed for 28 years, existing sites appear to have sufficient land for further development however this needs to be assessed.
- Existing complexes are not necessarily in the best location for access to services for tenants – such as shops, medical centres, government services and public transport.
- The average age of tenants in the units is 76 years, with a fairly even split between males and females. There 60 registered applicants on the waiting list. The annual turnover of tenants is quite low, with 5 tenants placed in units since 1 July 2022. There are a number of factors that impact location options for potential tenants. The average tenure is 7 years.

Access to subsidies

- Rents on the units are set at a rate representing 30% of the income for an individual or couple receiving NZ Superannuation and an Accommodation Supplement, with rate payers subsidising the difference between the tenant's rental payment and the cost to provide the portfolio. LTP requirement for rental income is to cover between 55 - 80% of operating cost of the portfolio. Current rents are \$174 for single people and \$252 for couples.
- Kāinga Ora and Community Housing Providers (CHPs) are able to access the Income Related Rent Subsidy (IRRS) - rent is set at 25% of the tenant's net income (subject to thresholds), Government covers the difference between the tenant's rental payment and the market rent for the property.
- Councils are not able to register as a CHP's and therefore cannot access IRRS. Many Council's have reviewed their approach to the provision of older persons housing, including Christchurch City Council and recently Wellington City Council.

Financials

- The table below shows operating costs, income from rent and ratepayer contribution over last two financial years

Financial year	Operating expenditure	Income from rent	Rate payer contribution
2020/21	\$1,225,984	\$702,340 (56%)	\$553,644 (44%)
2021/22	\$1,340,788	\$871,318 (65%)	\$469,470 (35%)

- In the current financial, the rate payer contribution is budgeted to decrease to 26% or approx. \$382,000. This is more in line with the average contribution in previous years and would equate to an average contribution of \$3.2k per unit per annum.
- It is not a requirement for the older persons housing portfolio to make a profit under current policies.

Housing Need

- With the reduction in ownership levels in Kāpiti, the largest growth in renter households over the next 30 years will be those aged 65+. This is predicted to increase by 104% or 1,820 households.
- Based on the demographic trends of the Kāpiti Coast population, there is likely to be an increasing number of older people requiring social housing.
- A key barrier identified in the Housing Needs Assessment was that older people have limited housing options, with many already oversubscribed.
- The elderly are also one of the most affected groups, because of the need for fit-for-purpose accommodation options.
- A key concern raised was the increasing number of older women, becoming homeless because of changing circumstances such as divorce or widowhood.

Project Mandate

- The 2021 – 41 Long-Term Plan refers to a review of Council's approach to older persons' housing regarding our role in addressing growing needs and how Council can be part of the solution. The LTP also identifies a review of the existing older persons' housing sites to see if we could redevelop to add more housing.
- The Housing Strategy identifies an action to “Review existing Council older person housing land and other Council land to see if additional social housing could be built”

[illegible]

- # Out of Scope

- Existing renewals programme
- Healthy Homes programme
- Implementation of any changes to the portfolio (outside of recommendations)

Proposed Outcomes

We will explore options to:

- Support the ongoing sustainable delivery of older persons housing
- Understand options to grow the current portfolio in an affordable manner to meet current and future need
- Ensure policy settings and governance arrangements are optimised to provide safe, affordable and accessible options for the local community
- Improve the opportunity for people to “age in place” in Kāpiti, instead of having to move further away to find more affordable housing
- Ensure the role of Council is clear and the required structure and policies are in place
- Ensure access to support services for tenants
- That residents and the community remain fully informed through the process and have opportunities to be involved

Key Stages

- Confirmation of scope - April 2023
- Stocktake, Investigation and scoping of options - June/July 2023
- Options analysis – July/August 2023
- Feedback from Council – August/September 2023
- Public consultation – October/ November 2023
- Decision by Council - Early 2024

Communication and engagement

- Our communication and engagement plan puts the needs of our tenants at the centre of our efforts. Their welfare is paramount for us throughout this process.
- Establishing clear channels for ongoing communication and setting expectations regarding levels of engagement throughout will be key to success and is our first communications priority
- We will be clear about what the review of the portfolio covers and what it doesn't, as well as our motivations so that current and potential future tenants are not unduly concerned about this work
- A dedicated communications and engagement plan has been developed for the project with Council's communications team, which includes ensuring elected representatives, partners and other key stakeholders remain well-informed and engaged.

