



**MDH/8a**

# **Medium density housing assessment of CORT's Airfield 1 development**

**A report prepared by Beacon Pathway**

**June 2021**



## About This Report

### **Title**

Medium density housing assessment of CORT's Airfield 1 development

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### **Reference**

Ryan, V., Lock, G., Smith, B. & Blackmore A. (2021). Medium Density Housing assessment of CORT's Airfield 1 development. Report MDH/8a by Beacon Pathway.

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# 1 Introduction

CORT Community Housing engaged Beacon Pathway to assess the Airfield 1 community development using Beacon's medium density assessment tools.

These tools were developed 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 tools are based around 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 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.

This iteration of the medium density tools has added a tenancy managers' interview and survey at the request of CORT.

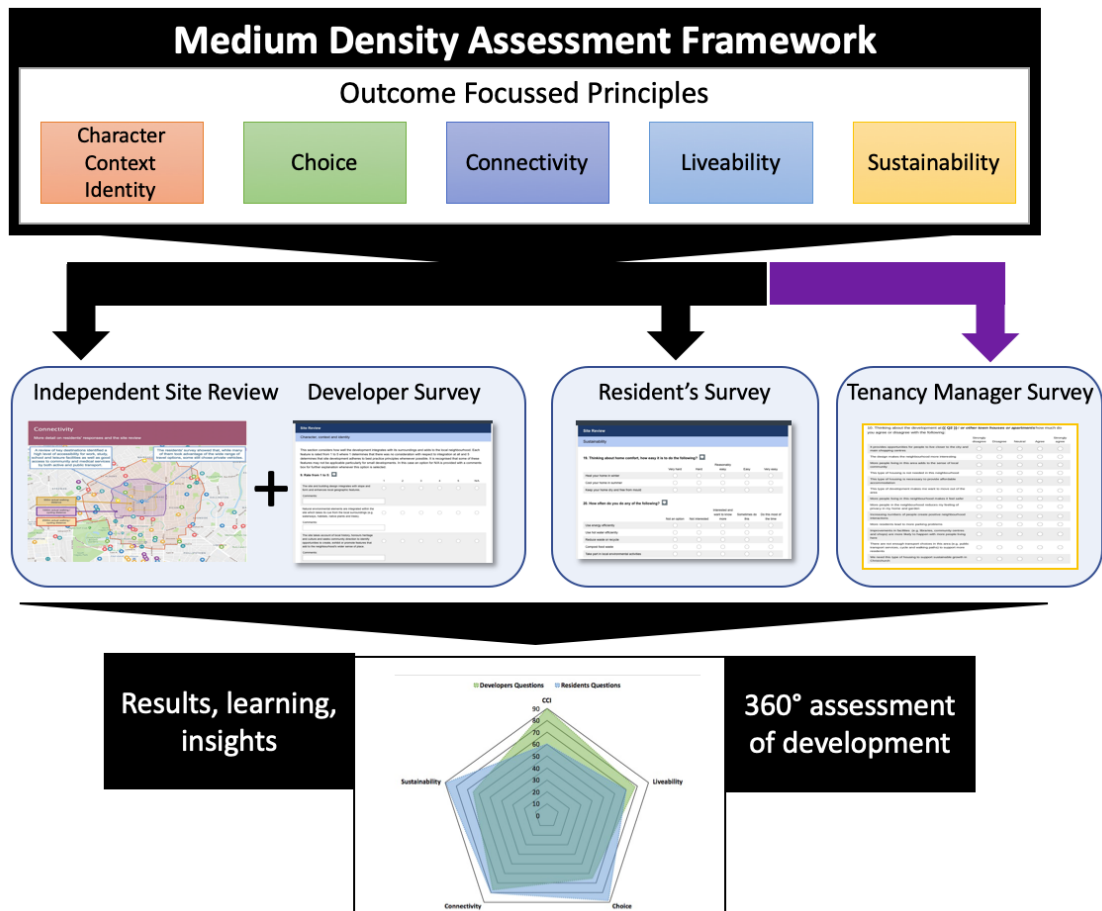


Figure 1: The Medium Density Assessment Framework, Tools, and Process<sup>1</sup>

<sup>1</sup> Ryan & Smith (2018)

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## 2 Process for assessment

The assessment tools were applied to CORT's Airfield 1 development in Takanini. This development has 19 units including 16 x 1-bedroom units and 3 x 2-bedroom units.

### ***2.1.1 Tenancy managers and tenant surveys***

At CORT's request, feedback from the tenancy manager was included in the assessment.

To conduct the face-to-face surveys, CORT contacted the tenants to let them know that the work was about to be undertaken. Following this, on 19 April the tenancy manager door knocked each unit to introduce Glenda Lock and to set a time suitable to the tenant to undertake the survey, e.g., after work for tenants who were working.

Tenant surveys were conducted during the daytime and evening with tenants on Friday 22 and Monday 25 April. The tenancy manager's interview was conducted on 19 April.

Tenants were provided with a \$30 supermarket voucher for undertaking the survey; this was given to the tenant at the commencement of the survey. All tenants were told that they did not need to respond to any questions they felt uncomfortable with, and this would not impact on their voucher. Despite this, survey completion was high; unanswered questions were largely due to their complexity.

There were ten responses from the seventeen occupied units at the Airfield 1 development. Two units were not occupied, five tenants declined interviews and two were unable to be contacted.

### ***2.1.2 Site surveys and developer interviews***

Verney Ryan and Bill Smith undertook an independent site review to gather data and make assessments of key criteria. Verney Ryan met with Julia Te Hira of CORT to undertake a developer interview about the Airfield 1 site.

### ***2.1.3 Analysis and reporting***

The data from the tenants' survey, interview and site review were combined and analysed, and presented as infographics. Additional qualitative data from the interviews with tenants was broadly analysed to give as rich feedback as possible to CORT Community Housing. The tenancy managers' responses have been compared to tenant responses to highlight areas where perceptions differ. Their comments have been included and compared to tenant comments where relevant.

