



**MDH/5**

# **Medium Density Housing assessment of two CORT developments**

**A report prepared by Beacon Pathway  
May 2019**

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## About This Report

### Title

Medium Density Housing assessment of two CORT developments

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### Abstract

This report summarises the results of applying Beacon Pathway’s medium density assessment tools on two CORT community housing developments (Lynton and Mt Wellington)

### Reference

Ryan, V., Lock, G., Smith, B. & Blackmore A. (2019). Medium Density Housing assessment of two CORT developments. Report MDH/5 by Beacon Pathway.

### Disclaimer

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# 1 Introduction

This project responds to a request from CORT Community Housing to adapt and utilise the Beacon Pathway's medium density assessment tools on two CORT Community Housing developments in Mt Wellington (Lynton and Mt Wellington developments).

Beacon developed tools to assess good practice in medium density housing development as part of an 18 month Building Research Levy- and MBIE-funded project looking at how good quality medium density housing might be defined in New Zealand and the elements that make it up.

The research defined the core outcomes which New Zealand would want to see in its future medium density developments. These core outcome principles are:

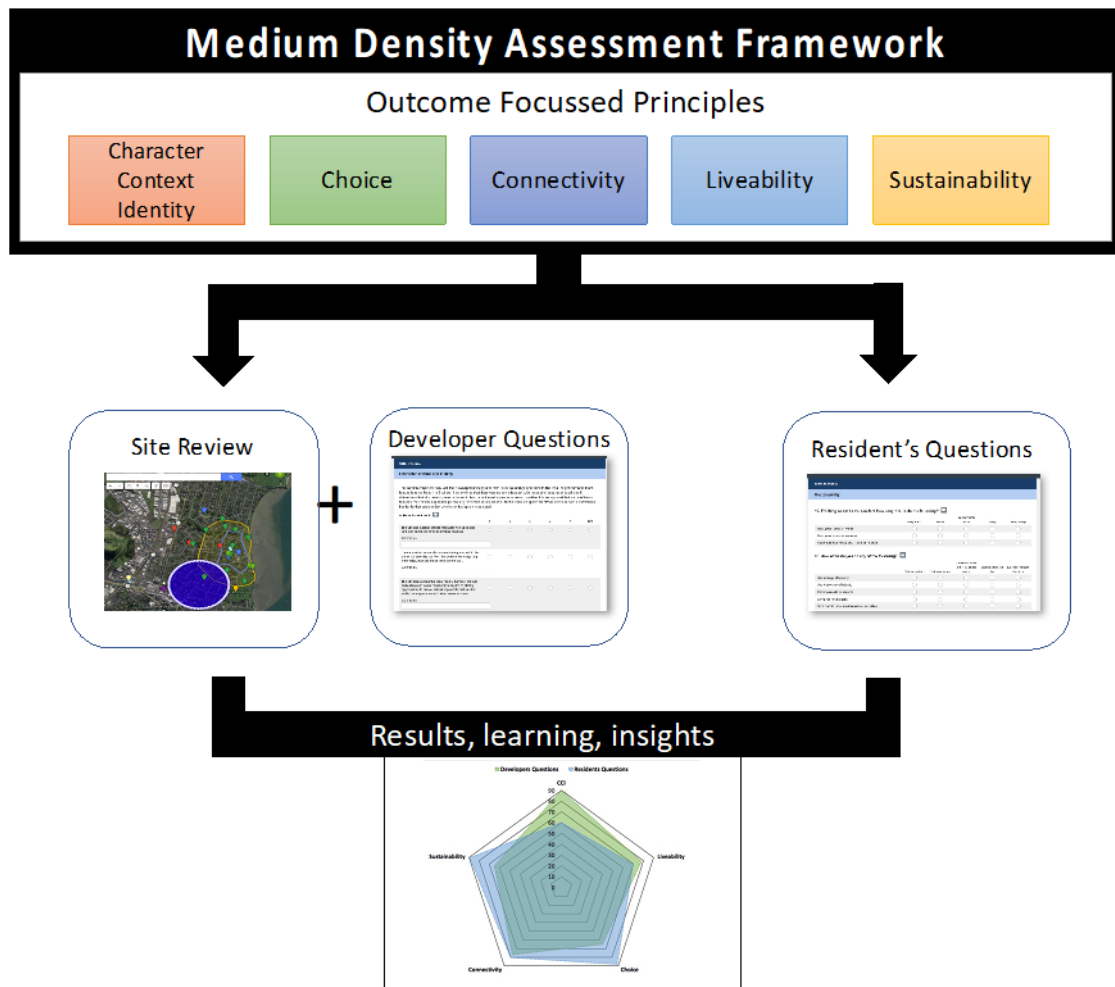
- 1) **Character, context and identity** - To develop a site and buildings that integrate with or relate to existing building form and style in the surrounding neighbourhood
- 2) **Choice** - The development provides for and enables occupancy by a diverse range of residents that can benefit from and support a thriving local economy with the understanding that high levels of diversity and optimum residential density make the development viable in terms of marketability and cost per unit
- 3) **Connectivity** - Connecting infrastructure enables safe, universal access using active, mobility, shared and private modes of transport within and through the site to identified key destinations
- 4) **Liveability** - Providing quality facilities and facilitating positive interactions between residents and the wider community
- 5) **Sustainability** - Efficient and cost-effective resource use through design, behaviour and technological advancement

The outcome principles were developed into an assessment framework, which provides a structure for the tools to assess developments against the desired outcomes. Each core outcome principle is divided into areas, each of which has its own outcome-focused principle – it is at this level that the tools assess each development.

The framework forms the basis for the development of assessment tools. Each outcome has an associated set of assessment questions which are answered through a combination of approaches.

- A site review
- A developer's interview
- A residents'/occupants' survey.

Taken together, these two tools give an integrated picture to developers, enabling them to consider what works and doesn't work in their design, and where improvements might be made either to the existing development or in future developments. It enables comparison of what the developer believes they have achieved, with an independent site review and with residents' views of what has been successful.



**Figure 1: The Medium Density Assessment Framework, Tools, and Process**

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## 2 Process for assessment

CORT Community Housing sought to apply the assessment tools to two developments:

- Lynton - 11 units (8 x 1 bedroom, 3 x 2 bedroom)
- Mt Wellington - 19 units

The first step was to review the tools to ensure they both met CORT's needs, and were suitable to apply in a community housing context. An additional consideration was to ensure the survey was suitable for face-to-face interviewing; feedback from CORT indicated that online surveying was not appropriate for these households.

Glenda Lock and Verney Ryan met with CORT and they provided input to residents' survey.

As a result, the residents' survey was reviewed and amended, including:

- removing questions inappropriate to the households
- reorganising questions to make face-to-face surveying easier
- including more free form questions to collect qualitative responses
- including questions in areas that CORT wished to explore

To conduct the face-to-face surveys, CORT arranged for tenants to meet with Glenda Lock and undertake survey at a time to suit the tenant e.g. after work for tenant who was working. On 9 April, Glenda Lock accompanied CORT Tenancy Manager and was introduced to tenants who were home (door knocked). Surveys were conducted from Wednesday 10 April to Friday 12 April; these were mostly undertaken inside tenants' homes or outside at their request. Most tenants wanted to have the survey questions read to them; however about 20% answered themselves. Glenda Lock asked the survey questions and recorded responses and key points from discussion. Where there were issues requiring addressing immediately and where the tenants wanted these raised, Glenda Lock let CORT know as soon as possible.

Verney Ryan and Bill Smith undertook a site review at each site. On 16 April Verney Ryan met with Peter Jeffries, CORT to undertake a developer interview for both sites.

The data from all three tools (survey, interview and site review) were combined and analysed. Additional qualitative data from the interviews with tenants was broadly analysed to give as rich feedback as possible to CORT Community Housing.


### 3 Results – Lynton

Nine tenants completed the Residents’ Survey in face-to-face interviews.

#### 3.1 Application of assessment tools

## Living at Lynton

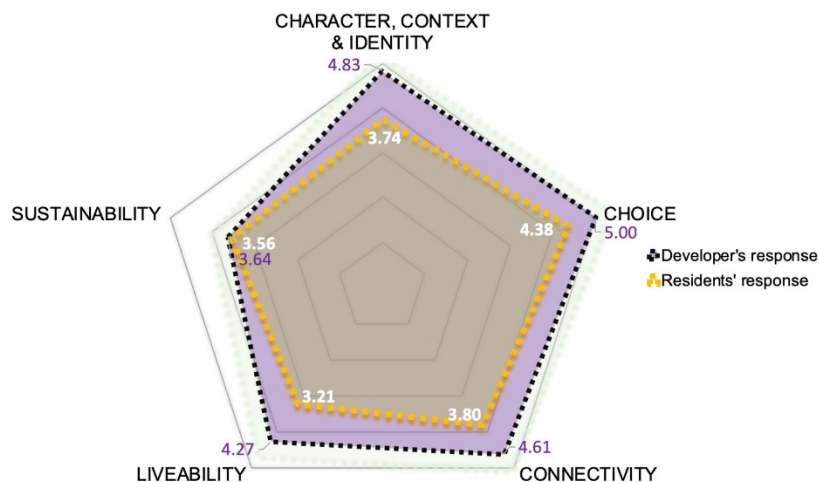
A comparison of resident and developer perspectives



Residents and developers were asked to rate a range of aspects relating to their site, building, living spaces, and access to key destinations. The residents’ average score for each topic has been adapted from their survey responses, while the developer’s scores were collected during an interview. Scores are from 1-5 and are presented for the following five sections:

- 1 Character, context and identity
- 2 Choice
- 3 Connectivity
- 4 Liveability
- 5 Sustainability






A broad comparison of residents and developer scores for each category can be seen below:



Each of the following sections outline the results in more detail with any additional information that was collected from residents, the developer, or during an independent site review.