Initial communications

- Letters to existing older persons housing residents advising them about the review and establishing channels for communication if they have any concerns.
- Communication to the wider community letting them know about the review and the objectives of the review.
- Key talking points for elected members to support communication with the community.
- Regular updates on progress and opportunities for residents and the community to engage in the process will be developed.

Questions?

Scope: Review existing Council older person housing land and other Council land to see if additional social housing could be built

20 October 2022

Darryn Grant, Lynne McMillan, Kelvin Irvine, Stephen Cross

- Document potential to do more on existing sites
- Consider through the lens of living well
- Look at demand in different locations
- Look at land adjacent to complexes to look for opportunities
- Potential partnerships for wrap around services / support, we should look at potential of other models of ownership / partnerships to be able to leverage to do more
- Confirm target group – social housing / older persons housing
- Potential to have different criteria in different parts of the district
- Explore options for different models of support for example older and other target groups – on site care?
- Tidal wave of demand coming, people with no assets
- Criteria and policies need to be updated to 21st century living – demographic needs have changed
- Accessibility
- What should affordable housing for older people in 2022 look like?
- People with complex issues / needs
- Working people
- Affordability
- Excluded from central government both income and capital i.e. IRRS / lending
- Nothing in LTP re expanding the portfolio
- How does the portfolio relate to the affordable housing entity?
- Is this Council's role?
- What is the current provision from central government / community housing providers
- Keep measuring need and advocating to increase supply to meet demand
- Security of tenure and mindset about security of the portfolio important
- Important the needs of current tenants are met – important that comms reinforce the drivers not assumptions about cost cutting
- Location of complexes – transport, amenity, vibrancy
- Look at existing Council owned property – suitable sites?, repurpose?
- Is provision pitched at the right level – where are the gaps?
- Live in caregiver?, existing services
- Social support
- Safe way for tenants to tell us what they want / need
- Things like charging points for mobility scooters, electric bikes etc
- Look at current design of complexes – informal parking – safety
- Shared car (or not)
- Define intent – remain living in their community
- Need to consider tenant selection and placement
- Otaki – different DHB, MSD borders, access to doctors

- Relationship with iwi?, cultural aspect
- Look at demand in Otaki
- Connections with MSD
- Urgent need situations
- Management of the register, revalidation of need
- Application process
- Identify units that will require significant investment
- Measure portfolio against social housing guidelines
- Dig into needs assessment to quantify need
- 80% funded by rent – including depreciation / insurance
- Pay no more than 30% of income and accommodation supplement
- Renewals programme / healthy housing requirements
- What should older persons housing look like in the current environment and how far away from the ideal are we
- Compare our asset / income thresholds compared to others like MSD

Update on Proposed review of Older Persons Housing

March 2023

Introduction

Council's Older Persons Housing Policy was last reviewed comprehensively in 1993

Since then there have been significant changes in the way people live, the make-up of our community, the way Council operates and the rules that govern the provision of housing in the community