### 3 Results – Airfield 1

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

#### 3.1 Application of assessment tools

## Living at Airfield 1

A comparison of resident and developer perspectives

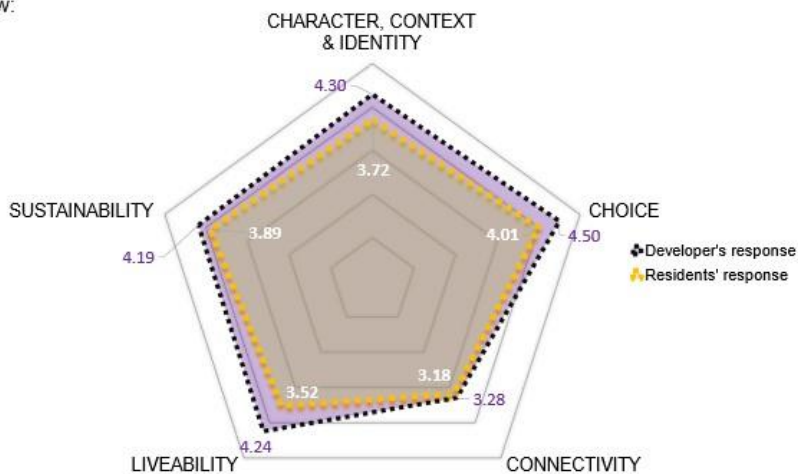


Residents and developers were asked to rate a range of aspects relating to their site, building, living spaces, and access to key destinations. The residents' average score for each topic has been adapted from their survey responses, while the developer's scores were collected during an interview and informed by the independent site review process. 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
 <b>Environment and physical landscape</b> Natural environmental elements are integrated within the site which aligns with slope and form and enhances geographic features.	3.89	5.00
 <b>Heritage and culture</b> The site takes account of local history, honours heritage and culture, and seeks community direction.	3.86	3.00
 <b>Identity and sense of place</b> Site design and layout, key features, and artistic works have been developed to create an identity and 'sense of place'.	3.55	4.50
 <b>Building character</b> The building design and materials integrate with, and enhance, the surrounding neighbourhood character.	N/A	5.00
 <b>Streetscape</b> Entranceways and frontages are designed to be welcoming, accessible, and are in context with and enhance the overall character.  Survey responses were received from 10 out of the 17 occupied dwellings, representing a 58% response rate of occupants from this development. More detail on residents' responses to this section is shown below. Numbers in the graphs show actual responses:	3.60	4.00
	<b>Section Average</b> 3.72	4.30





## Choice

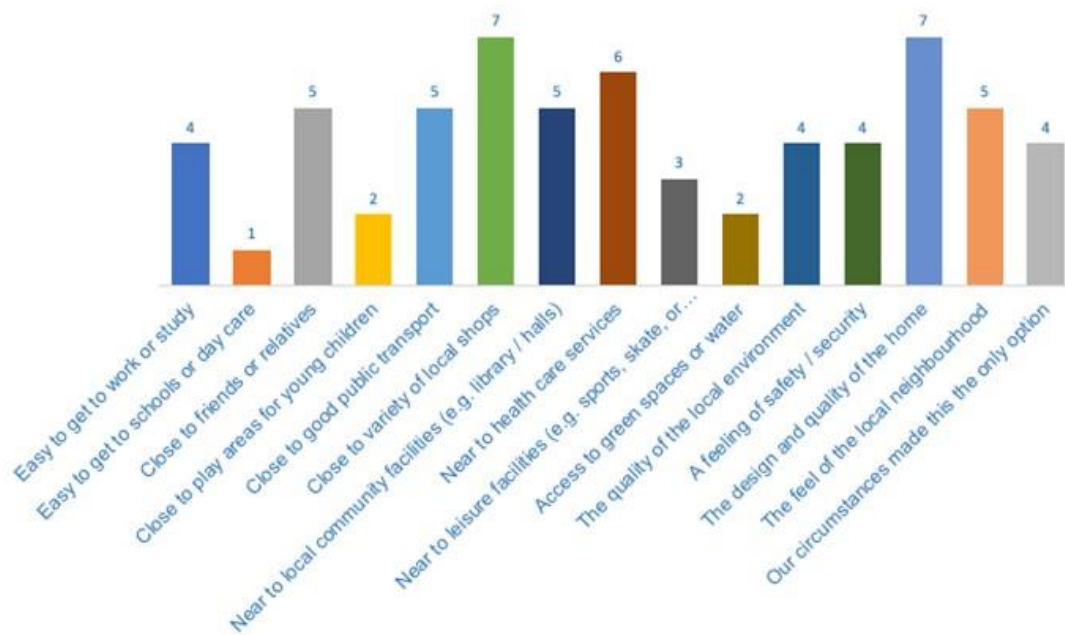
The development provides for, and enables, occupancy by a diverse range of residents who can benefit from, and support, a thriving local economy

	Residents	Developer
 <p><b>Opportunity</b></p> <p>Proximity to local centres and other key destinations enables residents to live, work and play in their surrounding neighbourhood.</p>	3.72	3.00
 <p><b>Residential dwelling typology</b></p> <p>The provision of dwelling typologies offers an appropriate choice with regards to existing neighbourhood demographics as well as the demographics of targeted residents.</p>	4.00	5.00
 <p><b>Affordability</b></p> <p>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).</p>	4.30	5.00
 <p><b>Tenure</b></p> <p>Diverse and flexible tenure arrangements provide opportunities for residents to either own or rent quality accommodation.</p>	N/A	N/A
 <p><b>Building adaptability</b></p> <p>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).</p>	N/A	N/A
 <p><b>Population density</b></p> <p>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).</p>	N/A	5.00
<b>Section Average</b>	<b>4.01</b>	<b>4.50</b>

## 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 numbers of respondents that selected each option.









Residents were asked about their home's suitability and affordability:



## Connectivity

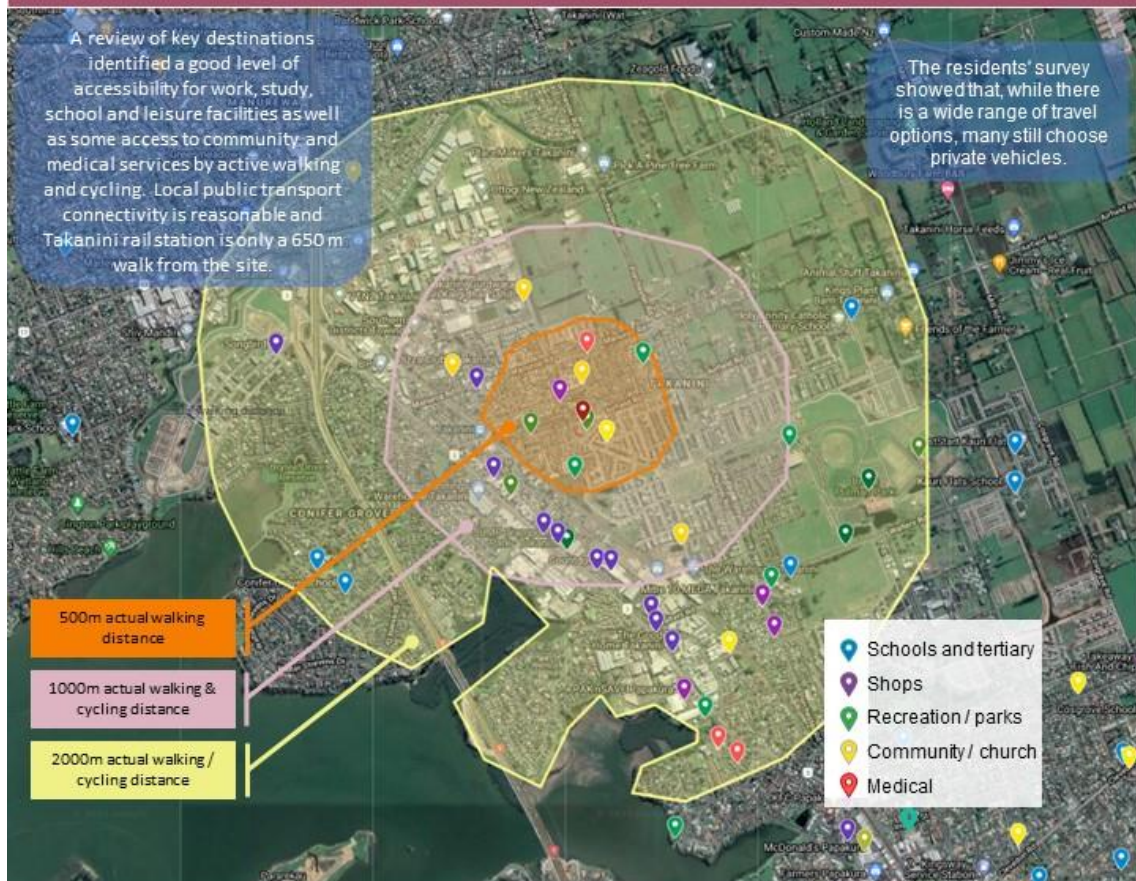
Connecting infrastructure enables safe, universal access using active, assisted mobility, shared, and private modes of transport within and through the site to identified key destinations

