



MDH/10

Medium density housing assessment of CORT's Puhinui Park developments

A report prepared by Beacon Pathway, June 2022



About This Report

Title

Medium density housing assessment of CORT's Puhinui Park developments

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Reference

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Contents

1	Introduction	4
2	Process for assessment	6
3	Results – Puhinui Park	7
3.1	Application of assessment tools	8
3.2	Feedback from tenancy managers	28
3.3	Feedback from residents.....	35
4	Conclusions	41
5	References	43

1 Introduction

CORT Community Housing engaged Beacon Pathway to assess the CORT owned community housing at Puhinui Park, 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.

A tenancy managers' interview and survey has been added at the request of CORT.

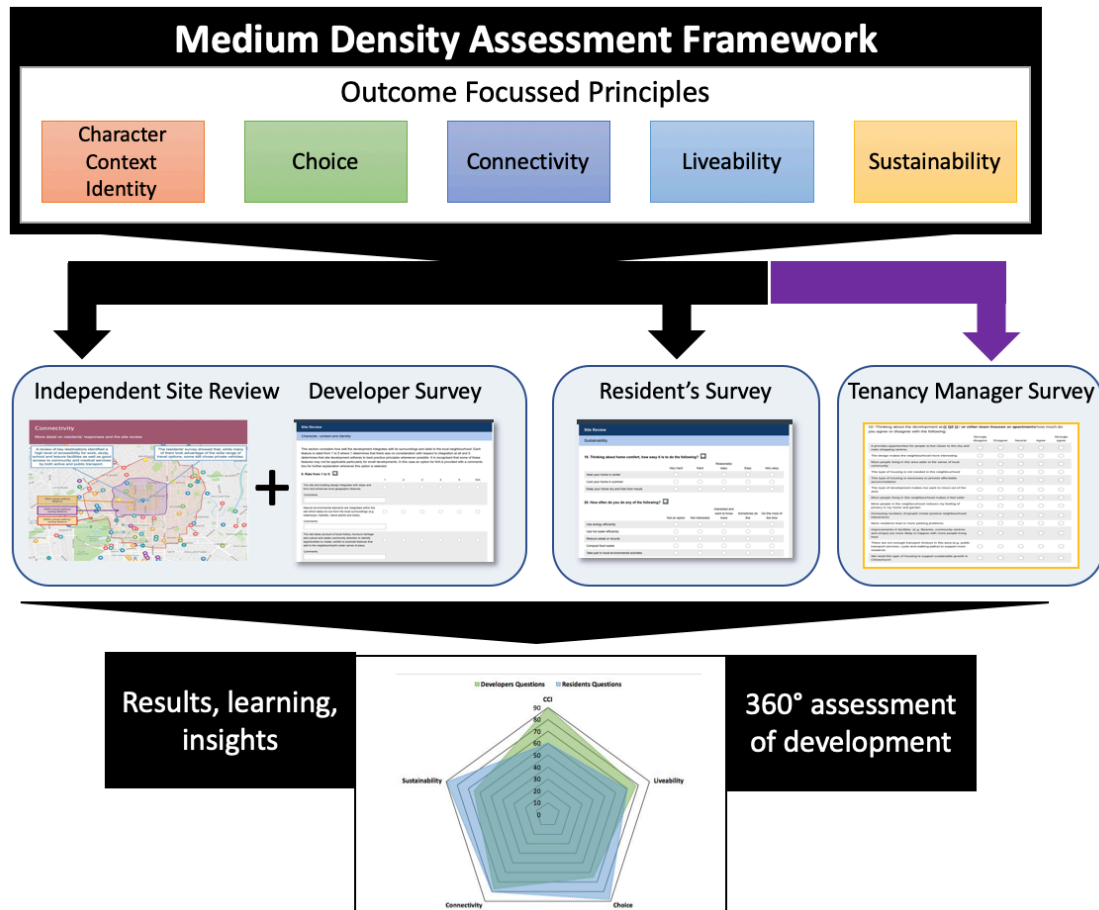


Figure 1: The Medium Density Assessment Framework, Tools, and Process¹

¹ Ryan & Smith (2018)