## Character, context and identity

To develop a site and buildings that integrate with, or relate to, the existing natural and physical environment as well as building form and style in the surrounding neighbourhood

	Residents	Developer
 <p><b>Environment and physical landscape</b></p> <p>Natural environmental elements are integrated within the site which aligns with slope and form and enhances geographic features.</p>	4.00	5.00
<p>This was rated highly by both residents and developer.</p>		
 <p><b>Heritage and culture</b></p> <p>The site takes account of local history, honours heritage and culture, and seeks community direction.</p>	3.50	4.00
<p>The development was designed to fit in with and improve the local community; for example, shutters on decks create privacy for neighbours as well as residents. Heritage or local history was not specifically addressed in the design.</p>		
 <p><b>Identity and sense of place</b></p> <p>Site design and layout, key features, and artistic works have been developed to create an identity and 'sense of place'.</p>	3.88	5.00
<p>The developer scored this more highly than residents, noting that the need for car parking was balanced with green space provision.</p>		
 <p><b>Building character</b></p> <p>The building design and materials integrate with, and enhance, the surrounding neighbourhood character.</p>	N/A	5.00
<p>The design took its cues from local building materials and the aim was not to stand out but to enhance the street look and feel which is achieved well in this location.</p>		
 <p><b>Streetscape</b></p> <p>Entranceways and frontages are designed to be welcoming, accessible, and are in context with and enhance the overall character.</p>	3.44	5.00
<p>Residents scored this lower than the developer – over half scored this a 3 compared to the developer's score of 5. The developer's attention to detail on aspects like the communal letterboxes and entranceways enhance the street presence.</p>		
	<b>Average</b>	
	3.74	4.83







More detail on residents' responses to this section is shown below:





## Choice

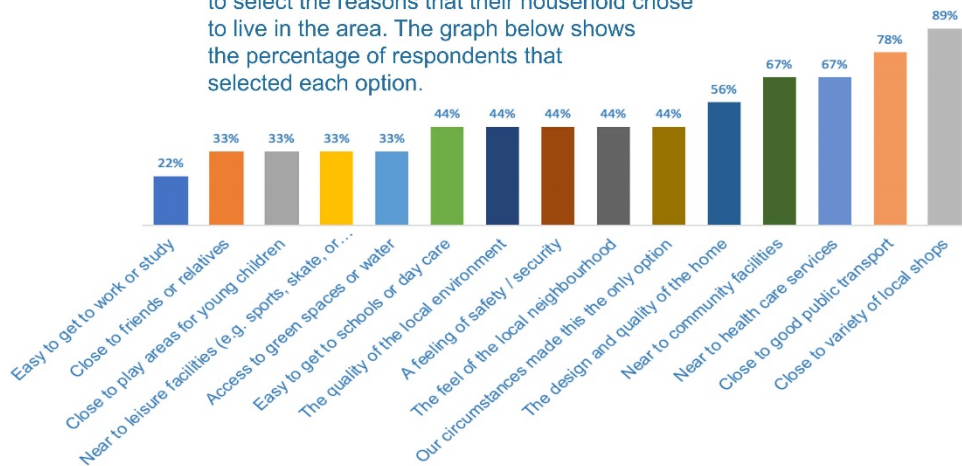
The development provides for, and enables, occupancy by a diverse range of residents who can benefit from, and support, a thriving local economy

	Residents	Developer
 Opportunity Proximity to local centres and other key destinations enables residents to live, work and play in their surrounding neighbourhood.	3.92	5.00
 Residential dwelling typology The provision of dwelling typologies offers an appropriate choice with regards to existing neighbourhood demographics as well as the demographics of targeted residents.	4.22	5.00
 Affordability A range of dwelling options and supporting financial instruments provide residents of varying means with the ability to live in quality accommodation (e.g. starter home / buy to let / financial assistance).	4.00	5.00
 Tenure Diverse and flexible tenure arrangements provide opportunities for residents to either own or rent quality accommodation.	N/A	N/A
 Building adaptability Building designs exhibit a range of adaptability and floor plan flexibility responding to changing requirements, and the potential for mixing use over time (e.g. the ability to adapt a residential building to incorporate commercial activity).	N/A	N/A
 Population density The number of dwellings per hectare and population density are in line with existing and planned infrastructure and services (e.g. transport, stormwater, local amenities).	N/A	5.00
Average	4.38	5.00

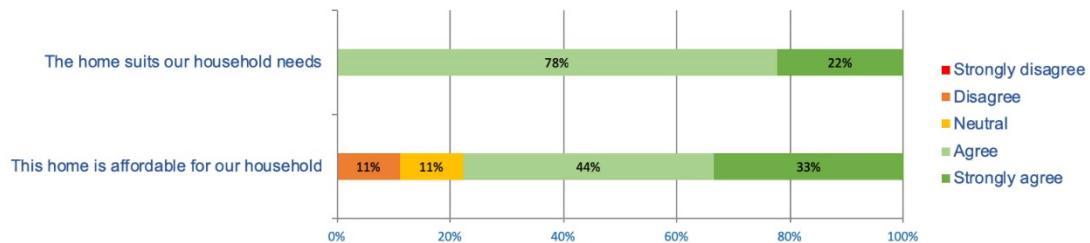
## Choice

A more detailed look at residents' responses...

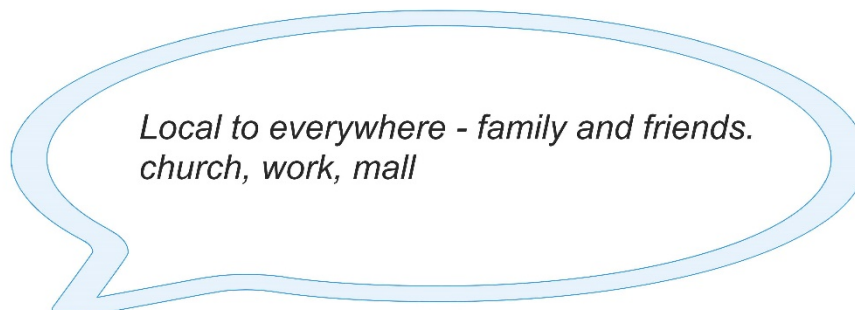
The first question in the section on 'Choice' asked residents to select the reasons that their household chose to live in the area. The graph below shows the percentage of respondents that selected each option.



Additional questions on suitability and affordability were weighted to help to determine residents' average scores:









A resident's comment on the area and why they chose to live here...



## Connectivity

Connecting infrastructure enables safe, universal access using active, assisted mobility, shared, and private modes of transport within and through the site to identified key destinations

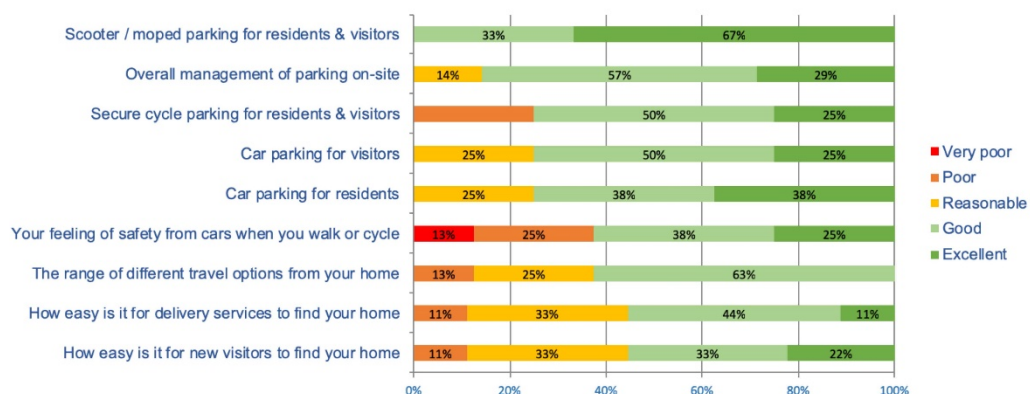
	Residents	Developer
 <p>Accessibility to key destinations</p> <p>The extent of accessibility to key destinations is based on distance, infrastructure and services that enable safe travel on foot, by cycle, on frequent public transport, by car, or with mobility aids.</p>	3.74	4.92
 <p>Permeability</p> <p>Permeability within and through the site supports wider neighbourhood connectivity and facilitates access to surrounding destinations.</p>	N/A	5.00
 <p>Transport choice</p> <p>Residents considered the range of transport choice from their home, while the developer scored the extent of proactive measures to encourage active and shared transport.</p>	3.50	4.00
 <p>Safety from vehicles</p> <p>Design considerations reduce physical conflict between cars and other users within the site and at access points.</p>	3.38	5.00
 <p>Wayfinding and access for services</p> <p>Wayfinding and signage to and around the site facilitates visitor movement and the identification of resident dwellings, while ensuring that designs and naming are appropriate to the site's overall identity.</p>	3.62	3.00
 <p>Parking provision and management</p> <p>The residents ranked a number of factors including vehicle, moped, and cycle parking for residents and visitors, and overall management of the site.</p>	4.14	N/A
Average	3.80	4.61

