



MDH/8c

Medium density housing assessment of CORT's Glynnbrooke development

A report prepared by Beacon Pathway

June 2021



About This Report

Title

Medium density housing assessment of CORT's Glynnbrooke development

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Reference

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

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1 Introduction

CORT Community Housing engaged Beacon Pathway to assess the Glynnbrooke community housing 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.

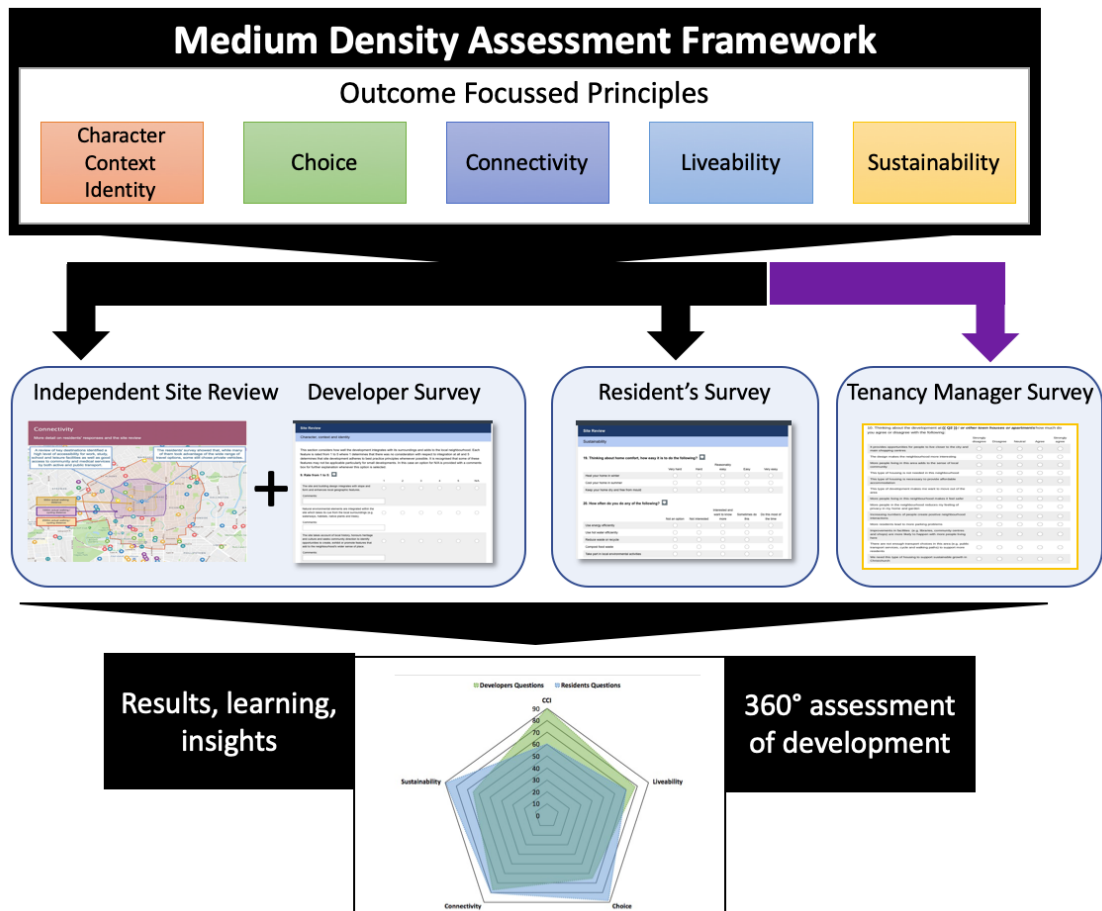


Figure 1: The Medium Density Assessment Framework, Tools, and Process¹

¹ Ryan & Smith (2018)

2 Process for assessment

The assessment tools were applied to CORT's Glynnbrooke development in Te Atatu South. This development has eleven units including 8 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 21 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 with tenants on 27, 28 and 30 April and 3 May. One tenant was interviewed following the introductions on 21 April. The tenancy manager's interview was conducted on 21 April.

Tenants were provided with a \$30 supermarket voucher for undertaking the survey; this was given to the tenant prior to 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 eleven units at the Glynnbrooke development. One unit was away and was texted offering to email the survey link however they declined.

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 Glynnbrooke 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 – Glynnbrooke

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

3.1 Application of assessment tools

Living at Glynnbrooke

A comparison of resident and developer perspectives

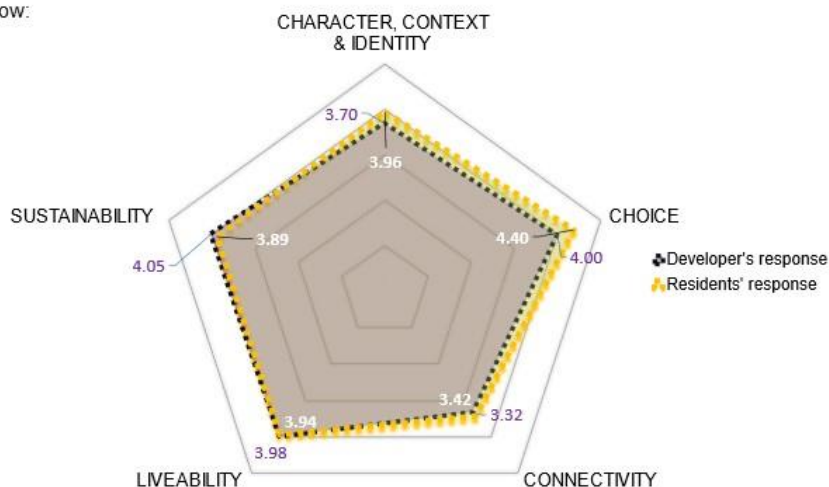


Residents and developers were asked to rate a range of aspects relating to their site, building, living spaces, and access to key destinations. The residents' average score for each topic has been adapted from their survey responses, while the developer's scores were collected during an interview and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

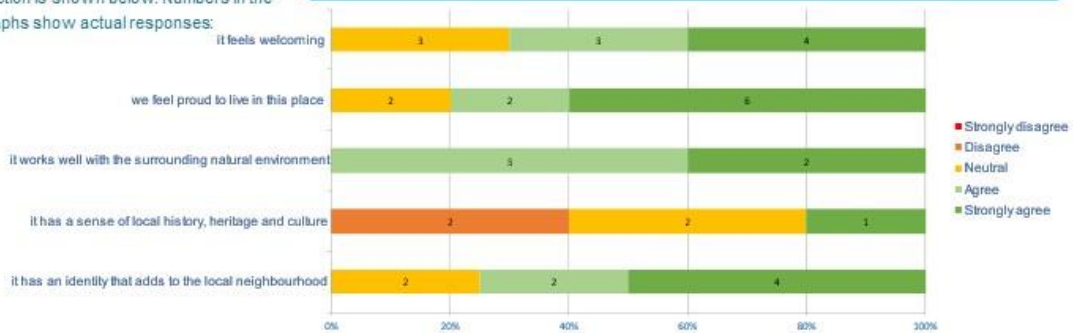


Each of the following sections outline the results in more detail with any additional information that was collected from residents, the developer, or during an independent site review.