	Residents	Developer
 <b>Accessibility to key destinations</b> <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>	1.23	3.72
 <b>Permeability</b> <p>Permeability within and through the site supports wider neighbourhood connectivity and facilitates access to surrounding destinations. (Note: May be N/A for smaller sites where this is impractical)</p>	N/A	N/A
 <b>Transport choice</b> <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>	4.56	1.00
 <b>Safety from vehicles</b> <p>Design considerations reduce physical conflict between cars and other users within the site and at access points.</p>	3.56	5.00
 <b>Wayfinding and access for services</b> <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>	3.58	2.50
 <b>Parking provision and management</b> <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>	2.98	4.20
<b>Section Average</b>	<b>3.18</b>	<b>3.28</b>

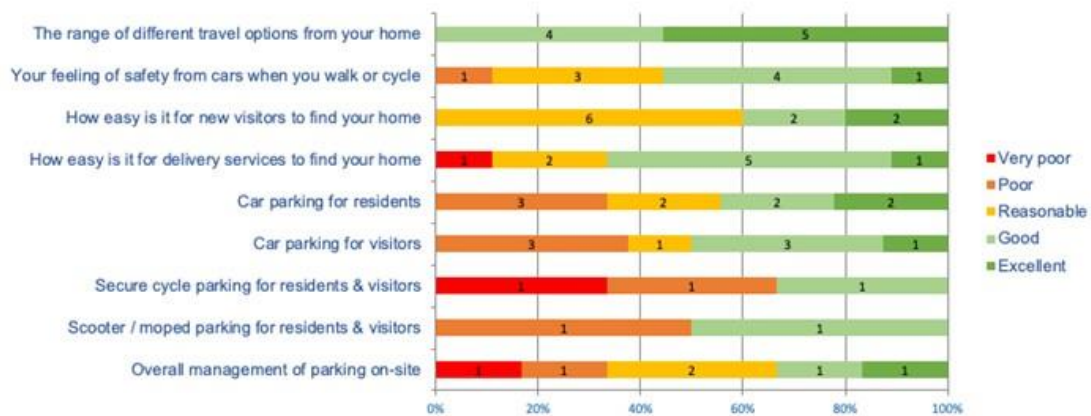


# Connectivity

More detail on residents' responses and the site review










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



## Liveability

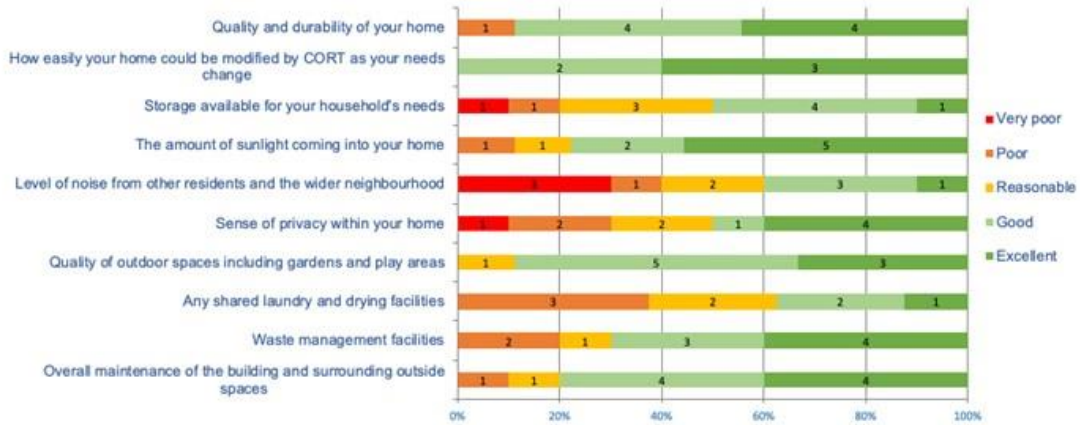
Providing quality facilities and facilitating positive interactions between residents and the wider community

	Residents	Developer
 <p><b>Building quality</b></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><b>Personalised dwellings and storage</b></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>	3.95	4.00
 <p><b>Technological integration</b></p> <p>Utilities are easily accessible enabling the integration of new technologies into buildings.</p>	N/A	5.00
 <p><b>Noise control and privacy</b></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>	3.15	5.00
 <p><b>Interactive and outdoor space</b></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>	3.82	3.00
 <p><b>Security and emergency preparedness</b></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>	2.98	3.00
 <p><b>Engagement and satisfaction</b></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>	3.02	4.67
<b>Section Average</b>	<b>3.52</b>	<b>4.24</b>