## Connectivity

More detail on residents' responses










Additional questions on travel options and parking were weighted to help to determine residents' average scores:



## Liveability

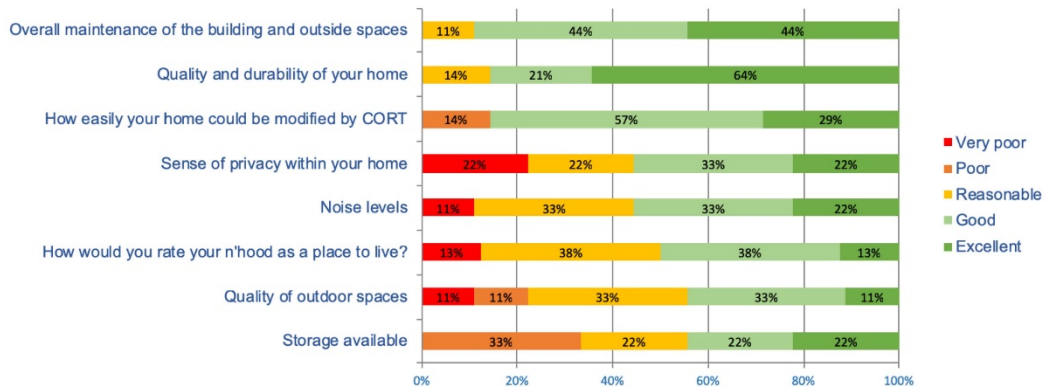
Providing quality facilities and facilitating positive interactions between residents and the wider community

	Residents	Developer
 <p>Building quality</p> <p>The building design and use of materials provide quality homes that are durable and easy to maintain.</p>	4.22	5.00
 <p>Personalised dwellings and storage</p> <p>Dwellings and private spaces can be personalised or modified to account for changing needs over time and have appropriate storage for lifestyle requirements.</p>	3.67	4.50
 <p>Technological integration</p> <p>Utilities are easily accessible enabling the integration of new technologies into buildings.</p>	N/A	5.00
 <p>Noise control and privacy</p> <p>Design and ongoing management reduce noise to acceptable levels between dwellings as well as between dwellings and public spaces, while overall dwelling design provides adequate, quiet, private space allowing residents a sense of retreat.</p>	3.45	4.50
 <p>Interactive and outdoor space</p> <p>Provision and maintenance of high quality internal and outdoor spaces where people are likely to interact (e.g. laundry, shared rooms or other communal spaces).</p>	3.74	4.00
 <p>Security and emergency preparedness</p> <p>Provision of security features, lighting, active and passive surveillance provides a safe environment for all residents within their homes and throughout the site.</p>	2.66	3.50
 <p>Engagement and satisfaction</p> <p>Residents are encouraged to engage with issues affecting site operation and maintain active interactions with each other and the surrounding community. Resident satisfaction is regularly monitored.</p>	2.92	4.00
	<b>Average</b>	
	3.21	4.27

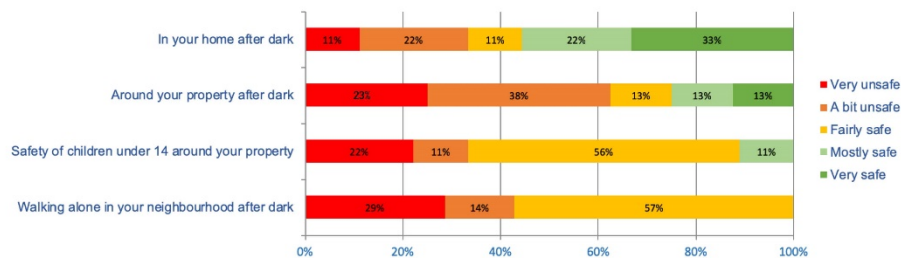
## Liveability

A closer look at residents' responses

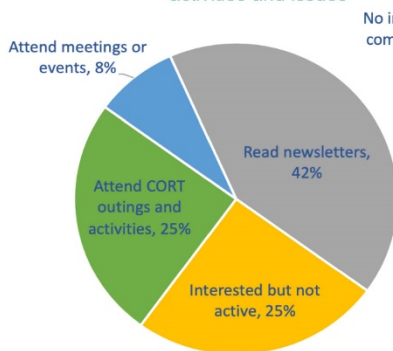
Residents were asked to rate aspects of their home and surroundings:



They also gave feedback on their feelings of safety and security:



They were asked what best described their household's involvement with residents' activities and issues



...what best described their relationship with other residents








...and their relationship with the wider community



## Sustainability

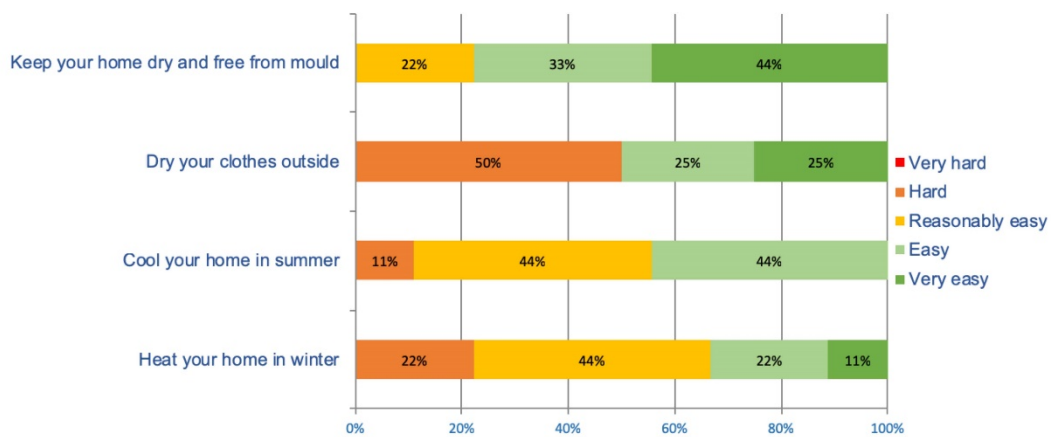
Efficient and cost-effective resource use through design, behaviour and technological advancement

	Residents	Developer
 <p><b>Climate adaptability</b></p> <p>Design considerations account for extreme weather variations (e.g. temperature, rainfall, wind), changing sea levels, flooding and wild fire where appropriate.</p>	N/A	4.00
 <p><b>Building materials</b></p> <p>Building materials can demonstrate durability and third party eco-labelling or responsible sourcing, while ensuring that any waste is recycled and any soil contamination on site is remediated.</p>	N/A	3.00
 <p><b>Solar gain</b></p> <p>Building orientation takes account of seasonal variations to minimise heating, cooling and lighting requirements.</p>	3.56	5.00
 <p><b>Warmth and dryness</b></p> <p>Building design maximises thermal efficiency and comfort, and effectively controls moisture through insulation, glazing and ventilation.</p>	3.51	4.00
 <p><b>Energy and water efficiency</b></p> <p>Energy and water management maximises the use of renewable supply as well as the use of efficient appliances where appropriate.</p>	4.44	3.75
 <p><b>Recycling and composting</b></p> <p>Provision and active management of waste, recycling and composting facilities to ensure appropriate site placement and ease of use.</p>	3.81	4.00
 <p><b>Native ecology, gardening and food production</b></p> <p>Proactive attempts to enhance environmental quality and biodiversity and provision of outdoor space for gardening, and food production.</p>	2.39	2.50
<b>Average</b>	<b>3.56</b>	<b>3.64</b>

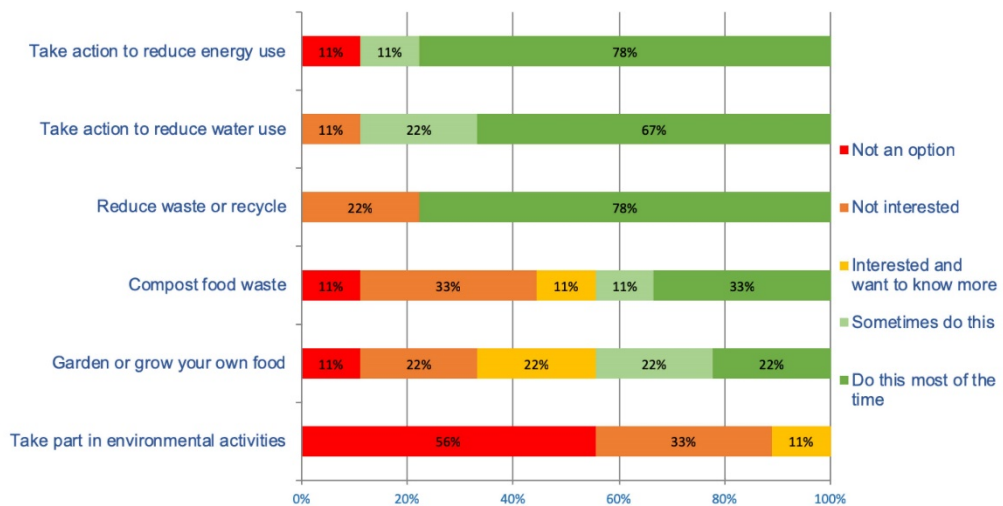
## Sustainability

More information on residents' environmental behaviours

Residents stated the ease with which they could control temperature and moisture in their homes:



...and how often they engaged in some sustainable actions:





## 3.2 Further feedback from tenant interviews

This section captures feedback from open ended questions and from discussions with the tenants.