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
 <p>Environment and physical landscape</p> <p>Natural environmental elements are integrated within the site which aligns with slope and form and enhances geographic features.</p>	4.40	4.00
 <p>Heritage and culture</p> <p>The site takes account of local history, honours heritage and culture, and seeks community direction.</p>	3.00	3.00
 <p>Identity and sense of place</p> <p>Site design and layout, key features, and artistic works have been developed to create an identity and 'sense of place'.</p>	4.33	3.50
 <p>Building character</p> <p>The building design and materials integrate with, and enhance, the surrounding neighbourhood character.</p>	N/A	5.00
 <p>Streetscape</p> <p>Entranceways and frontages are designed to be welcoming, accessible, and are in context with and enhance the overall character.</p> <p>Survey responses were received from 10 out of the 11 dwellings, representing a 91% response rate of occupants from this development.</p> <p>More detail on residents' responses to this section is shown below. Numbers in the graphs show actual responses:</p>	4.10	3.00
	Section Average	3.96
		3.70



Choice

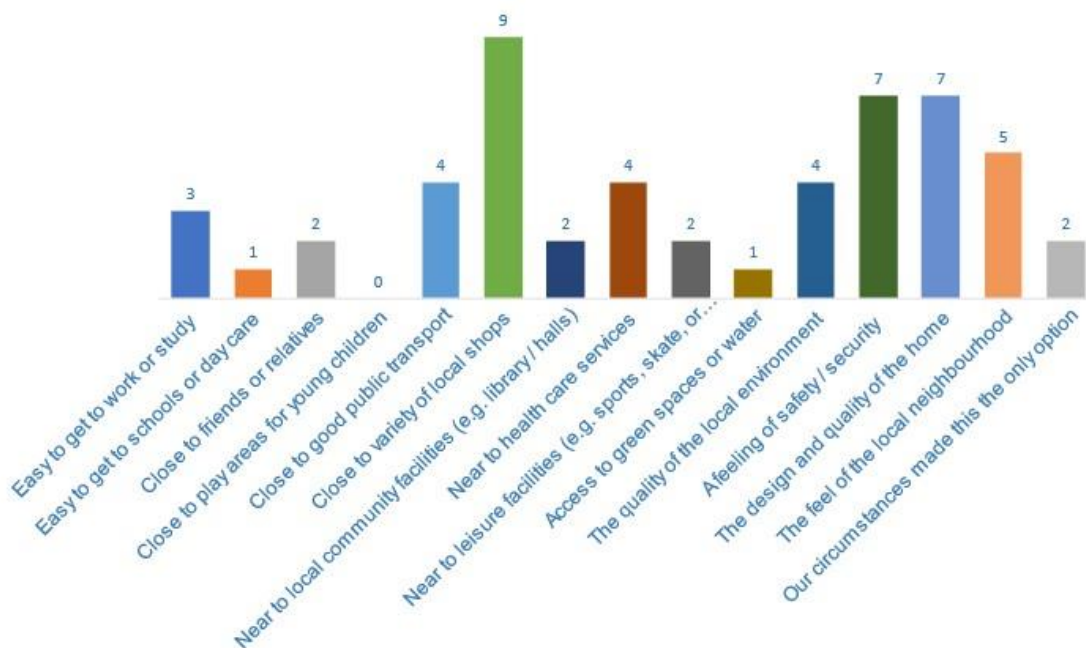
The development provides for, and enables, occupancy by a diverse range of residents who can benefit from, and support, a thriving local economy

	Residents	Developer	
 <p>Opportunity</p> <p>Proximity to local centres and other key destinations enables residents to live, work and play in their surrounding neighbourhood.</p>	4.20	2.00	
 <p>Residential dwelling typology</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>	4.60	5.00	
 <p>Affordability</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>	4.40	5.00	
 <p>Tenure</p> <p>Diverse and flexible tenure arrangements provide opportunities for residents to either own or rent quality accommodation.</p>	N/A	N/A	
 <p>Building adaptability</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>Population density</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	
Section Average		4.40	4.00

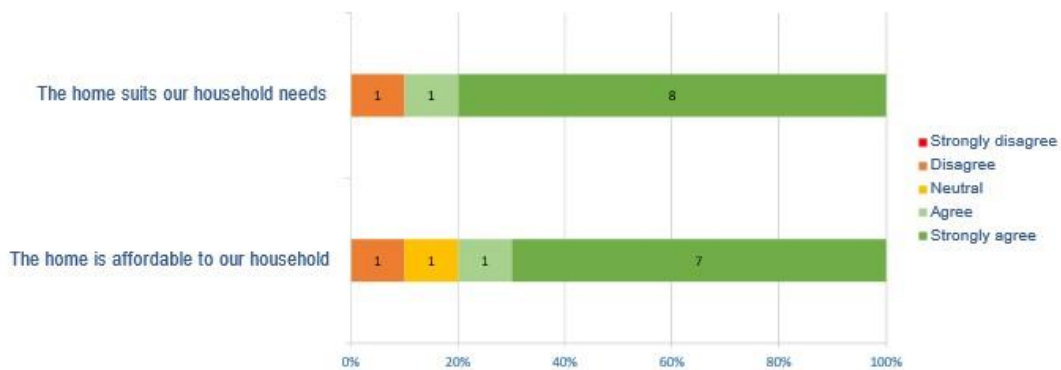
Choice

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 numbers of respondents that selected each option.









Residents were asked about the suitability and affordability of their homes:



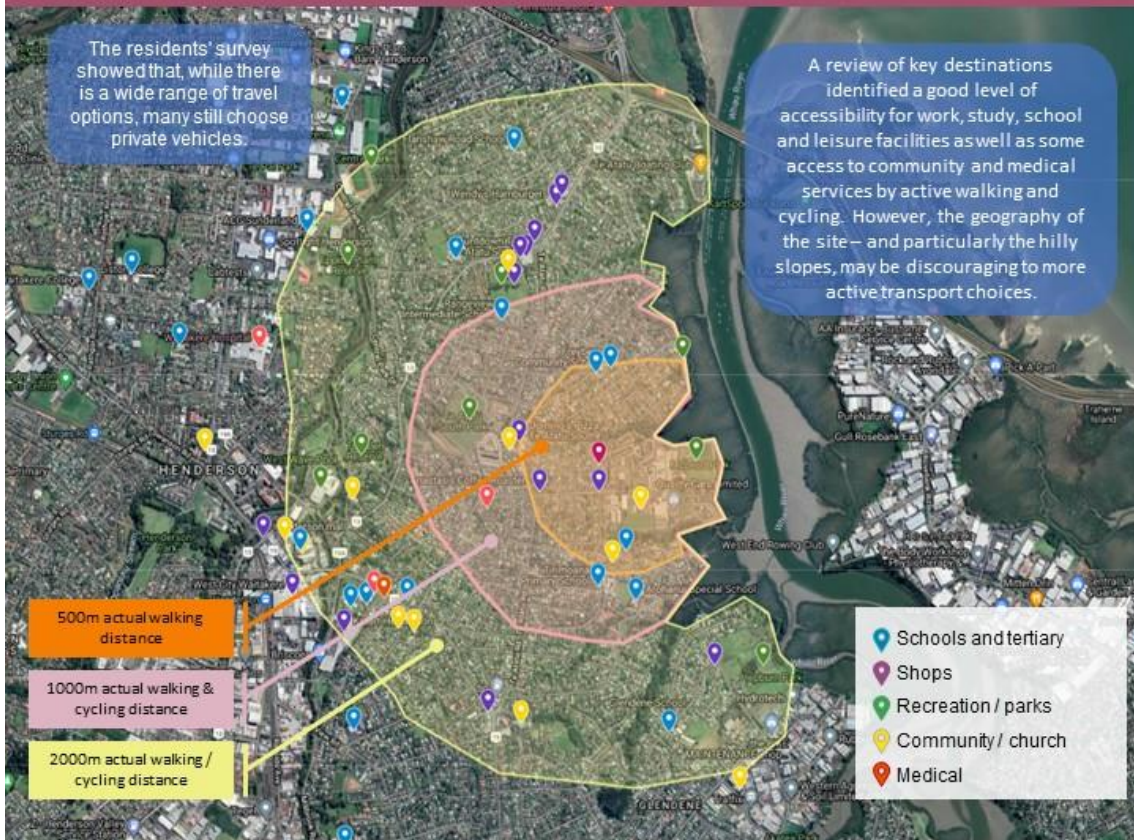
Connectivity

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

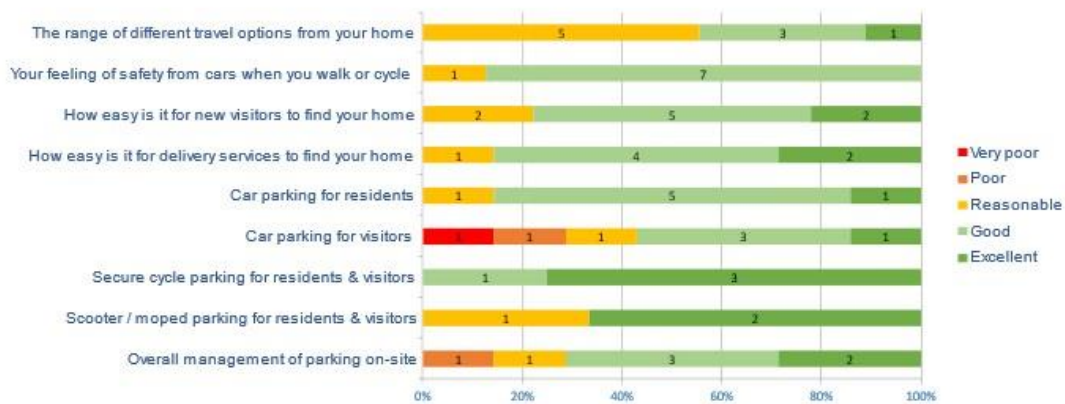
	Residents	Developer
 Accessibility to key destinations <p>The extent of accessibility to key destinations is based on distance, infrastructure and services that enable safe travel on foot, by cycle, on frequent public transport, by car, or with mobility aids.</p>	1.57	4.20
<p>The two scores compare residents' current use of different travel options with a review of available accessibility to key destinations by different modes. This was achieved by mapping destinations and assessing the ease with which it could be accessed by active, shared, and private travel options. The difference in scores shows that the development is very accessible to key destinations, but residents are not yet making the most of available options such as cycling, walking and public transport.</p>		
 Permeability <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
<p><i>N/A for this site due to size</i></p>		
 Transport choice <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>	3.56	2.00
<p>The developer noted that there is nothing in place currently, but aspects such as electric car charging could be explored at a later stage if warranted. Bike racks were provided at the edge of the car parking area.</p>		
 Safety from vehicles <p>Design considerations reduce physical conflict between cars and other users within the site and at access points.</p>	3.88	3.00
<p>Cars are corralled in one space at the rear of the development which reduces conflict between pedestrians and vehicles. Walking and driving are separated through surface treatments – with clear pedestrian access.</p>		
 Wayfinding and access for services <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>	4.07	3.00
<p>Residents generally felt access and wayfinding for visitors was good although the developer noted that more could have been done. Site constraints could cause challenges for emergency vehicles needing to reverse in order to exit with a single car parked in the turning bay at the time of the assessment.</p>		
 Parking provision and management <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>	4.05	4.40
<p>Both the residents and the developer ranked this comparatively highly, suggesting that parking is not a contentious issue on site. Cycle and motorbike parking is provided, and CORT manage parking issues when and if they arise.</p>		
Section Average	3.42	3.32

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:



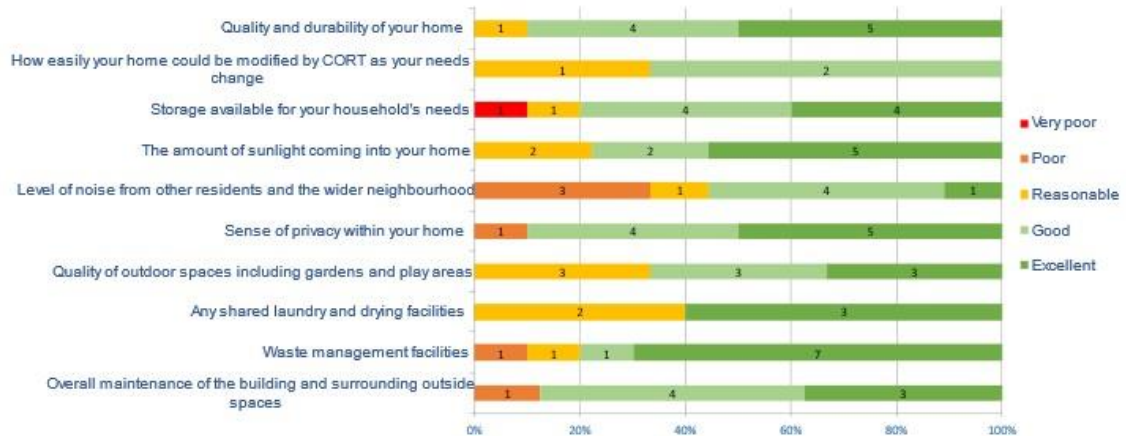
Liveability

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

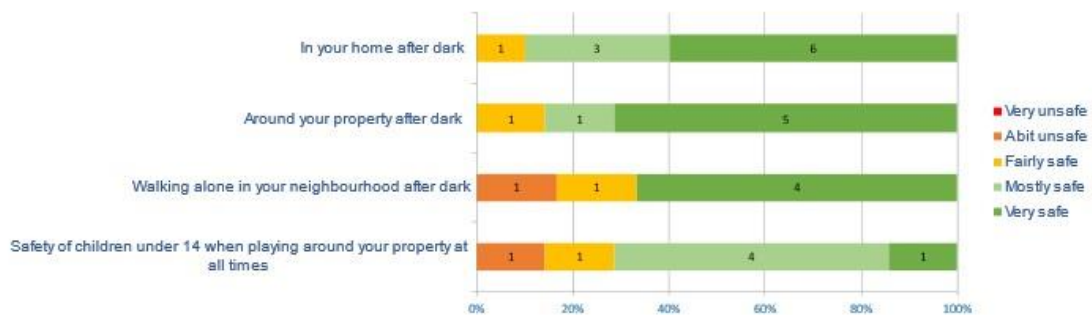
	Residents	Developer	
 <p>Building quality</p> <p>The building design and use of materials provide quality homes that are durable and easy to maintain.</p>	4.40	4.00	
 <p>Personalised dwellings and storage</p> <p>Dwellings and private spaces can be personalised or modified to account for changing needs over time and have appropriate storage for lifestyle requirements.</p>	3.83	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>	3.82	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>	4.11	3.50	
 <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>	3.89	2.50	
 <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>	3.57	4.33	
Section Average		3.94	3.98

Liveability

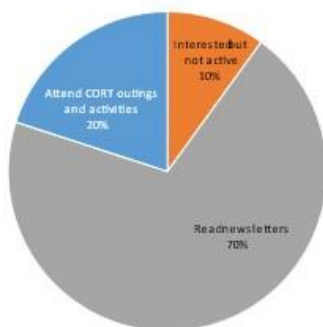
Providing quality facilities and facilitating positive interactions between residents and the wider community - A closer look at residents' responses



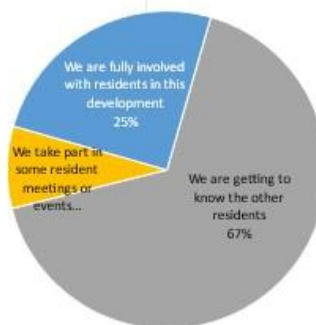
They also gave feedback on their feelings of safety and security:



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

Nine out of the ten tenants who responded to this survey and answered this question said that they "were getting to know people and places"

Sustainability

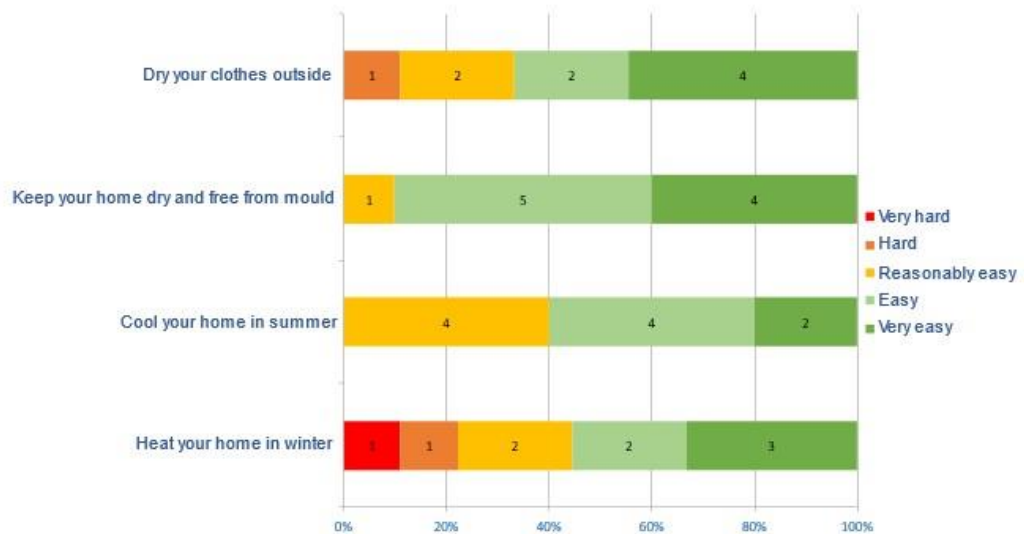
Efficient and cost-effective resource use through design, behaviour and technological advancement

	Residents	Developer
 <p>Climate adaptability and stormwater management</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>Building materials</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	3.00
 <p>Solar gain</p> <p>Building orientation takes account of seasonal variations to minimise heating, cooling and lighting requirements.</p>	4.33	5.00
 <p>Warmth and dryness</p> <p>Building design maximises thermal efficiency and comfort, and effectively controls moisture through insulation, glazing and ventilation.</p>	3.91	5.00
 <p>Energy and water efficiency</p> <p>Energy and water management maximises the use of renewable supply as well as the use of efficient appliances where appropriate.</p>	4.33	3.33
 <p>Recycling and composting</p> <p>Provision and active management of waste, recycling and composting facilities to ensure appropriate site placement and ease of use.</p>	4.17	5.00
 <p>Native ecology, gardening and food production</p> <p>Proactive attempts to enhance environmental quality and biodiversity and provision of outdoor space for gardening, and food production.</p>	2.72	2.50
Section Average	3.89	4.05

Sustainability

More information on residents' environmental behaviours

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



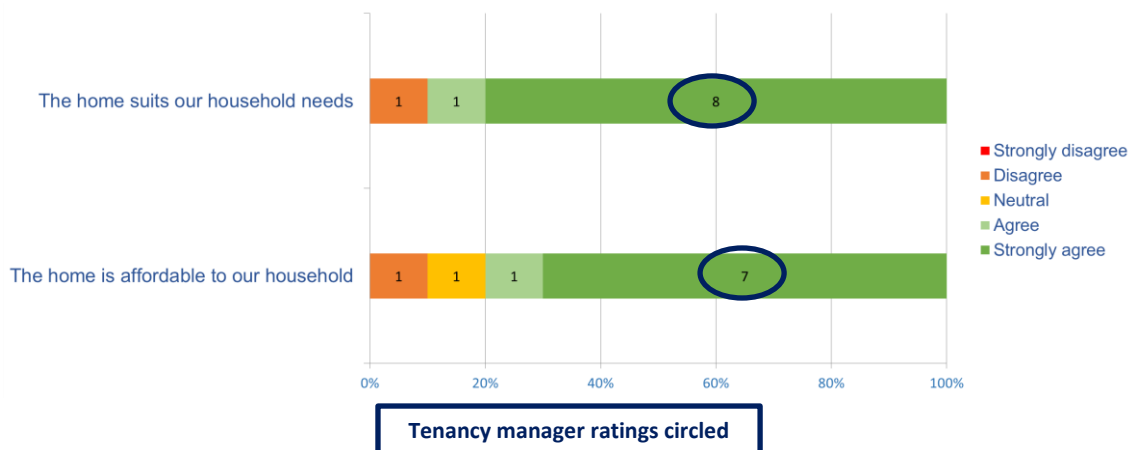
...and how often they engaged in some sustainable actions:



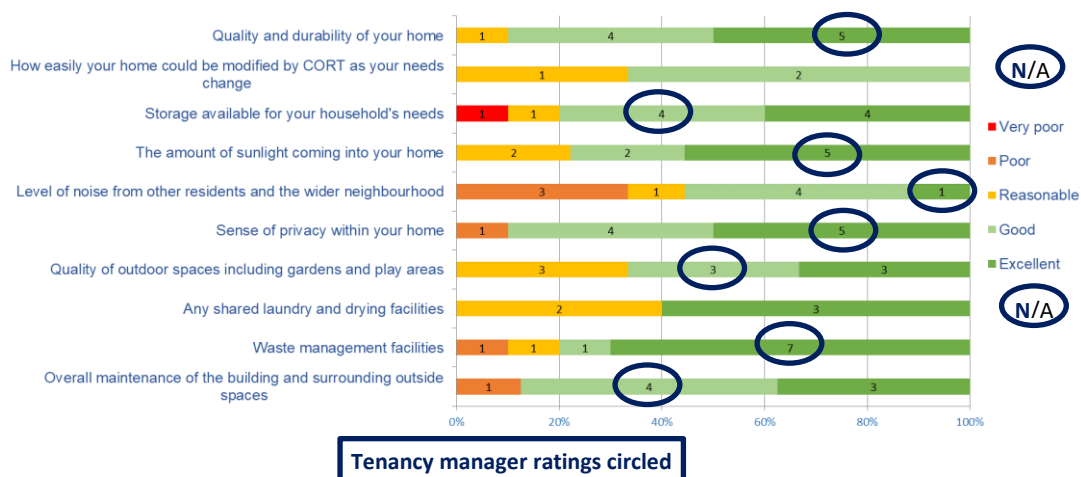
3.2 Feedback from tenancy manager

This section covers feedback from the tenancy manager for Glynnbrooke. 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.

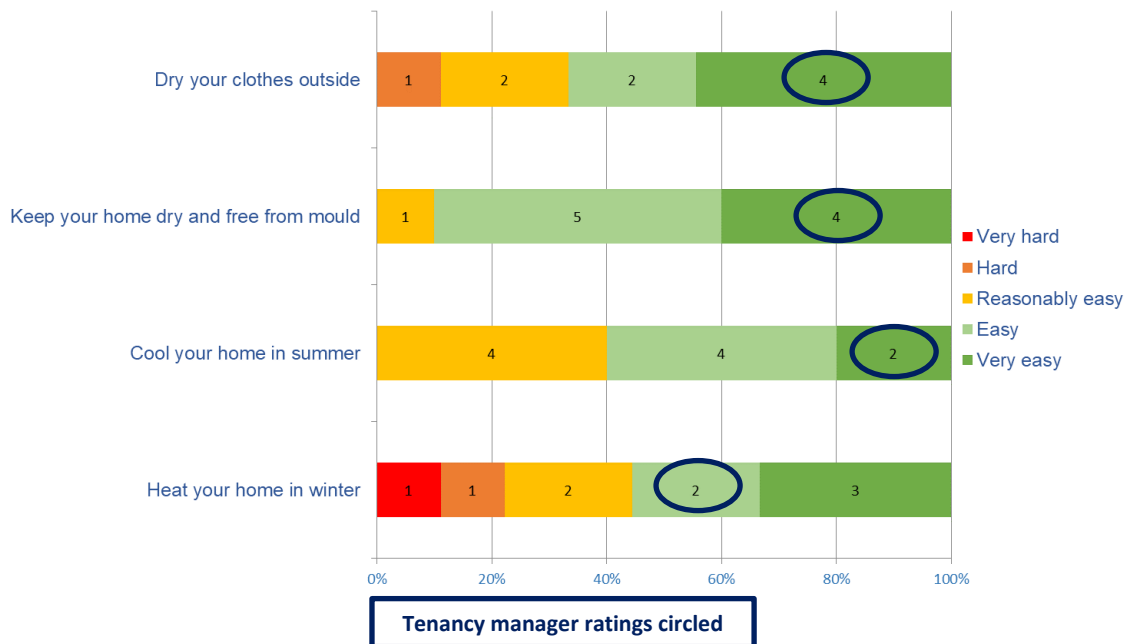
The tenancy manager strongly agreed that the Glynnbrooke homes suited household needs and were affordable, in line with the majority of tenants.



The tenancy manager rated most aspects of the house similarly to the tenants.

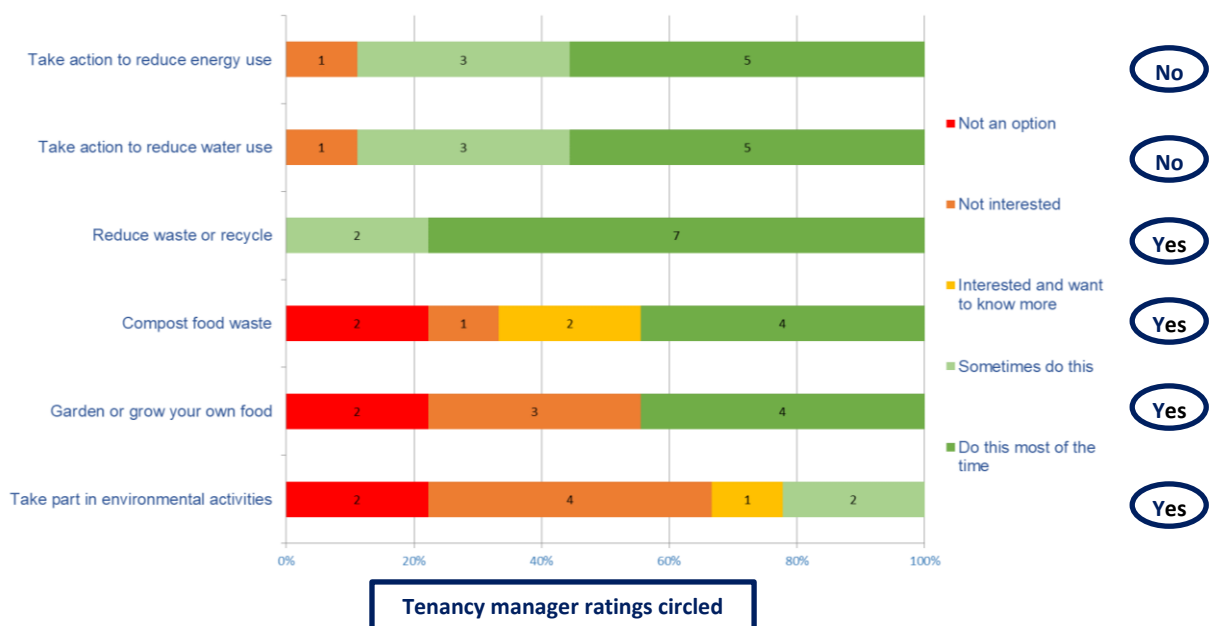


The tenancy manager agreed with most tenants that the quality and durability, sunlight, privacy and waste management was ‘excellent’ and that the storage and maintenance was ‘good’. The main area where tenants and tenancy manager differed was over noise; the tenancy manager was more positive that most of the tenants in rating this ‘excellent’.