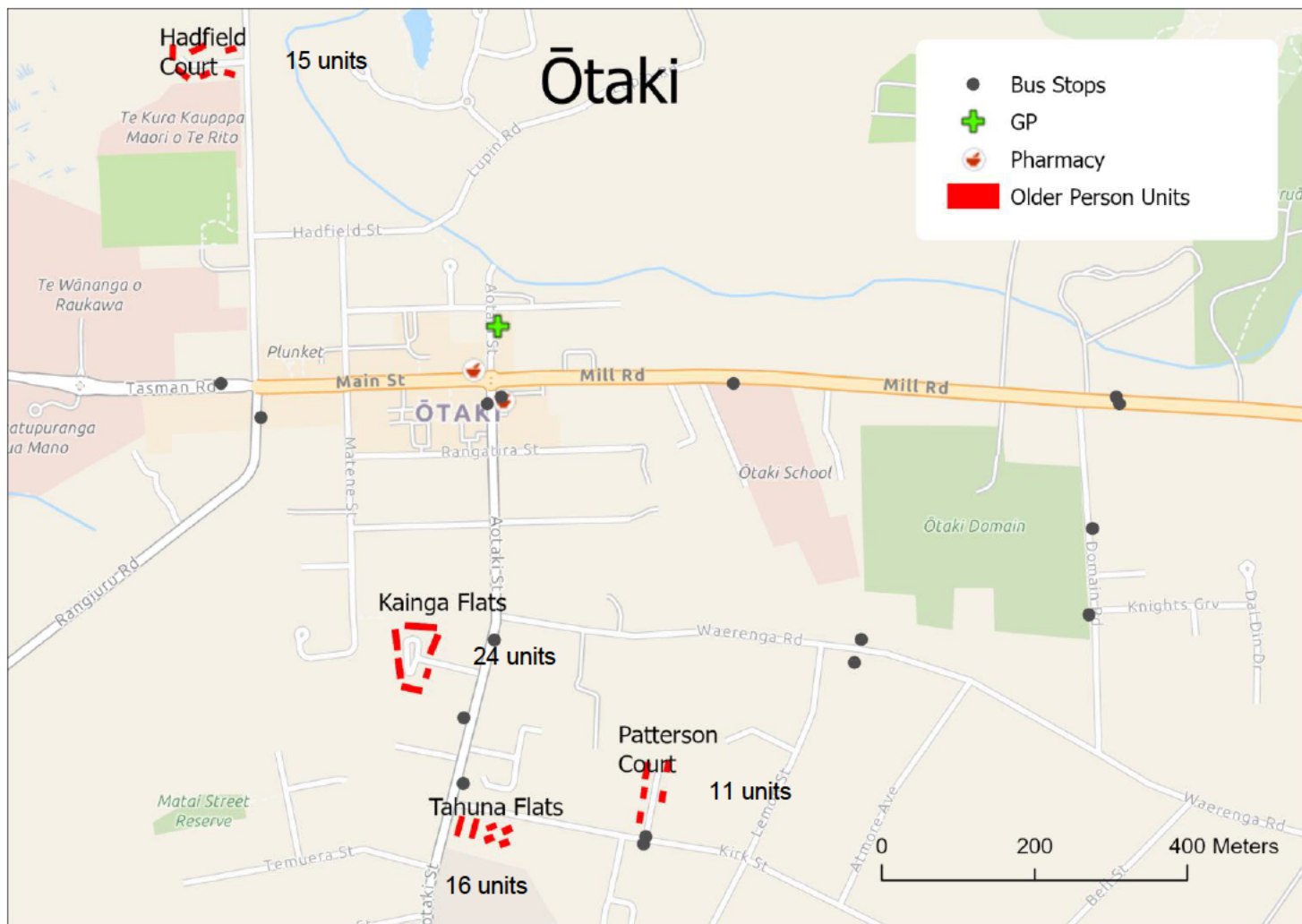
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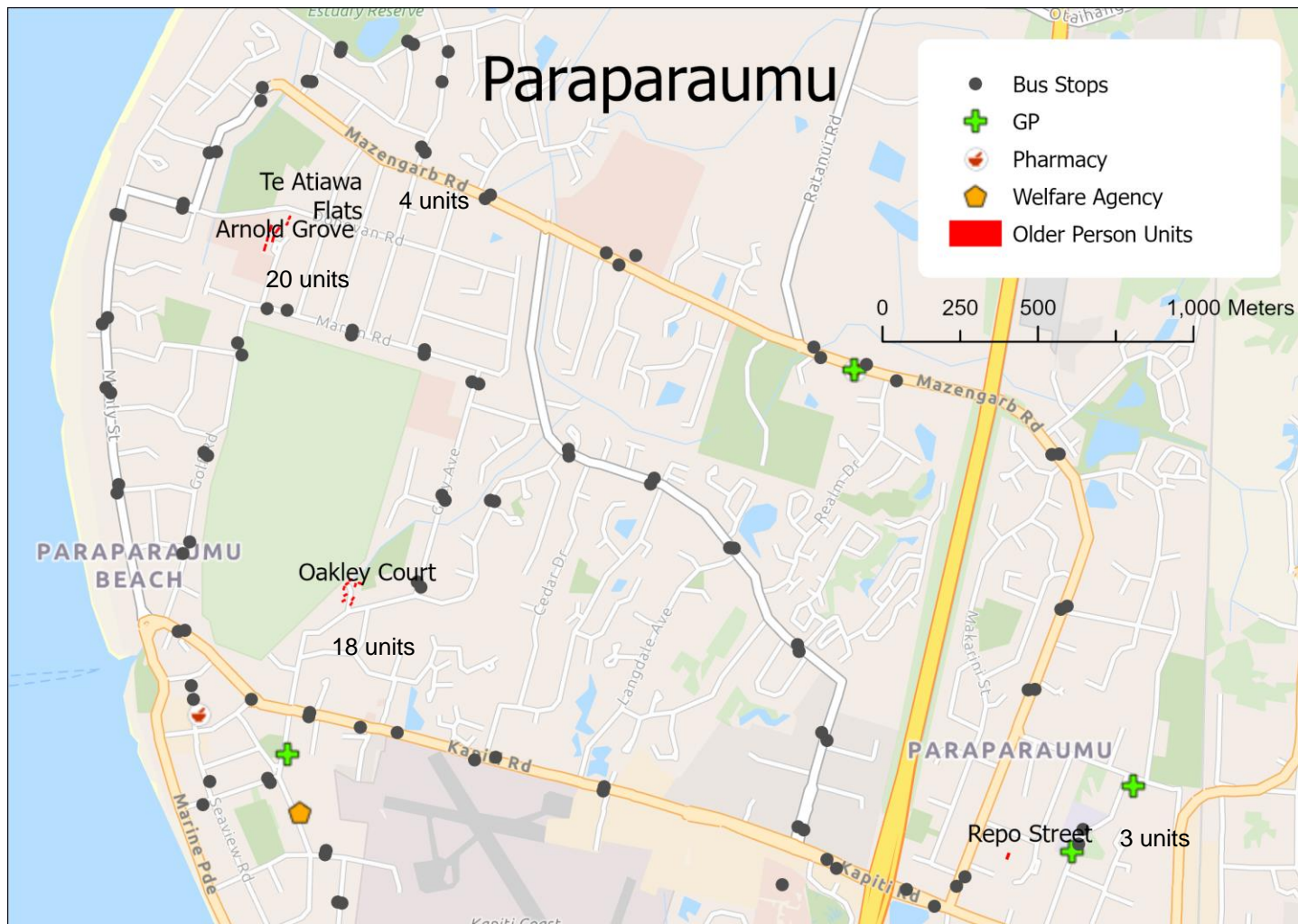
- Consider Council's role in the provision of Older Persons Housing and explore options for the ongoing of provision of this activity
- Review the current asset and tenant management services and ensure services remain appropriate to meet current and future needs
- Explore opportunities to expand or diversify the current portfolio