### 3.2.1 Home comfort

The tenants were asked about the ease of heating their homes. Two tenants noted that affording to heat was an issue:

*“In winter it is expensive to heat living room as it is open plan. Floor becomes cold in winter.”*

One tenant suggested thermal curtains. Another noted that sun was blocked from getting into their home by other design features:

*“Balcony upstairs stops sun for 6 months (in winter) + wall with letterboxes stops sun + houses across road block sun.”*

Tenants were asked about summer overheating and keeping cool. Of the 9 tenants who answered, three reported overheating and one reported they found it cold in summer. The kitchen and upstairs were the places where these tenants found it too hot. Several tenants used fans, and one noted that the airflow from balcony to bedroom was very good.

Tenants were asked about drying clothes outside. One tenant uses a small washing line at the back and noted that the *“shared one is not really shared.”* One tenant noted health issues made washing clothes hard, and another uses a laundromat.

### 3.2.2 What tenants like the most about living at Lynton

Tenants were asked what they like the most about living at Lynton.

Three tenants liked living in a new modern home – *“It’s new - easier to keep clean”*. Two appreciated design elements, particularly flooring choices and kitchen design – *“Floor is vinyl not carpet as allergic to carpet”*. Two appreciated the area that Lynton is in – *“Local to everywhere - family and friends. church, husbands work, mall”*. Two tenants appreciated the accessibility of their home which enabled them to live independently:

*“Like what CORT has done for her- rails in shower and toilet, CORT put lock on front door so can come in from road and made so have one key for front and back door. Put ramp and rails in to front door [ranchslider]”*

Also mentioned were feeling safe, living on a second floor, the outdoor areas of the development, low rent, and community – *“good neighbours, and CORT is good, they care about us.”*

### 3.2.3 What tenants like the least about living at Lynton

Tenants were also asked what they liked the least. Lack of space was a recurring theme:

*“Small and cramped in bedroom [tenant kept all bedroom furniture in lounge]”*

*“Bathroom area wastes space downstairs but it is accessible”*

*“Kitchen is too small”*

One tenant suggested that the space under the stairs could be used as storage space.

A couple of tenants mentioned overheating and a lack of airflow upstairs as the feature they most disliked. Several design issues were mentioned:

- placing of the laundry upstairs
- use of glass by the front door
- kitchen drawers coming off
- more kitchen shelving
- lack of privacy in outdoor areas
- outdoor areas potentially being too small for children as they grow
- not having a shelter over the patio for when it rains
- a malfunctioning carpark light – *“carparking is dangerous as solar lights not working”*.

In terms of the local vicinity, noise was an issue for some, particularly if living near the carpark. Safety was an issue for one tenant who said *“It's hard to predict who will be around or if anyone has been on your property.”* Several tenants mentioned neighbourhood interactions, one wanting more connection with neighbours and one noting that *“some neighbours are unfriendly towards children”* and another that there are *“some privacy issues with kids not giving tenant space.”*

### **3.2.4 Involvement in residents' activities and community feel**

Tenants were asked how involved they are in residents' activities. While tenants seemed to be aware of activities and events and interested in attending, various barriers were stopping their more regular attendance:

- Poor health
- Tenant is a vegetarian and they always have BBQs
- Working full time so it is hard to make events
- Transport is a problem

The majority of tenants were positive about being part of the Lynton community – only one did not feel they had much in common with other residents. However, several did remark that they still felt a little isolated and would like to see more cohesiveness in the community.

There were very positive remarks about CORT's role:

*“CORT people [are] like angels”*

*“CORT takes care of repairs very well. Thank you.”*

### **3.2.5 Transport and parking**

Tenants reported using public transport, although one crossed out good in 'close to good public transport' and another was looking forward to an over 65 discount. One tenant with mobility issues has a support care worker to get around and a taxi mobility card.

One tenant reported that *“At first it was tricky [for visitors and service delivery vehicles to find property] as was a new property and wasn't on GPS”*

## 4 Results – Mt Wellington

Fourteen tenants completed the Residents’ Survey in face-to-face interviews.

### 4.1 Application of assessment tools

#### Living at Mt Wellington

A comparison of resident and developer perspectives



Residents and developers were asked to rate a range of aspects relating to their site, building, living spaces, and access to key destinations. The residents’ average score for each topic has been adapted from their survey responses, while the developer’s scores were collected during an interview. Scores are from 1-5 and are presented for the following five sections:

1 Character, context and identity

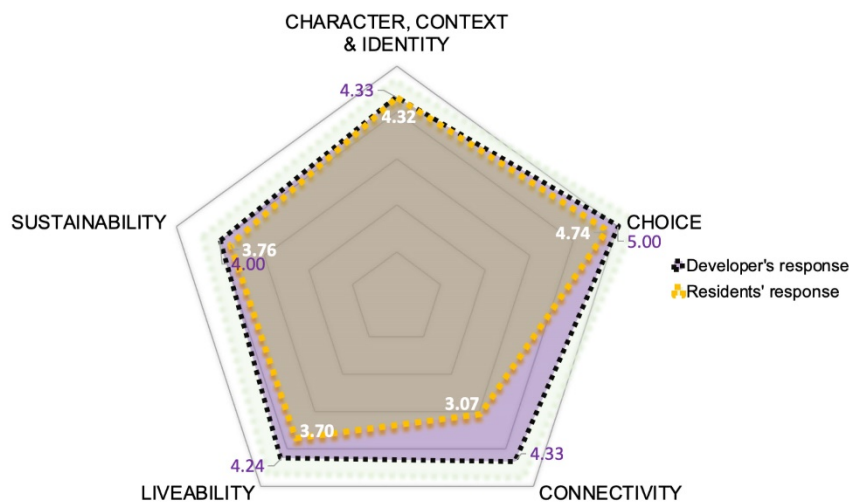
2 Choice

3 Connectivity

4 Liveability

5 Sustainability

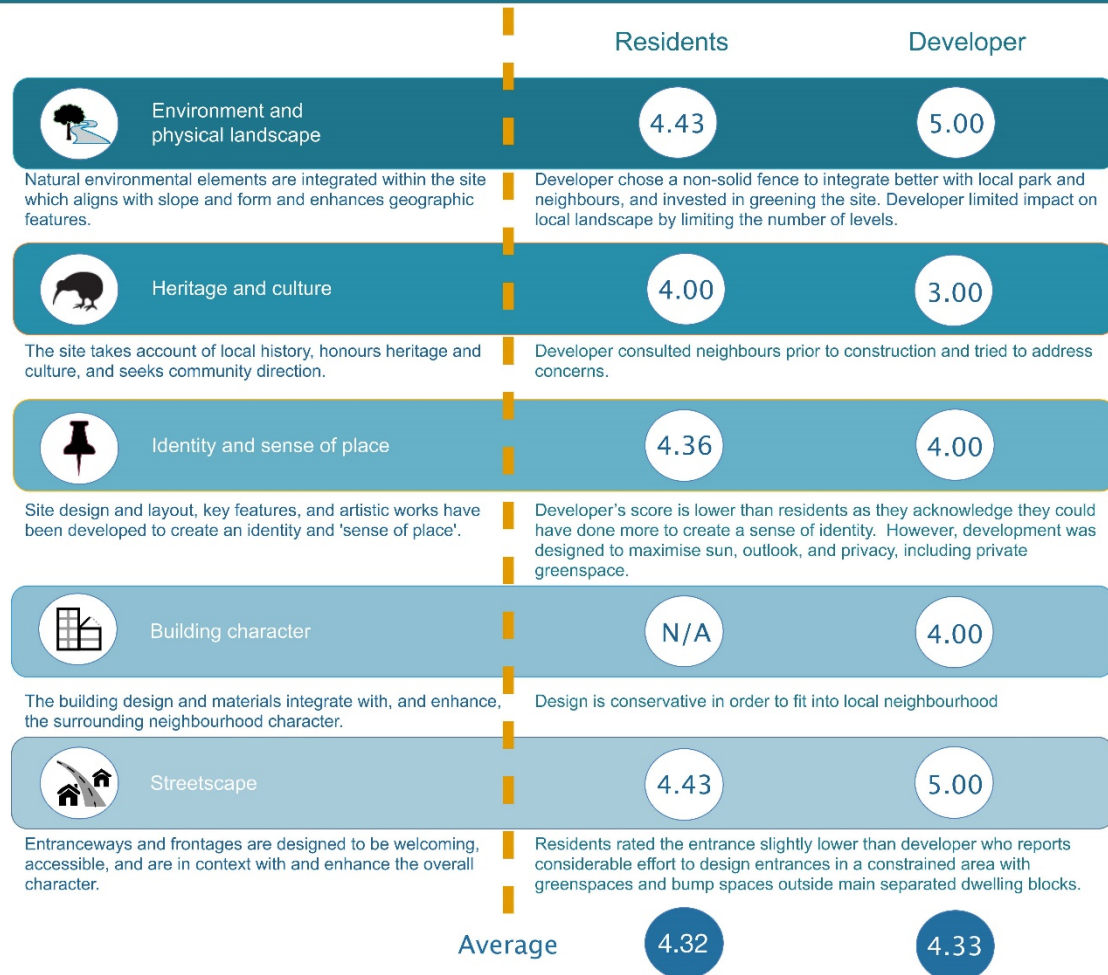
A broad comparison of residents and developer scores for each category can be seen below:



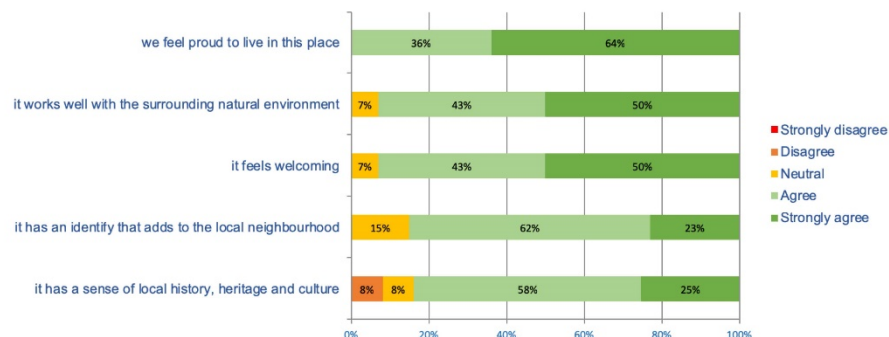
Each of the following sections outline the results in more detail with any additional information that was collected from residents, the developer, or during an independent site review.

## Character, context and identity

To develop a site and buildings that integrate with, or relate to, the existing natural and physical environment as well as building form and style in the surrounding neighbourhood









More detail on residents' responses to this section is shown below:



## Choice

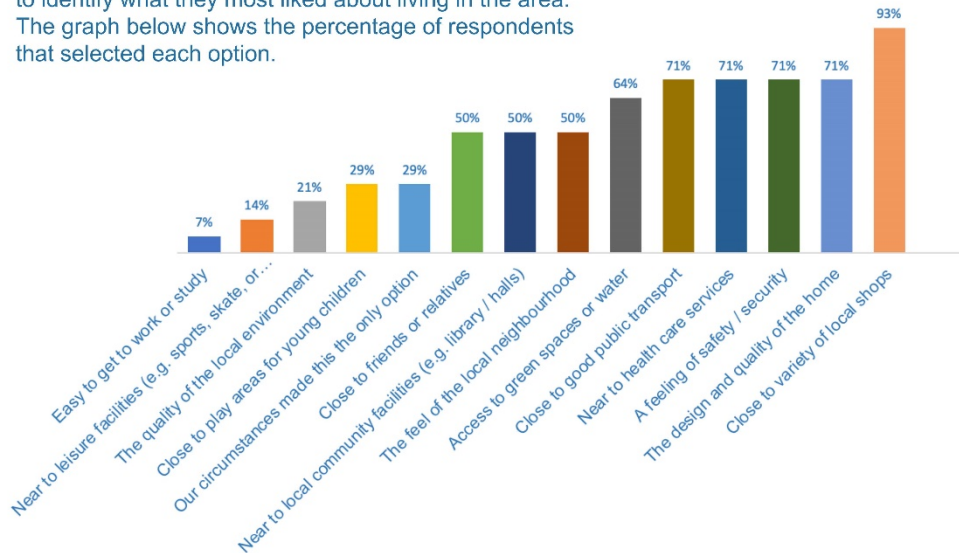
The development provides for, and enables, occupancy by a diverse range of residents who can benefit from, and support, a thriving local economy

	Residents	Developer
 Opportunity Proximity to local centres and other key destinations enables residents to live, work and play in their surrounding neighbourhood.	4.92	5.00
 Residential dwelling typology The provision of dwelling typologies offers an appropriate choice with regards to existing neighbourhood demographics as well as the demographics of targeted residents.	4.69	5.00
 Affordability A range of dwelling options and supporting financial instruments provide residents of varying means with the ability to live in quality accommodation (e.g. starter home / buy to let / financial assistance).	4.62	5.00
 Tenure Diverse and flexible tenure arrangements provide opportunities for residents to either own or rent quality accommodation.	N/A	N/A
 Building adaptability Building designs exhibit a range of adaptability and floor plan flexibility responding to changing requirements, and the potential for mixing use over time (e.g. the ability to adapt a residential building to incorporate commercial activity).	N/A	N/A
 Population density The number of dwellings per hectare and population density are in line with existing and planned infrastructure and services (e.g. transport, stormwater, local amenities).	N/A	5.00
Average	4.74	5.00

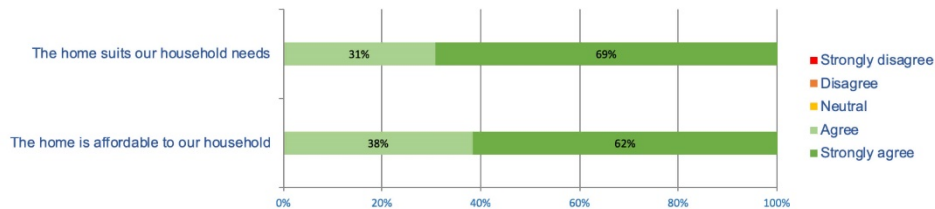
## Choice

A more detailed look at residents' responses...

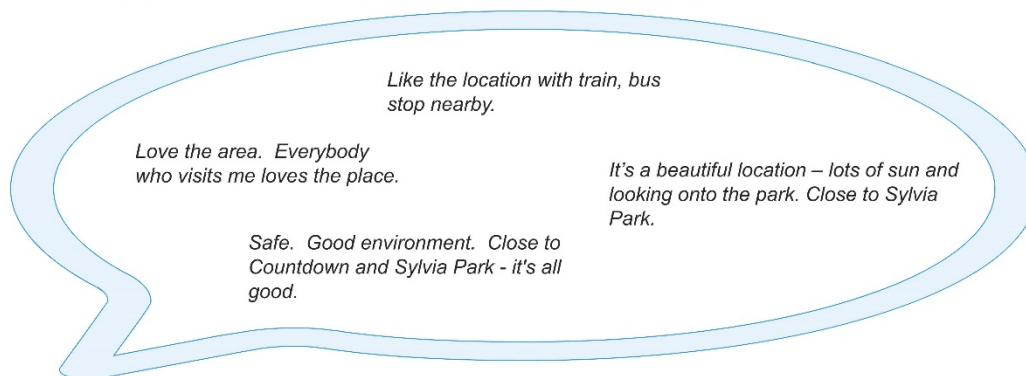
The first question in the section on 'Choice' asked residents to identify what they most liked about living in the area. The graph below shows the percentage of respondents that selected each option.



Additional questions on suitability and affordability were weighted to help to determine residents' average scores:









Residents' comments on the area and why they chose to live here...



## Connectivity

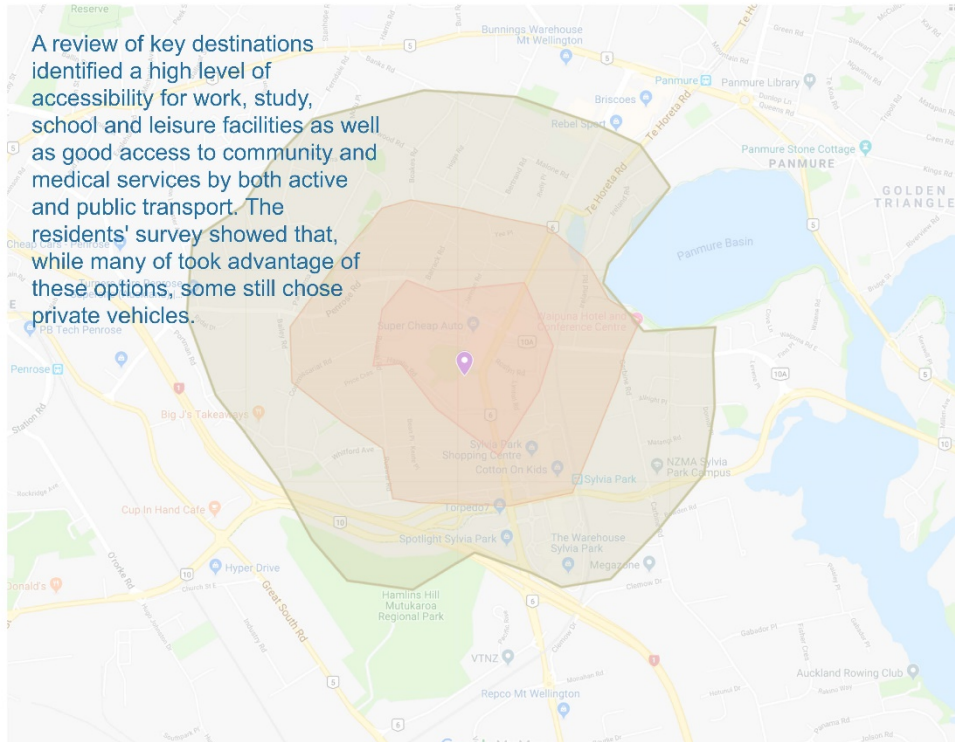
Connecting infrastructure enables safe, universal access using active, assisted mobility, shared, and private modes of transport within and through the site to identified key destinations