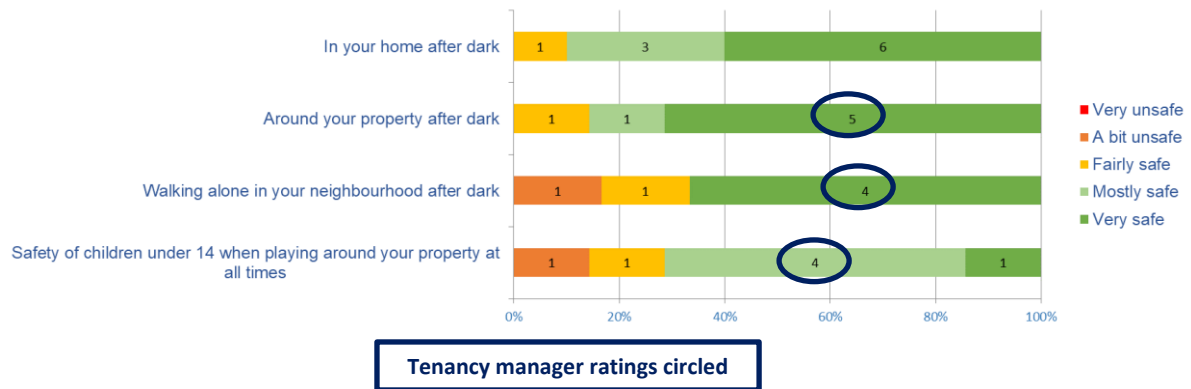
The tenancy manager rated heating the homes 'easy' in the mid-range of tenant ratings. They rated cooling in summer higher than most of the tenants, although all tenants were positive about the ease of cooling and commented that they were not aware of any issues with summer cooling.

In terms of keeping homes dry and free of mould and of drying clothes outside, the tenancy manager's rating of 'very easy' was at the top end of the largely positive tenants' responses.



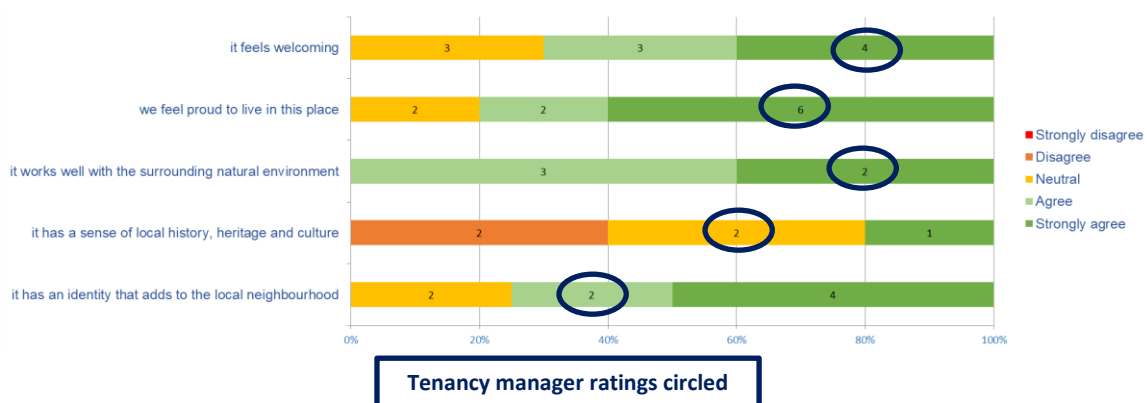
Opportunities are provided to reduce waste, garden, compost and take part in environmental activities. All tenants are reducing waste and four are composting and gardening with further interest in composting. There is relatively little interest in environmental activities. Despite no active provision for tenants to reduce their water or energy use, the majority of tenants are aware and practising these actions.

The tenancy manager didn't know if an emergency plan is in place.



The tenancy manager rated Glynnbrooke as mostly or very safe, in line with the majority of tenant ratings.

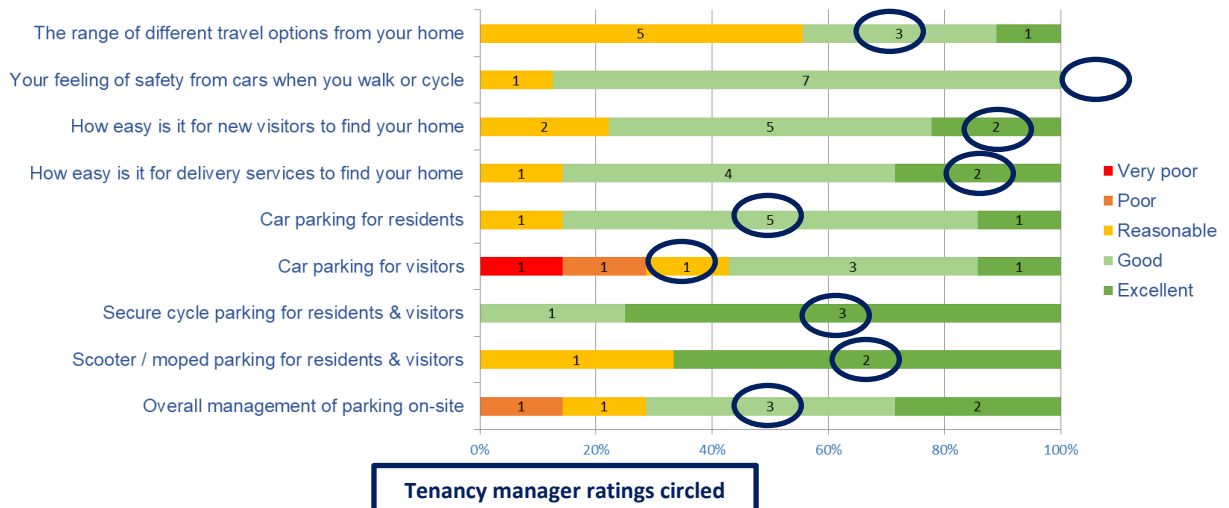
When asked what they liked most about Glynnbrooke, the tenancy manager said “*The community bond.*” They said it is “*A great block with great people!*” When asked what they liked least about Glynnbrooke, the tenancy manager said “*The layout.*”



The tenancy manager ‘strongly agreed’ that the development feels welcoming, makes people proud and works well with the natural environment, at the more positive end of the tenants’ largely positive ratings. The tenancy manager was neutral about the sense of local history, heritage and culture, in the middle of tenant ratings that varied from ‘strongly disagree’ to ‘strongly agree’. More tenants were more positive about the development’s identity than the tenancy manager.

The tenancy manager commented that *“the development adds value to the neighbourhood”* and that *“the neighbours were very hesitant and upset about social housing moving in but once the block was built and looks amazing, everyone was happy.”*

In terms of the tenant activities, the tenancy manager responded *“the tenants help with gardening and most participate in on-site BBQs. A few come to larger events”*.