Housing Portfolio

- *Council's Older Persons Housing Portfolio* consists of 118 single storey one-bedroom units.
- Units are located in Otaki (66), Waikanae (3), Paraparaumu (45) & Paekākāriki (4) in a mix of configurations







Waikanae



Current Situation

- In order to comply with the Healthy Homes Regulations, Council has been undertaking an extensive refurbishment of the existing portfolio
- Despite the extensive refurbishment which includes upgrades to improve accessibility, there will be no fully wheelchair accessible units in the portfolio. This is a reflection of the design of the units and the changing needs of residents
- There have been no new units constructed for 28 years, despite existing sites appearing to have sufficient land for further development
- Existing complexes are not necessarily in the best location for access to services for tenants – shops, medical centres, govt services.

Current Situation

- Rents are set at a rate representing 30% of the income for an individual or couple receiving NZ Superannuation and an Accommodation Supplement, the ratepayer covers the difference between the tenant's rental payment and the cost to provide the portfolio. LTP identifies requirement for rent take to cover 55 - 80% of operating cost of the portfolio. Current rents are \$174 for single people and \$262 for couples
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Housing Need

- With the reduction in ownership levels in Kāpiti, the largest growth in renter households over the next 30 years will be those aged 65+, which is predicted to increase by 104% or 1,820 households
- Based on the demographic trends of the Kāpiti Coast population, there is likely to be an increasing number of older people requiring social housing
- A key barrier identified in the Needs Assessment was that older people have limited options, with many already over subscribed
- The elderly are also one of the most affected groups, because of the need for fit-for-purpose accommodation options
- A key concern raised was the increasing number of older women, becoming homeless because of changing circumstances such as divorce or widowhood

Project Mandate

- The 2021 – 41 Long-Term Plan refers to a review of Council’s approach to older persons’ housing in terms of our role in addressing growing needs and how Council can be part of the solution. The LTP also identifies a review of the existing older persons’ housing complexes to see if we could redevelop to add more housing.
- The Housing Strategy identifies an action to “Review existing Council older person housing land and other Council land to see if additional social housing could be built”



Scope

- Confirm Council's role in the provision of housing for older people
- Confirm the target group
- Identify opportunities for sustainable growth of the portfolio
- Identify appropriate governance and policy settings
- Ensure consistency with other Council strategies and policies