	Residents	Developer
 <p>Accessibility to key destinations</p> <p>The extent of accessibility to key destinations is based on distance, infrastructure and services that enable safe travel on foot, by cycle, on frequent public transport, by car, or with mobility aids.</p>	3.16	4.92
 <p>Permeability</p> <p>Permeability within and through the site supports wider neighbourhood connectivity and facilitates access to surrounding destinations.</p>	N/A	5.00
 <p>Transport choice</p> <p>Residents considered the range of transport choice from their home, while the developer scored the extent of proactive measures to encourage active and shared transport.</p>	3.92	4.00
 <p>Safety from vehicles</p> <p>Design considerations reduce physical conflict between cars and other users within the site and at access points.</p>	3.69	4.00
 <p>Wayfinding and access for services</p> <p>Wayfinding and signage to and around the site facilitates visitor movement and the identification of resident dwellings, while ensuring that designs and naming are appropriate to the site's overall identity.</p>	3.93	2.33
 <p>Parking provision and management</p> <p>The residents ranked a number of factors including vehicle, moped, and cycle parking for residents and visitors, and overall management of the site.</p>	2.30	N/A
Average	3.07	4.33

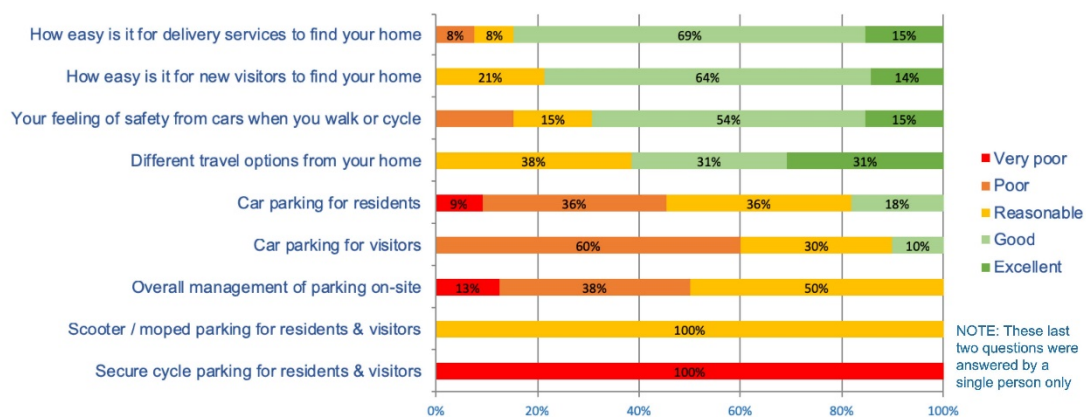
## Connectivity

More detail on residents' responses

A review of key destinations identified a high level of accessibility for work, study, school and leisure facilities as well as good access to community and medical services by both active and public transport. The residents' survey showed that, while many of took advantage of these options, some still chose private vehicles.









Additional questions on travel options and parking were weighted to help to determine residents' average scores:





## Liveability

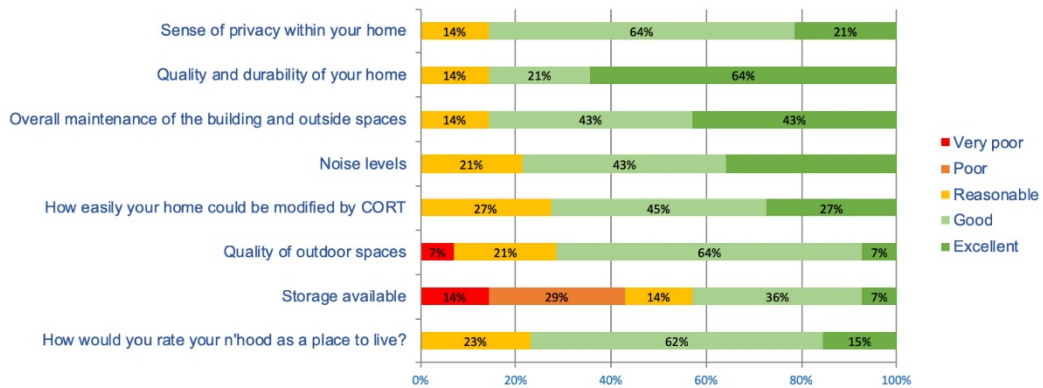
Providing quality facilities and facilitating positive interactions between residents and the wider community

	Residents	Developer
 <p>Building quality</p> <p>The building design and use of materials provide quality homes that are durable and easy to maintain.</p>	4.5	5.00
 <p>Personalised dwellings and storage</p> <p>Dwellings and private spaces can be personalised or modified to account for changing needs over time and have appropriate storage for lifestyle requirements.</p>	3.46	4.00
 <p>Technological integration</p> <p>Utilities are easily accessible enabling the integration of new technologies into buildings.</p>	N/A	5.00
 <p>Noise control and privacy</p> <p>Design and ongoing management reduce noise to acceptable levels between dwellings as well as between dwellings and public spaces, while overall dwelling design provides adequate, quiet, private space allowing residents a sense of retreat.</p>	4.11	5.00
 <p>Interactive and outdoor space</p> <p>Provision and maintenance of high quality internal and outdoor spaces where people are likely to interact (e.g. laundry, shared rooms or other communal spaces).</p>	3.74	5.00
 <p>Security and emergency preparedness</p> <p>Provision of security features, lighting, active and passive surveillance provides a safe environment for all residents within their homes and throughout the site.</p>	3.85	3.60
 <p>Engagement and satisfaction</p> <p>Residents are encouraged to engage with issues affecting site operation and maintain active interactions with each other and the surrounding community. Resident satisfaction is regularly monitored.</p>	3.22	4.00
Average	3.70	4.24

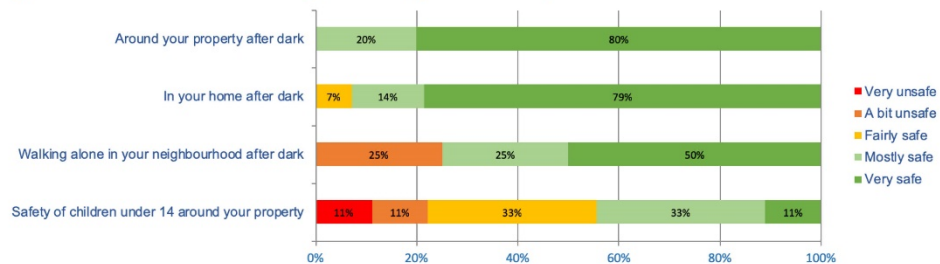
## Liveability

A closer look at residents' responses

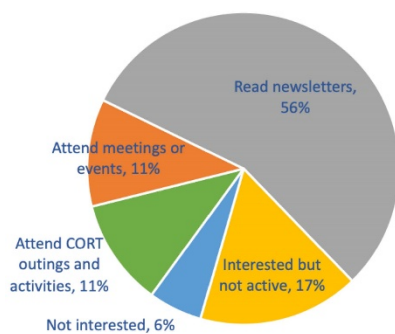
Residents were asked to rate aspects of their home and surroundings:



They also gave feedback on their feelings of safety and security:



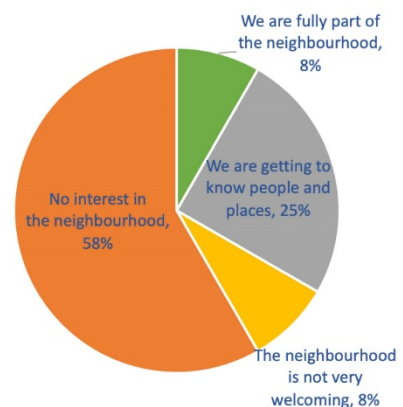
They were asked what best described their household's involvement with residents' activities and issues



...what best described their relationship with other residents










...and their relationship with the wider community



## Sustainability

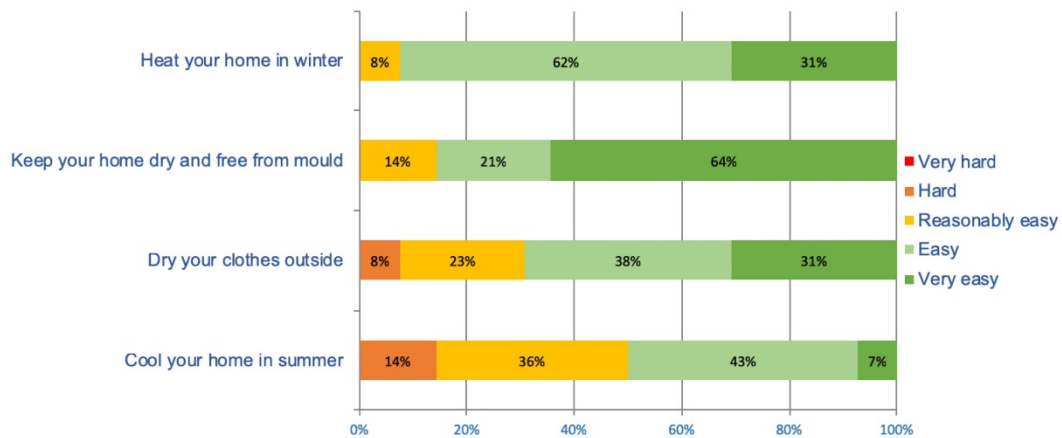
Efficient and cost-effective resource use through design, behaviour and technological advancement