Tenants were largely positive about all aspects of travel, safety, signage and carparking. The area where they were less positive – carparking for visitors – was also an area that the tenancy manager only rated ‘reasonable’.

The one area where the tenancy manager’s rating varied from all tenants was in the feeling of safety from cars when walking or cycling – the tenancy manager rated this as ‘excellent’ while tenants rated it as ‘good’ or ‘reasonable’.

3.2.1 General tenancy manager comments

The tenancy manager is experienced and manages approximately 100 units across central and west Auckland. Glynnbrooke has been open for nearly 2 years, since 2019.

The tenancy manager reported it is a good development to manage and still has all but one of the original tenants. There were few issues and the tenants generally got along well together. It is a very secure location and development.

The tenancy manager noted there was little concern about overheating or cold in the units. Upstairs units had lockable storage under the stairs, while downstairs units could bring things directly to their back door. Balustrades for the decks had been changed to make them more private and less like pool fencing.

When asked what they would change, the tenancy manager noted these possible improvements:

- Would have been good to concrete the whole outdoor area for a tenant in a wheelchair but were not able to because of unpaved area requirements in the consent.
- Upstairs fire doors are a problem as they mean tenants can't hear people at the door
- The one bedroom unit layout, especially upstairs, is problematic; it is hard to [know]where to put the tv and sometimes the couch ends up in the middle of the room
- Carparking lights aren't very good and are vulnerable to being hit by cars
- Would like to see the whole washing line area concreted
- Could have utilised space better for communal garden
- Bike rack could have been better placed
- Has closet storage but no towel storage

The tenancy manager agreed that Glynnbrooke is a good location for community housing. It is within walking distance to schools and the supermarket, with a bus stop close by. There are also local shops close to the development.

3.3 Feedback from tenants

3.3.1 Home comfort

Two respondents to this question found it ‘hard’ or ‘very hard’ to heat their home, with seven finding it ‘reasonably easy’ to ‘very easy’. Of concern is the resident who is using a gas heater; if unflued, these produce noxious gases and additional humidity. Respondents commented:

“Double glazing, insulated in floor and ceiling. Don't need a lot of covers on bed. Have a heater”

“Easy to heat and stays warm once heated.”

“Don't have a heater and can't afford to heat home. Warmer than other house was but still gets very cold”

“Don't have heater but not too cold”

“Sun comes in and it is trapped with double glazing. Don't use a heater in winter”

“Got a gas heater but don't like using it because of smell. No carpet so cold.”

“If cold, put on oil column heater and stay in bedroom”

“No heat pump. Gets quite cold.”

All respondents found cooling ‘reasonably easy’ to ‘very easy’. Respondents commented:

“Use a fan. Got windows and door. Only really overheats outside.”

“Sitting room the coolest and coldest in winter.”

“Wear light clothing. Not too bad. Open windows”

“If everything is open, there is a breeze so OK. As upstairs, can leave the ranch slider open overnight”

“Gets warm and use a fan. Mostly overheats in lounge. Bedroom is a cooler spot. Open all windows.”

“Always a stable temperature. Downstairs easier than upstairs to cool”

All respondents reported that it was ‘very easy’, ‘easy’ or ‘reasonably easy’ to keep their home free of mould. Respondents commented:

“Don't need dehumidifier”

One respondent found it ‘hard’ to dry clothes outside; all other respondents 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:

“Clothes rail [line at back of unit] is not big enough”

“Dry clothes inside as, if windy, some clothes blow off”

“Unit's clothesline is good – [CORT] extended wooden platform out as line went further than concrete”

“[There is] only one clothesline at end of drive - everyone downstairs has a clothesline”

3.3.2 What the tenants like about living at Glynnbrooke

3.3.2.1 About the home

When asked what they liked most about their home, respondents were very positive about their experience:

- “Security of having a home and can be here for as long as I can manage.”*
- “Nice and simple. Enough space for family....”*
- “Easier to maintain than previous address”*
- “Small, convenient”*
- “Warm, not damp”*
- “Being independent and having my own place.”*
- “A lot of space”*
- “Spacious. Good garden. Just a nice place”.*
- “Absolutely love this place - high ceilings, brand new, good shower, kitchen is huge”*
- “Like lots of things. Size of bathroom. Shower and water pressure. Width of hallway.”*
- “Height of ceiling. Size of bedroom. Outdoor space. Design of kitchen. Pantry and fridge space is perfect space size”*
- “Very happy with modern design”*
- “Lighting is very good.”*

3.3.2.2 About the development/neighbourhood

Tenants commented that they enjoyed:

- “Good neighbours.”*
- “All neighbours good - one has a bit of drama”*
- “Public transport on Te Atatu Road”*
- “Walk to most places e.g. supermarket. Quiet”*
- “Good distance off Te Atatu Road so not much noise. Can't hear industry”*
- “Like garden. South Island tussock nice (planting) - has a few weeds. Good sized development - not overwhelming”*
- “Tenants reasonable and decent.”*

3.3.2.3 About CORT

Tenants were positive about CORT as their landlord and the opportunity CORT had offered:

- “Tell CEO of CORT ‘thanks I've got a nice place to live in ’”*
- “Feel privileged. It's a good service they provide - nice to have someone that cares”*
- “Very, very grateful. Huge to have a nice place to stay in.”*

3.3.3 What tenants don't like about living at Glynnbrooke

3.3.3.1 About the home

There was no particular theme to respondents' comments. These included:

“Too close to next door”
“The bathroom is a bit noisy”
“Limited space”
“Doesn't have under cover parking”
“Add a storage cupboard - use laundry cupboard for storage and don't have a washing machine (use laundromat to wash)”
“Get noise from upstairs unit. Someone bangs on wall late at night.”

3.3.3.2 About the development/neighbourhood

Respondents made few negative comments on the neighbourhood and development area.

“Once shut door, don't see anyone so it's taken a long time to meet people. Can be a bit lonely.”
“Noise pollution, music”
“Outside bollard lights are flimsy and bulbs fragile. They look good and are in a good position but are not durable.”
“Someone bangs on outside wall late at night”
“People come into bottom [foyer] at night if leave unlocked”
“Got a little lockup downstairs- shared between 2 upstairs units. No shed for tools.”
“Outdoor space is not big enough. Would be good to have own bin as shared bins are too far away”.

3.3.3.3 About the design

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

“Don't use oven, just elements on top. Walk-in shower is good.”
“Things are situated quite well. Social worker said 'I wouldn't mind living in a place like this”
“Bathroom water drains very slowly. Need to cross the bath to get out and water on body makes the floor wet and it's a bit dangerous”
“Well thought out. Gets lots of sun coming into the living space - building designed right way around.”
“Rail to hang towel would be better if by basin so don't have to move door to access (it is behind the door)”

In terms of accessibility, one respondent commented that there was a need for wider doors for wheelchairs, particularly with the ranch sliders, and that concrete around the unit outside would be helpful. In terms of safety and accessibility, thought needs to be given to having two exits, including an emergency exit to the road.