Out of Scope

- Existing refurbishment project (compliance with Healthy Homes)

Proposed Outcomes

- We will explore options to
 - Support the ongoing sustainable delivery of older persons housing
 - Understand options to grow the current portfolio in an affordable manner to meet current and future need
 - Ensure policy settings and governance arrangements are optimised to provide safe, affordable and accessible options for the local community
 - Improve the opportunity for people to “age in place” in Kāpiti, instead of having to move further away to find more affordable housing
 - Ensure the role of Council is clear and the required structure and policies are in place
 - Ensure access to support and wrap around services for tenants
 - The residents and community remain fully informed through the process and have opportunities to be involved

Key Stages

- Form Project Team March
- Investigation and scoping of options June
- Options analysis July
- Options considered by Council September
- Public consultation
- Decision by Council December

Communication and Engagement

- We will need to be clear about why and what the review of the portfolio covers so that current and potential future tenants are not unduly concerned about the work
- The welfare of existing tenants during this process is paramount
- There may be a perception in the community that the driver for any change will be based on cost and reduction in services
- The establishment of clear communication and engagement channels during the process will be crucial, with transparent and effective channels to ensure the success of the project
- A dedicated communications and engagement plan will be established for the project with Council's communications team, which will include ensuring elected representatives, partners and stakeholders remain well informed

Questions of focus today

Are there any issues that we haven't captured that need to be considered?

What should affordable housing for older people look like in the future?

Are there any next steps that are missing?

Are there key groups that we need to communicate with in addition to existing unit residents, Mana Whenua and the community?

Record of meeting 17 November 2022

Housing Strategy Focus Area Four: Social housing availability and homelessness

Acton: Review existing Council older person housing land and other Council land to see if additional social housing could be built

Attendees:

Kelvin Irvine - Property & Facilities Maintenance Manager

Lynn McMillan - Tenancy Manager Property Services

Nicky Holden - Corporate Property Manager

Morag Taimalietane - Principal Advisor People and Partnerships

Marie Ottley Clark – Connected Communities

Claire Rewi - Senior Programme Advisor Connected Communities

Stephen explained that he had arranged the meeting to prepare a paper for SLT and ultimately elected members to consider regarding the scope of a project to address an action identified in the Housing Strategy: Review existing Council older person housing land and other Council land to see if additional social housing could be built.

It is important to have input from across the organisation, particularly as we are aware of other work such as development of the Age Friendly Strategy.

We (Darryn and I) have held a brainstorming session with Lynn and Kelvin from the Property Team to capture our thoughts about the scope, the following themes were identified:

- Need for a physical assessment of sites and surrounding land to identify opportunities to create more affordable housing
- Confirm Council's role in the provision of social housing, in particular housing for older people
- The need to review existing policies, procedures including wait list management, amenity offered, targeting, changing needs of the older population – to ensure the portfolio and service is fit for purpose for the 21st century, what should affordable housing for older people in 2022 look like?
- Do current settings allow / encourage expansion
- Sustainability of the portfolio
- We have recognised the importance of protecting the status of current tenants and the communication

Attendees were asked to think about the themes identified and contribute any additional issues not covered or to elaborate on identified themes.

Marie gave an update on the Age Friendly Strategy. There has been a lot of community engagement as part of the development of the strategy. The team will be engaging with representatives of the migrant community shortly, following this there will be internal engagement within Council before the strategy is discussed by Council.

Housing issues, particularly affordability have been identified as an issue frequently during the engagement.

There was a discussion regarding the shortage of accessible housing, and concern that the limited amount of housing that Kāinga Ora (KO) are developing is not accessible.

We agreed that the welfare aspect is not supported in the current model, there is a need for wrap around services to support tenants.

As with housing there is a need for Council to confirm its role in health and support. It is clear Council will not become a service provider, there was discussion about the need to form partnerships for the provision of wrap around and health services.

Demand from Maori?

Need for connection, safety and support. Talked about location of complexes, are they in the right place?, should we be looking to move complexes to better locations to ensure within walking distance of amenities, transport etc

Growing demand for social housing. Demand from people outside the area wanting to move here.

Need to consider the capability / capacity of support agencies.

Need to frame the scope paper in the context of the overall housing strategy and not viewing the project in isolation, also needs to be framed in terms of wellbeing outcomes and issues related to care and services.

Major issues with health service boundaries noted.