	Residents	Developer
 <p><b>Climate adaptability</b></p> <p>Design considerations account for extreme weather variations (e.g. temperature, rainfall, wind), changing sea levels, flooding and wild fire where appropriate.</p>	N/A	4.00
 <p><b>Building materials</b></p> <p>Building materials can demonstrate durability and third party eco-labelling or responsible sourcing, while ensuring that any waste is recycled and any soil contamination on site is remediated.</p>	N/A	3.00
 <p><b>Solar gain</b></p> <p>Building orientation takes account of seasonal variations to minimise heating, cooling and lighting requirements.</p>	4.08	5.00
 <p><b>Warmth and dryness</b></p> <p>Building design maximises thermal efficiency and comfort, and effectively controls moisture through insulation, glazing and ventilation.</p>	4.02	4.00
 <p><b>Energy and water efficiency</b></p> <p>Energy and water management maximises the use of renewable supply as well as the use of efficient appliances where appropriate.</p>	4.43	3.50
 <p><b>Recycling and composting</b></p> <p>Provision and active management of waste, recycling and composting facilities to ensure appropriate site placement and ease of use.</p>	3.59	4.00
 <p><b>Native ecology, gardening and food production</b></p> <p>Proactive attempts to enhance environmental quality and biodiversity and provision of outdoor space for gardening, and food production.</p>	2.64	3.00
<b>Average</b>	<b>3.76</b>	<b>4.00</b>

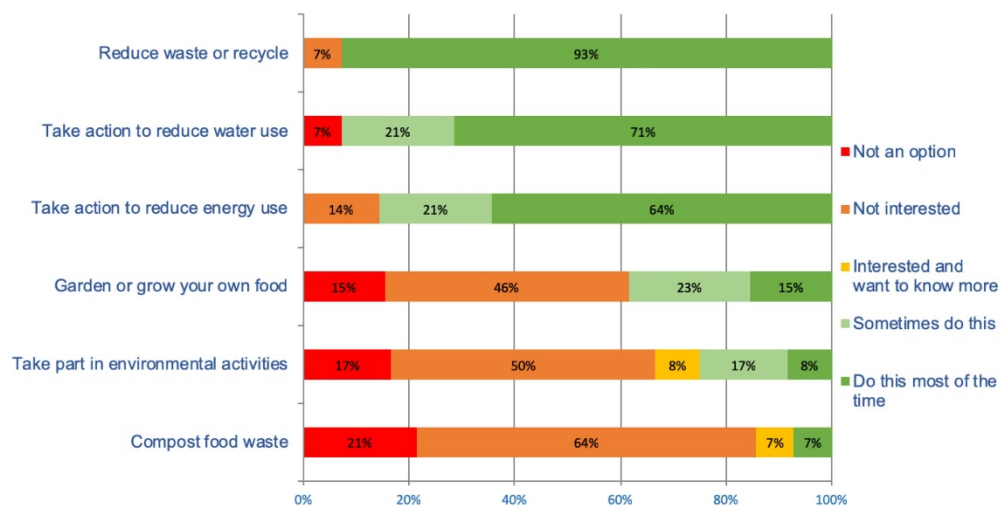
## Sustainability

More information on residents' environmental behaviours

Residents stated the ease with which they could control temperature and moisture in their homes:



They also determined how often they engaged in some sustainable actions:



## 4.2 Further feedback from tenant interviews

### 4.2.1 Home comfort

The tenants were asked about the ease of heating their homes. Of the tenants who commented, one did not use a heater as it was too expensive, one found their home easy to heat, and five described their house as not needing winter heating as it was reasonably warm.

In terms of overheating and the ease of cooling in summer, seven of the 14 tenants described their homes as overheating – *“Yes gets very hot in summer. Everyday. Whole house. Use fan as no other option - windows only open a little bit”* - but the majority were happy with the actions they were able to take to mitigate this. These comprised using fans, leaving doors and windows open, and putting up a sun umbrella. One remarked that the *“deck gets really hot, can't stand on it.”*

Two tenants reported mould, one on windows and one in the bathroom. In terms of the ease of drying clothes outside (a key way to avoid indoor mould), two tenants reported difficulty in availability of the shared clothes line. Four reported using the clothes horse, although one noted that it is not good quality. Two tenants suggested getting retractable clothes lines for the deck. One suggested *“maybe need a sign for washing as some leave out for a week”*

### 4.2.2 What tenants like most about living at 222 Mt Wellington Highway

Tenants were asked what they liked about living at 222 Mt Wellington Highway. Multiple tenants noted:

- The location, close to Countdown/Sylvia Park/doctor/chemist/train/bus stop
- Quiet and privacy – *“I am not looking at other houses off my back deck.”*
- Comfortable, cosy and warm housing
- New and easy to clean housing with quick repairs – *“I love the fact my home is easy to keep clean.”*
- Safe environment – *“Fence onto park boundary is good for security”* and *“Never frightened living here”*
- Neighbourhood interaction – *“I like to talk to people and check they are OK”*
- Sun and light – *“Unit gets sun from time [I] wake up til it goes down”* and *“Likes the light (very important when had mental health issues)”*
- The privilege of having their own home - *“Feel content that have a roof over head. Feel humble that [I] live here”*

### 4.2.3 What tenants like least about living at 222 Mt Wellington Highway

In terms of what tenants liked least about living at 222 Mt Wellington Highway, several tenants mentioned:

- The lack of a laundry tub – *“No laundry tub- it's culturally difficult for some, so they use a plastic basin.”*
- Noise
- Rats and mice coming inside from local night market and shops – one tenant suggested security doors to keep vermin outside

- Privacy, particularly in smaller units when visitors came or where visitors need to go through the bedroom to the toilet.
- Lack of storage – suggestions were
  - A small shed on the deck
  - Extra shelves put in hot water cupboard
  - Need storage - somewhere outside - nowhere to put books, boxes etc. Could put something below the carpark e.g. have granddaughters bike, tools etc
- Grounds maintenance – “Took too long last time to do gardens, need to do more often”

Issues raised by a single respondent only were:

- Flies – *“Lots of flies - can they have screens as leave door open? Fly marks all over ceilings. Flies are shocking.”*
- A trail of ants on building
- Lack of a nearby butcher.
- Some plantings are not particularly suitable.
- No tap at back door.
- No path at back for lawnmower.

#### **4.2.4 Involvement in residents’ activities and community feel**

Tenants’ comments on their involvement in the development community and activities varied considerably. The majority greeted neighbours but were not necessarily very involved with their lives – *“[I] say hello to everybody but don't force myself on others.”* Some tenants referred to illness or health issues interfering with their involvement – *“I chat with neighbours. Can't take too much stress or talking”*. One tenant referred to Others were more involved with their neighbours and were able to offer help - *“[Recent] person with mental health issues was sorted really quickly. People look out for each other”* and *“I advise tenants about stuff e.g. advice about water bills”*.

Generally, there were fewer negative remarks on the community feel of the development:

*“other residents are reclusive”.*

and some very positive ones:

*“I love this place and the people”*

*“Culturally people are very different but fit in”*

*“People notice [if any issues needing help]”*

*“Good to be part of something”*

Again, there were very positive remarks about CORT’s role:

*“When something needs to be done it’s done immediately. Elizabeth gets things done immediately. She is very good. Lovely personality”*

#### **4.2.5 Transport and parking**

In terms of location, most people found it handy to shops, pharmacy, bus stop and other conveniences – several tenants mentioned that they didn't need a car – *"I don't drive so I love the fact that the shops are handy."* However, one tenant mentioned concerns about the wider neighbourhood:

*"Outside our complex lots of bad stuff goes on from local hoods in countdown carpark - bashings, cars broken into, bad drug area"*

One tenant noted that it *"took the ambulance a long time to find place as it was not showing up on system."*

On-site parking was considered an issue by a majority of tenants. While several mentioned that visitors could park in the Countdown carpark, one tenant noted that *"Countdown has become monitored parking"*. On-site, there was often difficulty in finding parking which was impacting both tenants and often visiting social workers and caregivers. Tenants complained about households that have multiple visiting cars taking carparks, cars being stored on site, and behaviour.