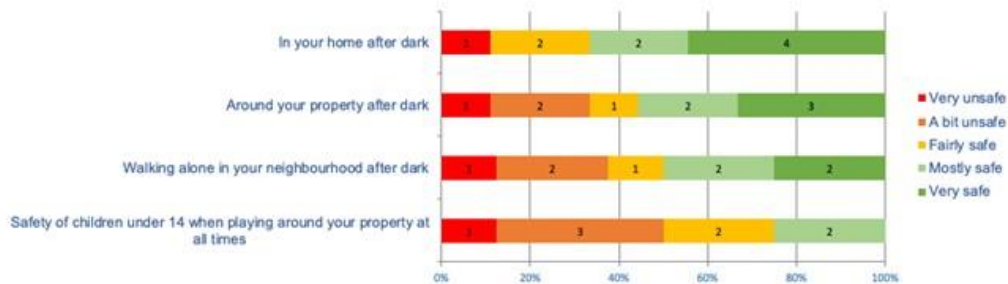


# Liveability

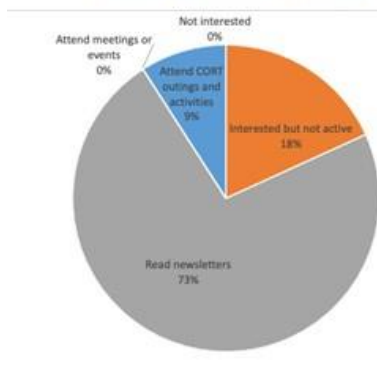
Providing quality facilities and facilitating positive interactions between residents and the wider community - A closer look at residents' responses



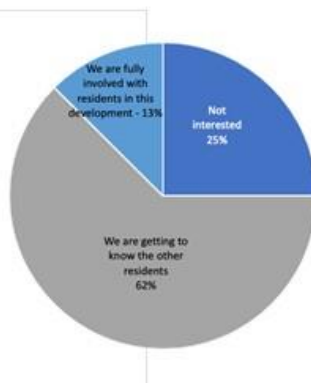
They also gave feedback on their feelings of safety and security:



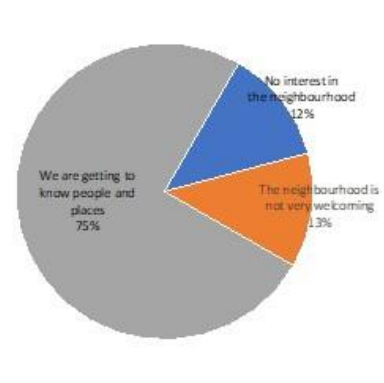
They were asked what best described their household's involvement with residents' activities and issues



...what best described their relationship with other residents










...and their relationship with the wider community





# Sustainability

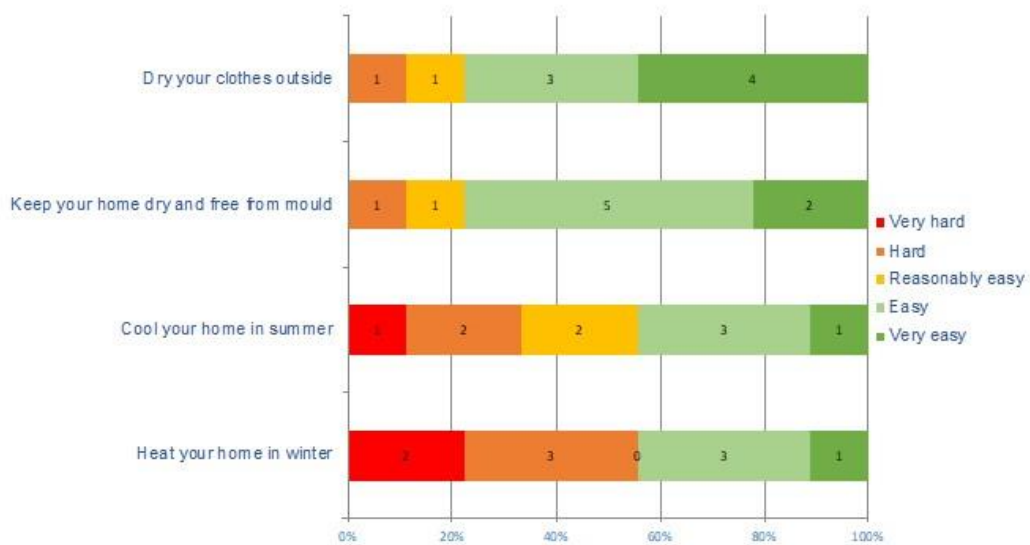
Efficient and cost-effective resource use through design, behaviour and technological advancement

	Residents	Developer
 <p><b>Climate adaptability and stormwater management</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	4.50
 <p><b>Building materials</b></p> <p>Building materials 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	4.00
 <p><b>Solar gain</b></p> <p>Building orientation takes account of seasonal variations to minimise heating, cooling and lighting requirements.</p>	4.22	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>	3.47	5.00
 <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>	4.67	3.33
 <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>	3.85	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>	3.25	3.50
<b>Section Average</b>	<b>3.89</b>	<b>4.19</b>

# Sustainability

More information on residents' environmental behaviours

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



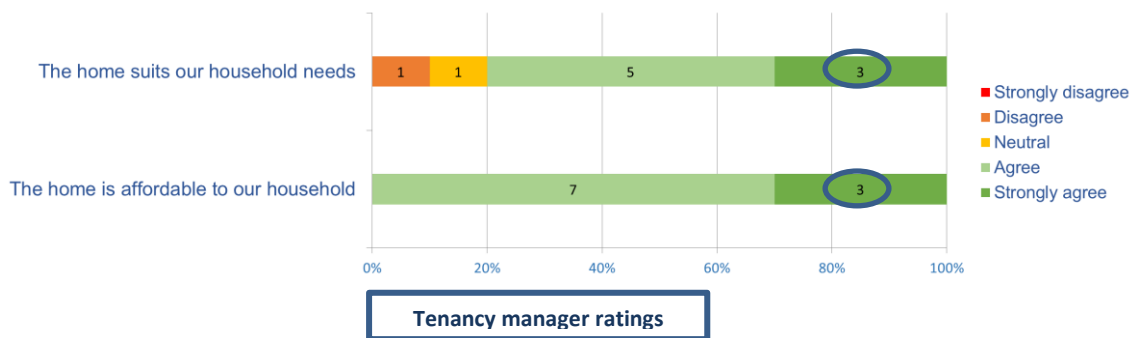
...and how often they engaged in some sustainable actions:



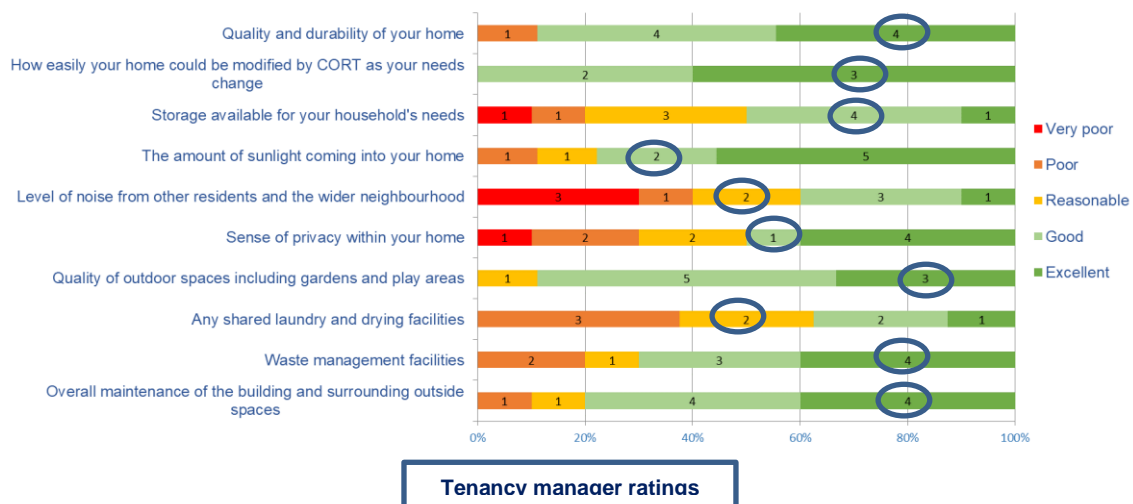
### 3.2 Feedback from tenancy manager

This section covers feedback from the tenancy manager for Airfield 1. The tenancy manager’s survey responses are circled on the graphs generated by the tenant survey, to enable a visual comparison between tenancy manager and tenant responses.

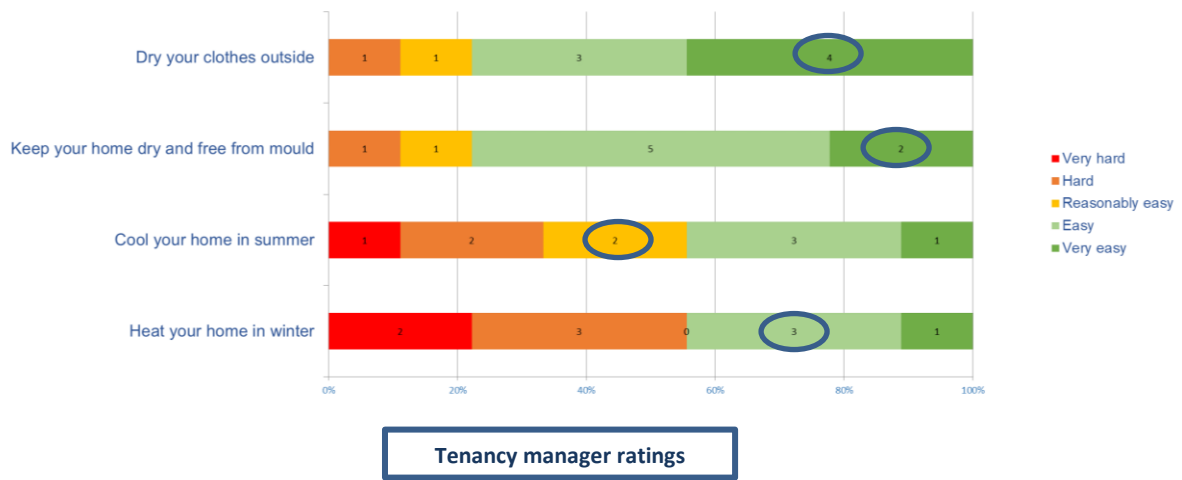
The tenancy manager strongly agreed that the Airfield 1 homes suited household needs and were affordable; the majority of tenants were also positive about this.



The tenancy manager rated some aspects of the house quite differently to the tenants.



The tenancy manager’s ratings sat in the middle of tenant ratings for shared laundry and noise, and was less positive for the amount of sunlight. However, the tenancy manager was more positive than most of the tenants about quality of outdoor spaces, quality and durability, ease of modification, waste management, and maintenance.



The tenancy manager rated heating the homes ‘easy’, more positively than the majority of tenants. The tenancy manager’s rating for cooling in summer was ‘reasonable’, sitting in the middle of tenant ratings. While tenants raised the need for additional heat, the tenancy manager noted “*The properties are well insulated and all windows are double glazed so they are quite warm.*” The tenancy manager noted:

*“I think this comes down to personal choice for most of the tenants. I've noticed our senior tenants like their homes to be a lot warmer than others. A couple of the tenants in the middle units have stated that the only way to get a draught through the property to cool it, is by opening the front door and the ranch slider but then they feel that it's not secure if they can't see the front door from the kitchen. The ranch sliders do open right across however, so there should be ample air able to circulate through so I'm not sure if it's a building issue or tenant's not feeling comfortable opening the doors right up. Most of the units have recently had sensors installed, which will give us detailed information on the temperature and humidity in the units, and the time of day that the recordings are taken. The units have also had healthy homes assessments done and have been measured for heat pumps to be installed by 2023.”*

In terms of keeping homes free of mould and drying clothes outside, the tenancy manager’s rating of ‘very easy’ was in line with tenants who were generally positive.



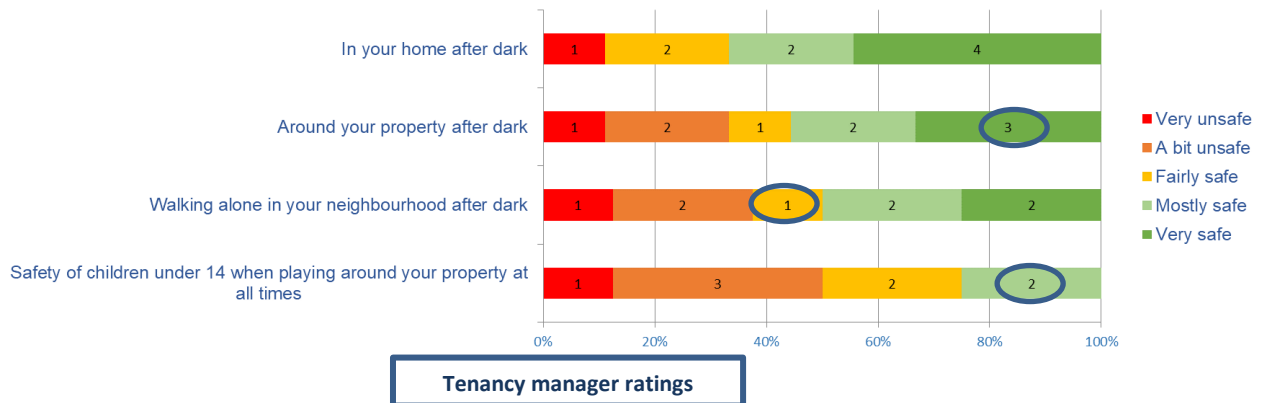
Opportunities are provided to reduce energy use, reduce waste, garden and take part in environmental activities. All tenants are reducing waste and, although only two tenants report gardening, there is interest from the other tenants. Despite no active provision for tenants to reduce their water use, all tenants are practising these actions. Two tenants are also composting. The tenancy manager commented:

*“We let tenants know that we're happy to install planter boxes if they're interested in growing their own vegetables. The units are situated next to an open area for walking and also close to public transport and shops so there's plenty of opportunity to be outside. We also pay for separate rubbish disposal - regular rubbish, recycling and cardboard disposal.”*