3.3.4 Involvement in residents' activities and community feel

Respondents at Glynnbrooke were very involved in the life of the development. All respondents described themselves as 'Getting to know the other residents' or being fully involved with the other residents. Seven residents read the newsletter, and two respondents were active in attending CORT events. Only one respondent described themselves as 'interested but not active'. Comments included:

"Know everyone who lives here. Talk to neighbours when gardening. Help out [other tenants]"

"Speak to others"

"Don't go to as many [events] as I'd like to"

"Mental health conditions may contribute to people being a bit isolated."

"Getting to know each person."

"Very happy environment"

"Neighbours are lovely. Other tenants help with garden."

"Very happy to live here"

In terms of the wider neighbourhood, all but one respondent reported that they are 'getting to know people and places', and all respondents rated the neighbourhood 'good' or 'excellent'. One respondent commented:

"Hear arguments every now and then from broader community. People greet you."

3.3.4.1 Safety

All respondents felt 'fairly' to 'very' safe at home after dark. Of the seven respondents who answered the questions, all felt 'fairly' to 'very' safe on the property after dark (not all respondents answered) and only one felt 'a bit unsafe' walking around the neighbourhood after dark. Although six respondents rated it between 'fairly safe' to 'very safe' for children under 14 to play around the property, one respondent felt that this was 'a bit unsafe'.

"[Concerned with] driveway with kids"

Eight respondents rated road safety 'reasonable' to 'excellent'.

3.3.5 Transport and parking

All but one respondent were positive about the transport options, rating them between 'reasonable' and 'excellent'.

"Great location for walking. Close to Te Atatu South Park".

The other respondent commented:

"[Expensive to get out] \$25 total mobility to Henderson"

Eight respondents had a car, of which seven rated parking for residents as between 'reasonable' and 'excellent'. Four respondents found car parking for visitors 'good' or 'excellent', one found it 'reasonable,' and two respondents reported visitor parking as 'poor' or 'very poor'. Overall, only one respondent reported parking management was poor, compared to six respondents who were positive. Only two people reported having parking problems. Comments about parking included:

- "[Suggested] stickers for tenants' cars and tow away [others] would be good."*
- "Park at front on road as closer to unit. Can take 8 cars on-site but usually full. Can park at door to unload groceries etc"*
- "Some tenants having to park on road all the time. Visitors have no problem parking on the road."*
- "Tenants letting visitors park in carpark so there's no space - but has been good now for months"*
- "Visitors used to be able to park on site, but not now"*
- "A few people have 2 or 3 cars but it's got better. Problem is tenants"*
- "Would like disabled parking nearer house. Mobility van is usually OK but it blocks the driveway and sometimes people want to get out"*
- "Not enough car parks for units. Visitors not able to park on site even when lots of empty spaces."*
- "Would like shelter for [motor]bike"*

All respondents reported visitors and delivery vehicles could find the development/their home easily although one respondent commented:

- "Finding building easy but sometimes they get lost finding unit"*

3.3.6 Sustainability and emergency preparation

Eight respondents were engaged in activities to save energy, eight to save water, and nine to reduce waste, either most or some of the time. One respondent was not interested in saving water or energy. Respondents commented about the water bill savings in particular:

- "Low water bills."*
- "Was costing \$140/month for power in old place - here \$50/month with highest \$70/month"*
- "[Uses] CORT info [to save water] not to flush toilet every time"*
- "When turn on hot taps, saves the cold water that comes out first to use elsewhere"*

Four respondents composted, one was keen to know more, and two thought composting was not possible. Four respondents gardened, two said gardening was not possible, and three were uninterested. One commented that “Concrete under soil (from developer) so not good to grow things.” Two respondents were involved in wider sustainability activities with only one keen to know more.

Five respondents had made preparations for an emergency (several reported that they had torches on hand), two had made no preparations, and two didn’t know.

4 Conclusions

The comparison of the resident and developer perspectives shows a reasonably close relationship between the developer rating and that of residents, with the residents rating three of the five domains slightly higher than the developer. The greatest variability was in Choice (the development provides for, and enables, occupancy by a diverse range of residents who can benefit from, and support, a thriving local economy) where the tenants' ratings were higher than the developer.

Overall, both the tenants and the tenancy manager were very positive about the development, and the connections and support between the tenants were obvious in terms of the responses provided in the survey and the general comments made as part of interacting with the tenants.

Tenants rated living at Glynnbrooke highly, with eight of the ten respondents strongly agreeing that the home suited their household needs, while one agreed and one disagreed. Eight of ten respondents strongly agreed or agreed that the home is affordable for their household. Seven of the ten tenants agreed or strongly agreed that the development felt welcoming, and eight of ten tenants agreed or strongly agreed that they felt proud to live in the development, with the remainder or responses to both questions being neutral.

Tenants rated access to different travel options highly; however, travel by car remains the predominant mode for most trips. This highlights the reliance on private vehicles despite the efforts of CORT to situate these developments with very good levels of connectivity and local amenity / facilities close by. Parking provision and management was rated relatively highly by both tenants and the developer, indicating relatively few issues with parking. Several tenants noted that the earlier problems had been resolved.

The units have been built with higher levels of insulation than building code minimums and good ventilation throughout; however, no fixed heating devices are provided to assist with warming the units. Residents reported mixed results in relation to keeping their homes warm in winter and cool in summer. Several tenants reported having no heating device and one referred to using an unflued gas heater. Two of ten residents found it hard or very hard to heat their home in winter, while five rated it as easy or very easy to heat.

“Easy to heat and stays warm once heated.”

“Don't have a heater and can't afford to heat home. Warmer than other house was but still gets very cold”

“No heat pump. Gets quite cold.”

A number of the tenants are older or with health issues and therefore 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.

Several comments were made about getting to know people. These included the design of the units giving privacy but making it harder to meet people and comments around mental health conditions contributing to people sometimes being a bit isolated, and needing to get to know people to feel comfortable around them. These reinforce the importance of the development-specific activities that CORT provides in bringing together tenants. Despite these comments, tenants at Glynnbrooke showed a high level of communal support and cohesiveness as a community.

“Once shut door, don't see anyone so it's taken a long time to meet people. Can be a bit lonely.”

“Mental health conditions may contribute to people being a bit isolated.”

The impact of COVID-19 on getting to know the local community and residents in the development was noted by tenants across all three developments assessed in April 2021. Tenants at Glynnbrooke predominantly arrived in later 2019 and although COVID-19 impacted the ability to get to know other tenants and the events provided by CORT, there are strong relationships and support being fostered between tenants, even though many talked about the importance of their privacy.

In general, respondents were extremely positive about living in Glynnbrooke, and commented favourably on their interactions with CORT as an organisation. On many of the crucial aspects of post-occupancy feedback, CORT scores very highly.

“Security of having a home and can be here for as long as I can manage.”

“Tell CEO of CORT ‘thanks I've got a nice place to live in’”

“Very, very grateful. Huge to have a nice place to stay in.”

5 References

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