*"Sometimes there is no parking for residents - have to go door knocking to get a park. Visitors take advantage, take all the parks. One resident had 9 cars - all visitors. Continuously happens. No respect whatsoever for tenants. Parking needs changing - TENANT PARKING ONLY"*

*"Social worker told off for parking onsite when just picking up tenant."*

*"I have an elderly mother who needs to park here but is sometimes not able to as the carpark is full."*

*"[Parking is a] big thing. One tenant has a lot of visitors and all park on site and tenants can't find carparks. Need more specific signage e.g. for tenants. 2 cars with covers - storage. People need to be considerate"*

*"Sometimes people park under clothesline"*

*"Inconsiderate neighbours leaving after midnight, loud, no consideration sometimes - they toot their horn after midnight"*

Several tenants suggested signage to indicate tenant only parking areas. One tenant suggested *"Could you make the grass strip on the driveway for parking if this is CORT land?"*

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## 5 Conclusions

This report summarises results from the application of Beacon Pathway’s medium density assessment tool to two CORT Community Housing developments in Mt Wellington. In general respondents were very positive about living in the developments and their interactions with CORT. All respondents at both developments either agreed or strongly agreed that the home suited their household needs. All Mt Wellington development residents interviewed either agreed (36%) or strongly agreed (64%) that they were proud to live in the development. The tenants at the Lynton development were slightly less positive with 89% of residents (8) agreeing and 11% (1) responding neutral to the statement “*we feel proud to live in this place*”.

The comparison of the resident and developer perspectives shows that the developer rates both developments slightly higher than residents, with a slighter larger difference at the Lynton developments.

At the Mt Wellington development the developer and residents rated Character, context and identity (4.33 developer, 4.32 resident), Choice (5.00 developer, 4.74 resident) and Sustainability (4.00 developer, 3.76 resident) fairly similarly, with more variance in Liveability (4.24 developer, 3.70 resident) and Connectivity (4.33 developer, 3.07 resident). The greatest variance was with connectivity. Resident interviews identified that while the development was well located in terms of walking access to shops and facilities, health needs meant that they were frequently not able to walk to relatively closeby services or needed to use more specialised services.

There was slightly more variation between the developer and resident responses at the Lynton development. Sustainability was rated similarly (3.64 developer, 3.56 resident), while there was more variation between rated Character, context and identity (4.83 developer, 3.74 resident), Choice (5.00 developer, 4.38 resident), Liveability (4.27 developer, 3.21 resident) and Connectivity (4.61 developer, 3.80 resident).

Residents at both developments in general expressed appreciation of the homes they lived in, the way in which CORT managed the development and support from neighbours.

*“CORT people like angels”*

*“Like starting a new life moving here”*

*“... Nice home, cosy. There are not a lot of place can call home quickly, settled in here a lot faster.”*

*“Feel content that have a roof over [my] head. Feel humble that [I] live here*

*“Good neighbours. CORT is good, they care about us”*

*“Neighbours saved [my] life.”*



## 6 References

Ryan, V. and Smith, B. (2018). Medium Density Housing Assessment Tools: Summary Report. Report MDH/4.2 by Beacon Pathway.

## 8 Appendix A: Residents' survey questions



### Living at Lynton

Thank you for agreeing to answer this survey. All individual survey responses are confidential. In appreciation for completing the survey, you will receive a \$20 voucher.

#### 1. code

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### About your home

This section is about how your home suits your needs.

#### 2. How much do you agree or disagree with the following?:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The home suits our household needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This home is affordable for our household	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 3. How do you rate the following?:

	Very poor	Poor	Reasonable	Good	Excellent	N/A
Quality and durability of your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easily your home could be modified by CORT as your needs change	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Storage available for your household's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The amount of sunlight coming into your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of noise from other residents and the wider neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sense of privacy within your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of outdoor spaces including gardens and play areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any shared laundry and drying facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waste management facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall maintenance of the building and surrounding outside spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**4. Thinking about home comfort, how easy is it to do the following?**

	Very hard	Hard	Reasonably easy	Easy	Very easy
Heat your home in winter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cool your home in summer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keep your home dry and free from mould	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dry your clothes outside	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any comments

**5. Does your home overheat in the summer? If so can you please tell us about this (how often does it happen? When? What parts of the home? What do you do to try and help this?)**

**6. How often do you do any of the following?**

	Sometimes do this	Do this most of the time	Not possible to do this	Not interested in doing this	Not currently doing this but keen to know more
Take action to reduce energy use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take action to reduce water use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduce waste or recycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compost food waste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garden or grow your own food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take part in environmental activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**7. How safe or unsafe do you feel in the following situations?**

	Very unsafe	A bit unsafe	Fairly safe	Mostly safe	Very safe
In your home after dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Around your property after dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking alone in your neighbourhood after dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety of children under 14 when playing around your property at all times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**8. Does your household have a plan for how to respond to emergencies (such as an earthquake or long power cut)?**

- Yes
- No
- Don't know

**9. What do you like most about living in your home?**

**10. What do you like least about living in your home?**

**11. Do you have any other comments about living in your home?**

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About Living at Lynton

This section is about how you find living at CORT's Lynton housing.

**12. Thinking about the place you live, how much do you agree or disagree with the following?:**

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
it feels welcoming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
we feel proud to live in this place	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
it works well with the surrounding natural environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
it has a sense of local history, heritage and culture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
it has an identify that adds to the local neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**13. How would you best describe your household's involvement with residents' activities and issues?**

- Not interested
- Interested but not active
- Read newsletters
- Attend meetings or events
- Attend CORT outings and activities
- Host CORT activities or events
- Other (please tell us):

**14. How would you describe your household's relationship with the Lynton community?**

- No interest in the community
- The community is not very welcoming
- We are getting to know people and places
- We take part in some community events
- We are fully part of the community
- Other (please tell us):

**14. How would you describe your household's relationship with the Lynton community?**

- No interest in the community
- The community is not very welcoming
- We are getting to know people and places
- We take part in some community events
- We are fully part of the community
- Other (please tell us):

**15. Do you have any other comments about living at Lynton or about living in a CORT home?**

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## About living in your neighbourhood

This section is about how you find living in your local neighbourhood?

### 16. What do you like most about living in this area?

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Easy to get to work or study           | <input type="checkbox"/> Close to variety of local shops                              | <input type="checkbox"/> The quality of the local environment        |
| <input type="checkbox"/> Easy to get to schools or day care     | <input type="checkbox"/> Near to local community facilities (e.g. library / halls)    | <input type="checkbox"/> A feeling of safety / security              |
| <input type="checkbox"/> Close to friends or relatives          | <input type="checkbox"/> Near to health care services                                 | <input type="checkbox"/> The design and quality of the home          |
| <input type="checkbox"/> Close to play areas for young children | <input type="checkbox"/> Near to leisure facilities (e.g. sports, skate, or swimming) | <input type="checkbox"/> The feel of the local neighbourhood         |
| <input type="checkbox"/> Close to good public transport         | <input type="checkbox"/> Access to green spaces or water                              | <input type="checkbox"/> Our circumstances made this the only option |

Do you have any other comments about why you like living here?

### 17. How would you describe your household's relationship with the wider neighbourhood?

- No interest in the neighbourhood
- The neighbourhood is not very welcoming
- We are getting to know people and places
- We take part in some neighbourhood events
- We are fully part of the neighbourhood
- Other (please tell us):

### 18. Overall, how would you rate your neighbourhood as a place to live?

Very poor	Poor	Reasonable	Good	Excellent
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 19. Do you have any other comments about living in your neighbourhood?

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## About transport

This section is about how you travel around and how people get to your house.

### 20. Thinking about how your household travels around:

	Number
How many vehicles are there in your household?	<input type="text"/>
How many working bicycles?	<input type="text"/>
How many household members need support with their mobility including push chairs, wheelchairs or walking aids?	<input type="text"/>

**21. Does anyone in your household travels to the following places, and if so, how do they get there?**

	Walk	Cycle	Motorbike / scooter	Bus, train or ferry	Park and ride the bus, train or ferry	Car / van	Not Applicable
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tertiary study or training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local shop or diary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supermarket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's play area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks or open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community facilities (library, hall etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leisure and recreation facilities e.g. pool, gym	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**22. What do you think of the following?:**

	Very poor	Poor	Reasonable	Good	Excellent	N/A
The range of different travel options from your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your feeling of safety from cars when you walk or cycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy is it for new visitors to find your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy is it for delivery services to find your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**23. How do you rate parking at Lynton?:**

	Very poor	Poor	Reasonable	Good	Excellent	N/A
Car parking for residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car parking for visitors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secure cycle parking for residents & visitors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scooter / moped parking for residents & visitors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall management of parking on-site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**24. Have you or your visitor ever had a problem with parking at Lynton?**

Tenant

Visitor

If yes, please tell us what happened and how often this has happened?

**25. Do you have any other comments about travel or parking?**

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About your household

**26. Please tell us a bit about your household members (if more than 4 please tell us in the comments box below):**

	Age	Ethnicity
1st member	<input type="text"/>	<input type="text"/>
2nd member	<input type="text"/>	<input type="text"/>
3rd member	<input type="text"/>	<input type="text"/>
4th member	<input type="text"/>	<input type="text"/>

Please tell us about any additional household members

**27. 1. How many bedrooms does your home have?**

- 1  
 2  
 3

**28. How long have you lived in your home?**

- Less than one year  
 1-2 years  
 3-4 years  
 5-9 years  
 10 years or more

**29. Household comments**