An emergency plan is in place and the tenancy manager noted

*“We give out emergency response information to all the tenants at the point of signing their tenancy agreements, and we encourage our tenants to contact the office for any emergency concerns during and after work hours.”*





The tenancy manager rated Airfield 1 as very safe after dark, higher than the majority of tenants whereas the rating for the neighbourhood after dark was ‘fairly safe’ in the middle of tenant ratings. The biggest difference to tenants’ opinions was over the safety of children around the property, where all but two tenants had a more negative view. The tenancy manager said:

*“There is sensor lighting outside each property as well as along the driveway and in the carpark. The street-facing sides are lit by streetlights. The 2- bedroom properties all have their own, fenced sections, and each ground floor unit has a gated courtyard.”*

When asked what they liked most about Airfield 1, the tenancy manager said, *“They are very spacious, easy to maintain, and the living areas open away from the common area so they are private for each tenant.”* Additionally, they liked:

*“Private space/courtyard is good – upstairs balcony is big.”*

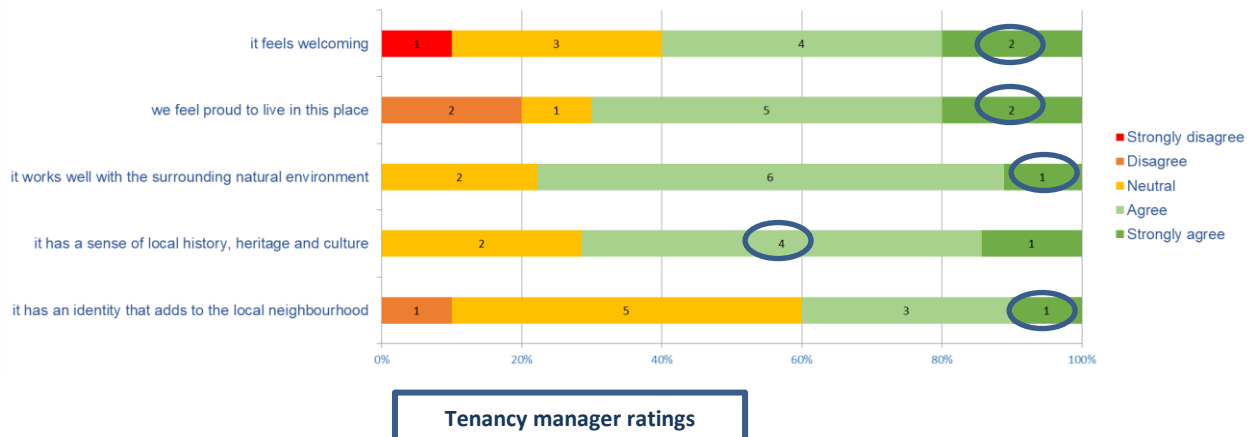
*“Great location – 5 min walk to Countdown – schools, train station, shops and buses close by. One of their better located developments.”*

When asked what they liked least about Airfield 1, the tenancy manager said *“Not having a separate bathroom. If the tenants have visitors, they have to go through their bedroom to use the toilet.”*

Some aspects that could be improved were:

*“I think the storage would've been more usable if there was more shelving installed - in the laundry cupboard, in particular. This feedback has been passed on to the developers. Not everyone is comfortable using the shared clothesline so perhaps the 2-bedroom properties would be better with their own clothe lines as they're more likely to have children and more washing. There is quite a bit of traffic noise, particularly during the peak hours, however that's the downside of being ideally located (near schools, public transport and shopping area).”*





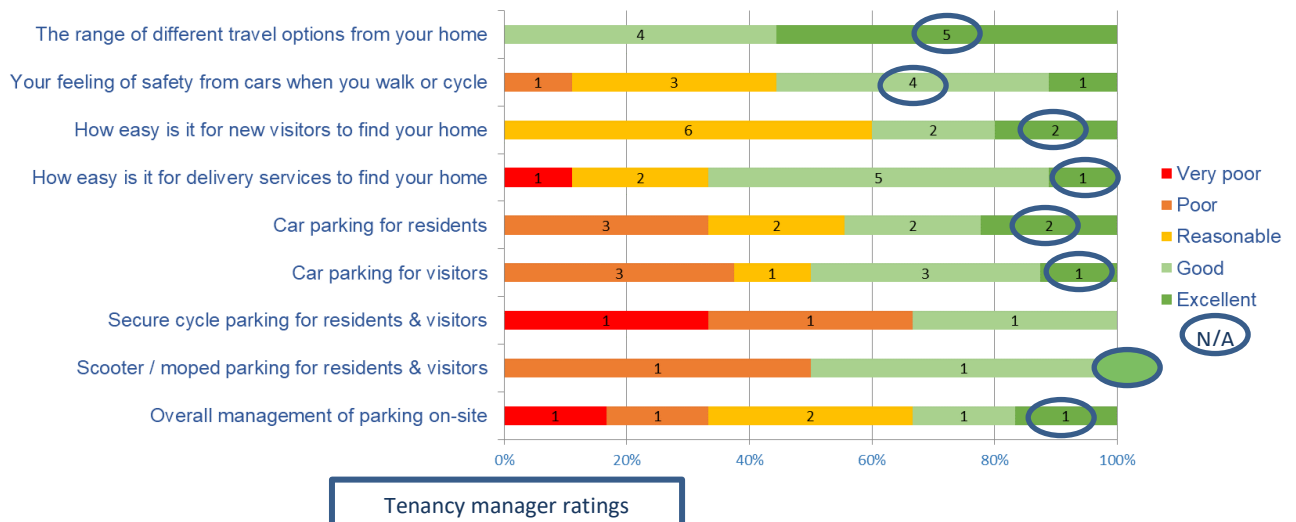
The tenancy manager was more positive than most tenants about how welcoming the development is, pride in living there, how it works with the surrounding environment and its identity. Local history, heritage and culture was the exception where the tenancy manager’s ratings matched the tenant. The tenancy manager commented:

*“I think these units are among the best that have been built by CORT, in terms of the way they look. They stand out from the rest of the properties in the neighbourhood without being overwhelming and they make the neighbourhood look good. They look smart and well maintained and I think it's important that we make homes that don't look like your average social housing property because it makes the tenants feel proud to live there, and I hope it gives them a sense of belonging. The park in between Airfield 1 and 11 has a plaque acknowledging the history of the area of Ardmore.”*

In terms of the fit with the local neighbourhood, the tenancy manager said *“I think it's still a little early to tell. We've only had a couple of calls about the block - 1 for loud music one afternoon, I was a concern for a tenant whose upstairs ranch slider door had been left open and it was raining outside. A couple of our tenants have made friends with other people in the neighbourhood as well as in the neighbouring Airfield 11 block. Otherwise, South Auckland people tend to stick to themselves.”*