Pointed out that current provision is affordable housing rather than social housing. The distinction for the group was a more holistic approach looking at wrap around and support services. If looking at social housing for groups other than older persons we need to think carefully about the “mix” of people and how this work. There was discussion about concerns raised by residents of a complex in Ōtaki that is having a KO development next door – the residents are concerned about social housing being placed next to their home.

We had some discussion about current criteria including age (65 years plus and in receipt of superannuation, have a housing need, not be in regular paid employment, have limited financial assets, able to live independently. There are group who fall just outside the criteria who have real need including younger people who have health issues.

There is concern that inspections have not taken place for two years (due to Covid), this visits are crucial to understand if people are in need and the lack of visits represents risk to both individual tenants and Council. It was suggested the allocation system might need to focus on people in more urgent need. It is recognised that the need is growing in the community. There was some discussion

about potential different approaches such as offering (essentially) transitional housing, keeping units free for this use to address urgent need.

It was acknowledged that any suggestion of potential changes to the provision of older persons housing by Council creates concern amongst current tenants and the wider community, it was recognised that the communication team need to be involved and an effective communication plan should be in place to make sure people do not assume that Council is simply wanting to exit the activity.

Plan On A Page: Review Council Older Persons Housing

Version: 1.0
Date:
Approved by GM: Y/N

Project Description:

The purpose of this project is to undertake a review of Council's older persons housing.

It is proposed that the review will include the following:

- review Council's role in the provision of Older Persons Housing and consider options for the ongoing provision of this activity
- review opportunities for growth of the current portfolio through the better use of existing sites.
- review the current asset and tenant management approach and identify the requirements for additional welfare and wrap around services.

The review will be undertaken in the context of the wider housing strategy and other relevant council strategies and plans such as identify ways that the tenants can be supported by welfare and wrap around services.

Project Mandate:

An action under the Social Housing Availability and Homelessness Focus Area of the KCDC Housing Strategy is to "Review existing Council older person housing land and other Council land to see if additional social housing could be built"

Desired Outcomes:

Present options to

- support the ongoing sustainable delivery of older persons housing
- grow the current portfolio in an affordable manner,
- ensuring the policy settings and governance arrangements are optimised
- confirm Council's role and
- ensure the portfolio is fit for purpose,

In Scope:

- Confirm Council's role in the provision of social housing, particularly housing for older people
- Confirm the target group for older persons social housing
- Identify opportunities for growth of the portfolio
- Identify optimal governance and policy settings that allow growth of the portfolio
- Sustainability of the portfolio
- An assessment of the existing portfolio identifying potential for growth

Out Of Scope:

- Review of any other Council owned land, unless it is located adjacent to or in close proximity to the existing properties.

Key Milestones

Discussion with SLT reference group

Scope agreed with SLT

Scope agreed with Council

Review completed

Recommendations considered by Council

Potential public consultation

Hearings

Final recommendation to Council

Decision by Council

Delivery Date

Project Opportunities:

- Ability to secure funding from central government to ensure the portfolio is sustainable long term.
- Ability to sustainable grow portfolio
- Ensure the provision of housing includes access to support and wrap around services for tenants
- The ability to provide accessible housing in the district
- Ensure the portfolio is fit for purpose and meets the needs of the identified target group
- Allow the asset to be leveraged to fund more housing
- Ability to demonstrate best practice intensification practice
- Potential to create an asset base and income stream for the affordable housing entity being considered by Council

Project Risks:

- Very high communication risk, there may be a perception in the community that Council has an agenda to divest its portfolio for financial reasons
- Existing tenants may feel their tenancy is at risk
- Scope creep and non-alignment with original objectives

Proposed Engagement:

- Council
- Iwi partners
- SLT
- Internal teams including Connected Communities, Property, Communications
- Existing residents
- Groups representing older people including the Kāpiti Coast Older Persons' Council, Grey Power etc
- Ministry of Housing and Urban Development
- Health and Social Service Providers
- Te Whatu Ora Health New Zealand
- Other local authorities