In terms of the tenant activities, the tenancy manager responded

*“Unfortunately, our tenant activities have been few and far between as a result of the Covid lockdowns. We've managed to have 1 Xmas dinner and 1 trip to the hot pools since opening the block in 2020. we would normally have a get together with all the tenants when they move in, but at the time we were in level 4 lockdown so that didn't happen. We've got tenant BBQs coming up at the block in a couple of months which will be held onsite, and we've got a mid-winter dinner coming up as well. Last year we sent 2 vans out to collect tenants from Airfield 1 and 11 for our Xmas dinner so we had approximately 50% of the tenants from both blocks attend. The block is also included in the Addison Development, and they also run community events and BBQs. We send invitations out to all the tenants at both Airfield blocks, however we don't keep a record of how many actually attend.”*



Aside from the feeling of safety from cars when walking or cycling, the tenancy manager was far more positive for all options. The tenancy manager commented:

*“The streets surrounding the property are busy, however the carpark is lit at night and we also have a speed hump which prevents people speeding in and out of the carpark area. Visitors and delivery services are able to find the property easily enough - the letterboxes are at the entrance to the carpark and all the unit numbers are facing the carpark area.”*

*“We haven't had any parking issues other than someone backing into the fence by the reserve. Half of the tenants don't have vehicles, and there is ample free parking on both streets around the block. A couple of the tenants and their visitors park directly outside their properties which face Takanini School Rd, so they don't utilise the carpark. There's actually enough parking for visitors who come and go from the block but as an added precaution, we also encourage our tenants to ask their visitors to park out on the street to cut down on the number of cars coming in and out of the carpark. We don't have a bike rack at the property, but we are able to provide an outdoor hook/chain for any tenant wanting to secure a bike outside their own property.”*

### 3.2.1 General tenancy manager comments

The Airfield 1 tenancy manager manages approx. 100 units across South Auckland. He/she noted that because they also live in the area, he/she can be more accessible to tenants, for example, dropping in on way to/from work etc.

During level 4, the tenancy manager rang people in all developments weekly to check they were ok and had food and came out to visit any tenant that they were concerned about. He/she dropped off groceries for those who couldn't get out and deposited money for those who could do their own shopping.

The tenancy manager found that there were fewer issues in CORT developments because CORT spends a bit more time meeting people and thinking about where people fit before they move in. Additionally, the tenancy manager comes out regularly to see people and say 'hi' so he/she is more visible and approachable. There can be a few issues settling people in as they learn to fit in and get on with others. Sometimes people come from emergency housing or living in cars, and several had never had their own home. People learn to live together, and all developments become more settled over time.

Inspections are done every three months to begin with and then over time this extends to six monthly. Tenants get a copy of the inspection report, and they may add guidance with this, e.g., about mould.

### 3.3 Feedback from tenants

#### 3.3.1 Home comfort

Five of the nine respondents to this question found it 'hard' or 'very hard' to heat their home, with four finding it 'easy' or 'very easy'. Respondents commented:

*"Gets very cold"*

*"CORT don't provide heating. Would be good to be carpeted."*

*"Gets a bit cold because of no heating. Don't have a heater."*

A third of respondents found it 'hard' or 'very hard' to cool their home in summer, with the majority finding cooling 'easy' or 'reasonably easy'. Respondents commented:

*"Can open doors and get a good breeze. Does not overheat due to full length sliding doors"*

*"Whole house overheats, especially lounge. Use a fan"*

*"Heat comes in as large sliding door"*

*"When there is no air coming from sliding doors, open the front door too"*

*"Pretty warm but bearable"*

All but one tenant reported that it was 'very easy', 'easy' or 'reasonably easy' to keep their home free of mould; the remaining respondent found it 'hard' and commented:

*"Very dark so might get some mould"*

*"Get condensation - once got it in kitchen when using fan"*

All but one respondent reported that it was 'very easy', 'easy' or 'reasonably easy' to dry their clothes, using either a drying rack on the balcony or the clothesline outside. Tenants commented:

*"Clothesline is good if get spaces on the line. Would be good if had a clothesline off deck, so each tenant has own line- someone had clothes on the line for 5 days. Not enough clothesline space."*

*"Put washing out on deck"*

*"No washing line on deck"*

### **3.3.2 What the tenants like about living at Airfield 1**

#### **3.3.2.1 About the home**

When asked what they liked most about their home, respondents answered:

*“Nice and small, easy to clean”*

*“Somewhere to come home to. It is still my own home. I have a roof over my head”*

*“Small enough to clean. Bathroom is big”*

*“Kids say house is nice and warm when they visit”*

*“I like having my own space. Don't hear kids very often”*

*“Like the breeze. New place. Private”*

*“Really like the place”*

*“Having own space.”*

#### **3.3.2.2 About the development/neighbourhood**

Tenants commented that they enjoyed:

*“The location”*

*“It's very lovely”*

### **3.3.3 What tenants don't like about living at Airfield 1**

#### **3.3.3.1 About the home**

Noise was the main issue identified by respondents, with four respondents reporting the level of noise was ‘poor’ or ‘very poor’, two rating it ‘reasonable’, and four rating it ‘good’ or ‘excellent’:

*“Rowdy neighbours. Can hear from upstairs and through walls”*

*“Noise from upstairs”*

*“Just when people have parties it gets frustrating”*

*“People knocking on the door late at night and early hours of the morning. Traffic noise and noise between units”*

*“Road noise and traffic vibrations/movement - going for a transfer. Lots of arguments - woken up by people.”*

*“Flies hang round. rubbish bin and come into house over summer”*

One respondent reported *“Defects in home - nails sticking out, ceiling paint only 1 coat so when clean it leaves a scarring mark.”* *“Lots of dust from outside”*

#### **3.3.3.2 About the development/neighbourhood**

Respondents made few negative comments on the neighbourhood and development area, the main one being about parking.

*“Don't use [shared laundry facilities as] as stuff is taken”*

*“Would be good if had a lockable storage shed”*

*“Privacy is OK inside but not outside. Would be nice to have a porch with privacy.”*

*“Rubbish bins smell and there are not enough”*

*“Lots of violence and mentality is not good. People throw things out windows - cigarette butts, drugs”*

*“Very loud knocking and yelling 'Got any ..... ”*

### **3.3.3.3 About the design**

When asked specifically about improvements to the design of the bathroom, laundry and kitchen, respondents commented:

*“Bathroom - drain blocks and smell sewerage (been 3 times in < 1 year). Toilet reeks in summer. Floor in bathroom meant to be level to run into drain but water pools behind toilet and sits in trench behind basin (floor level not right).”*

*“Bathroom - visitors have to go through bedroom”*

*“People need to go through bedroom to get to toilet.”*

*“[Could add] shelving in laundry up above [washing machine]”*

*“Don't want more critters coming up drain pipes. More advanced colour [scheme]”*

*“Fan in bathroom doesn't do much”*

*“Not a lot of space to hang stuff”*

*“No carpet. Dark in bedroom, bathroom. Not a lot of airflow.”*

Two respondents rated storage ‘poor’ or ‘very poor’; however, the majority were happy with the amount of storage available.

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

In terms of interactions with other residents, five respondents described themselves as ‘Getting to know the other residents.’ Two respondents said they were not interested in getting to know other tenants. Respondents commented:

*“Most people get on”*

*“Seeing other people around - can catch up and have a good talk”*

*“Often help around e.g. take people shopping if they don't have a car. Often share food e.g. fish when go fishing”*

*“You can't get away from people”*

All but two residents read the newsletter, but only one respondent attended CORT events. Comments from the respondents indicated other interest in events but availability was an issue:

*“Meetings and events are always on days I'm not available”*

*“Haven't attended anything yet - always busy when on”*

*“Would go on CORT trips but have had clashes”*

In terms of the wider neighbourhood, six respondents reported that they are ‘getting to know people and places’, one had no interest in the neighbourhood and one reported that the ‘neighbourhood was not welcoming’. One person rated the neighbourhood ‘very poor’, three people rated it ‘reasonable’ and all other respondents rated it ‘good’ or ‘excellent.’ Comments included:

*“Keep to myself but polite”*

*“No parties, very peaceful. Keep to self.”*

*“Do most stuff in Papakura, but shops in Takanini are awesome”*

*“Quiet”*

*“Very busy neighbourhood but very nice”*

*“I like the neighbourhood. Close to all amenities*

*“The neighbourhood is not very friendly. I hope they put judder bars on the road as people race cars.”*

#### **3.3.4.1 Safety**

Only one respondent felt ‘very unsafe’ in any of the situations (in their home, after dark, around the development and around the neighbourhood). Three respondents felt that children under 14 were ‘a bit unsafe’ playing around the property, and two respondents felt ‘a bit unsafe’ walking around the property and neighbourhood after dark. Issues identified in the comments were:

*“Unsafe for kids because of driveway*

*“People arguing at night, especially after 11pm. Doesn't feel secure and not homely.”*

Again, only one respondent felt ‘unsafe’ from cars when walking or cycling; all others rated road safety ‘reasonable’ to ‘excellent’.

#### **3.3.5 Transport and parking**

All but one respondent were positive about the transport options, rating them either ‘good’ or ‘excellent’ (one respondent entered N/A).

Six respondents had a car, three rated parking for residents as ‘poor’, the rest between ‘reasonable’ and ‘excellent’. Five respondents found car parking for visitors between ‘reasonable’ and ‘excellent’, with three respondents reporting visitor parking as ‘poor’. Overall, three respondents reported parking management was poor, compared to four respondents who were positive. Comments included:

*“[Carparking] not allocated and there's not enough parking for all units.”*

*“Not parking in carparks, only in front of house blocking 2-3 carparks”*

*“Usually, carparks are full. Not all the time, but it does happen. Need a big sign [saying] Residents Parking only. Visitors park outside/on roadside”*

*“[Other people's] visitors park on grass in winter and make mud”*

*“Carparking is first in first served. Visitors have to park on road - dangerous with kids”*

*“Come home and there's been no carparks. First come, first serve doesn't work. Each tenant should have a carpark.”*

*“If no parking then back out and park on road. Thought we would have our own parking space but can park anywhere”*

All but one respondent reported visitors and delivery vehicles could find the development/their home easily. The one respondent with bicycles found security of cycle parking was poor.



### **3.3.6 Sustainability and emergency preparation**

A majority of respondents were engaged in activities to save energy and water, and reduce waste, either most or some of the time. Two respondents composted, three were keen to know more, and one thought composting was not possible. One respondent gardened, four were keen to know more, and one thought gardening was not possible. Two respondents reported being involved in wider sustainability activities with four keen to know more. Respondents commented:

*“Would like to grow veggies but no space”*

*“[Want a] green bin for garden waste”*

Three respondents had made preparations for an emergency, four had made preparations, and two didn't know. One person reported they *“don't even have a first aid kit. [Would be good to have] a defibrillator for area. Need fire blanket or extinguisher”*.

### **3.3.7 Welcome Home pack**

Eight tenants reported having received a Welcome Home pack when they moved into their new home, one reported not receiving a pack, and one tenant was unsure. Many of the respondents did not know what a Welcome Home pack was until showed a copy of the cover and sample pages. Most tenants (seven) reported that the tenancy manager had explained the contents of the pack in detail, with one tenant reporting that it was explained a little and two tenants not knowing if it had been explained. Two tenants noted that they had moved into their units during lockdown when everything was contactless.

When asked if they use their Welcome Home pack, four tenants said yes, four responded no and two didn't know. One tenant showed their handbook in which they had written additional notes as it had been used. Comments were varied including:

*“Tenancy manager explained bond, rent, water etc. Haven't read pack for a while.”*

*“Sometimes use it.”*

*“Used once, can't remember what for”*

*“Use it all the time. Find it handy”*

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## 4 Conclusions

Resident and developer ratings were reasonably close, largely varying around Character and Identity, Liveability, and Sustainability. In particular, residents scored lower ratings for parking, safety from vehicles, noise control, warmth and dryness which appear to be common sources of concern for many tenants. However, this is a relatively new development which is still in a settling down, and comfort with these issues may improve as the community gets used to each other. Interestingly, the developer scored energy and water efficiency lower than the tenants; it appears that tenants are practising this despite no provision for water saving.

Despite higher levels of insulation than building code minimums and good ventilation throughout, residents reported mixed results in relation to keeping their homes warm in winter and cool in summer. Tenants who are older or have health issues are likely to need to keep their homes warmer for their health. While good insulation is important to keep the heat in, it is likely that some form of heating device is needed to maintain a healthy indoor temperature during colder months. CORT has taken substantive steps to make these homes warm and dry with double glazing and insulation, and sensors have been installed to measure the indoor temperatures and humidity. It is hoped that the sensors will give CORT actual measurements to understand whether indoor temperature is indeed a problem or a reflection of individual comfort variances, as has been suggested.

The score for the local connectivity of the site was higher than the score reflecting residents' willingness to make use of active and shared transport modes. Residents continue to rely on their private vehicles despite the efforts of CORT to situate these developments with very good levels of connectivity and local amenity / facilities close by.

Respondents were generally positive about living at Airfield 1. All residents surveyed either agreed or strongly agreed that the home was affordable, and only one respondent disagreed that their home suited their household needs. A majority of respondents either agreed or strongly agreed that they were proud to live in their development (60%) and that it felt welcoming (70%). This is lower than other CORT establishments previously surveyed and comments by tenants raise some issues about living within the development and the broader community. These could partly reflect that the development is still settling in.

## 5 References

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