<p>Resources Required:</p> <p><i>Project Lead: Stephen Cross</i></p> <p><i>Project working group formed: Kelvin Irvine, Lynne McMillan (Property), Nicky Holden (Strategic Property), Morag Taimalietane, Marie Ottley Clark, Claire Rewi (Connected Communities), Darryn Grant (Strategic Development)</i></p>	<p>Governance Structure:</p> <ul style="list-style-type: none"><i>Responsible manager: Stephen Cross</i><i>Responsible GM: Kris Pervan</i><i>Final decision maker is Council</i>	<p>Interdependencies/Connections:</p> <ul style="list-style-type: none"><i>Consider this project considering Council's Age Friendly Strategy</i><i>Connection with the potential affordable housing entity council is considering</i><i>Deliver on an action in the Housing Strategy</i>
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PROJECT MEETING Agenda and Notes

Project:	Review of Existing Council Older Persons Housing Land	Date:	12/9/2022
Location:	Nikau Room	Notetaking:	Stephen Cross

Attending:					
Business 'Owner'	Darryn Grant	Strategic Development Director		Kelvin Irvine	Property & Facilities Maintenance Manager
Project Manager	Stephen Cross	Housing Programme Manager		Lynne McMillan	Tenancy Manager
Apologies:					
	Laura Bertelsen	Advisor Strategic Projects			

Agenda Items:			
1.	Action identified in the Housing Strategy	4.	
2.	Existing information and work to date	5.	
3.	Current status of the portfolio and general discussion of issues	6.	
Agenda Attachments:			

TRAFFIC LIGHT STATUS 	■	RED	Implementation / activity is highly problematic. Implementation / activity failure has occurred or is likely
	◆	ORANGE	Real or potential implementation / activity difficulties and / or risk. Unknown impact of factors
	●	GREEN	Implementation / activity is on track. No anticipated problems or difficulties

PROJECT MEETING Agenda and Notes

Darryn started the meeting outlining the action identified in the Housing Strategy to “Review existing Council older persons housing land and other Council land to see if additional social housing could be built.”

The meeting was positively focused, the key issue is investigating the potential to increase the supply, we had a wide ranging discussion regarding the condition and issues with the current portfolio and investigative work done to date.

We discussed the report “Housing for Older Persons, Site Capacity & Renewals 3 Year Horizon”. This report contains a summary of each older housing complex noting the configuration of units, condition, land area, site coverage, construction date, market land value and annual income. Kelvin noted the report has some limitations, although several sites indicate a low percentage of site coverage there are constraints related to topography and configuration of units. There are complexes that have potential to increase density including the complex in Paekākāriki. It was noted the report is quite “raw” and needs to be updated to reflect work done on units.

Kelvin thinks any model that mixes older persons housing with other groups does not work and is not desirable. The property team have a waitlist of 57 people, with strong demand in Paraparaumu. We discussed the criteria applied to applicants (if a couple both tenants must be 65+ years and in receipt of national superannuation), tenants must also be able to “live independently”. The team regularly fields phone calls from people who do not meet the criteria but are looking for housing, particularly younger people who have mobility issues.

There are no units that are fully wheelchair accessible, some units do have features to aid mobility such as ramps and wet area showers, but (for example) door widths have not been addressed. There are several tenants who are in wheelchairs. There has been a thought of modifying units but it was noted this would complicate allocation of the units to ensure they were available for people who required them. The team does not feel there is demand for units in Ōtaki even though Darryn pointed out that Nga hapu indicate there is a need for kaumatua housing.

Several years ago a system was put in place to ensure that the rentals are set at 30% of income, based on National Superannuation and access to the Accommodation Supplement. It is up to the tenant to apply for AS. Previously Council subsidised rents to ensure they were affordable.

There is a rolling programme of refurbishment of the units with good progress being made. The contractors who work on refurbishment also undertake maintenance. Refurbishments, including roofing, are to a high standard and include relining walls and putting in insulation. Council is required to have all units lifted to the healthy housing standards by 1 July 2024.

There is a 3-year cycle of condition assessments, inspections are not currently being undertaken and Covid has caused delays.

The housing team have a tenancy liaison service (20 hours a month), the team feel an area for improvement is the support available to tenants. They acknowledge there is a need to review policies and criteria.

The property team are not currently planning any reviews or assessments of the service or portfolio. The team are pleased to be involved in these discussions, we also talked about the need to involve the Connected Communities Team, there is little interaction between teams across Council working with older people.

PROJECT MEETING Agenda and Notes

It was noted that current tenants are nervous about any suggestion of a review and concerned that Council might sell off the portfolio, clearly clear and positive communication is important.

We had a general conversation about the portfolio, there is scope to look at 2 storey plus provision. The importance of good connections with services and transport links was raised.

It was agreed we will organise a tour of the complexes.