2 Process for assessment

The assessment tools were applied to the CORT housing development at Puhinui Park, Manukau. Puhinui Park is being developed by Puhinui Park Limited Partnership, a consortium made up of the same members who delivered the Waimahia Inlet subdivision - CORT Community Housing, New Zealand Housing Foundation and Te Tumu Kāinga. The three organisations jointly developed a master plan for the wider development; however, each organisation now manages their housing separately. The partners still work together over collective issues such as rubbish, or if a tenant is causing problems across the development. Within the Puhinui Park development, CORT has taken possession of:

- Two apartments blocks at 10A and 10B Haroto Street, comprising a total of 15 x 1 bedroom units
- Five two-bedroom terrace houses in Manga Street.

Being situated less than 100m walking distance apart, the two developments are managed by CORT as one development. However, given the significant difference in construction type and density between the two apartments blocks and the terrace houses, the developer review considered the two apartments separate from the terrace houses.

2.1.1 Tenancy managers and resident surveys

At the time of the Puhinui Park assessments, New Zealand was in the red and orange COVID-19 settings. Health concerns arising from COVID-19 resulted in a change in the way the assessments were delivered. Rather than the interviewer being introduced to the residents in person and face-to-face interviews being conducted (as in previous CORT assessments), resident surveys had to be conducted by phone, hard copy or online. Prior to the assessment commencing, the two CORT tenancy managers contacted the residents either by text, phone, or letter to let them know the assessment was being undertaken, provide an opportunity for the tenant to ask questions, and to ascertain how the tenant wished to be contacted. Following this, hard copy surveys were delivered to all resident letterboxes on 11 February, except to those residents who had opted to be phoned or have the survey link emailed to them.

Residents were provided with a \$30 supermarket voucher for undertaking the survey. This was delivered to the residents at the same time a reminder note was delivered to residents where no response had been made. All residents were told that the survey was voluntary, 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 eleven responses from the 20 units at the Puhinui Park developments.

The tenancy managers' interview was conducted on 21 April. Again, due to COVID-19, these were undertaken online rather than face-to-face.

2.1.2 Site surveys and developer interviews

On 11 February, Bill Smith, Ian Mayes and Glenda Lock undertook an independent site review to gather data and make assessments of key criteria. On 27 April, they met with Julia Te Hira of CORT via a Zoom meeting to undertake a developer interview about the Puhinui site.

2.1.3 Analysis and reporting

The data from the resident survey, interview and site review were combined and analysed, and presented as infographics. Given the significantly different construction between the apartments and terrace housing, a separate developer infographic was provided for the terrace housing and apartments.

Additional qualitative data from the interviews with residents was broadly analysed to give as rich feedback as possible to CORT Community Housing. The tenancy managers' responses have been compared to resident responses to highlight areas where perceptions differ. Their comments have been included and compared to resident comments where relevant.

3 Results – Puhinui Park

Eleven residents completed the resident survey, with most being returned in hard copy. Nine responses were received from the 15 apartment units and two responses from the five terrace houses. As with the developer infographics, the differences in the physical construction between the apartments and terrace housing meant that these are presented in separate infographics.

3.1 Application of assessment tools

3.1.1 Puhinui Park Apartments – Haroto Street

Living at Puhinui Apartments

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






An overall comparison of residents and developer scores for each category can be seen below:



The following sections outline the results in more detail with additional information that was collected from residents, the developer, or during the 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>	4.00	5.00
 <p>Heritage and culture</p> <p>The site takes account of local history, honours heritage and culture, and seeks community direction.</p>	3.38	4.00
 <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>	3.65	4.50
 <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>	3.33	3.00
<p>Survey responses were received from 9 residents (50%) from a total of 18 households.</p> <p>The graph shows more information on their responses:</p>	Average 3.59	4.30



Choice

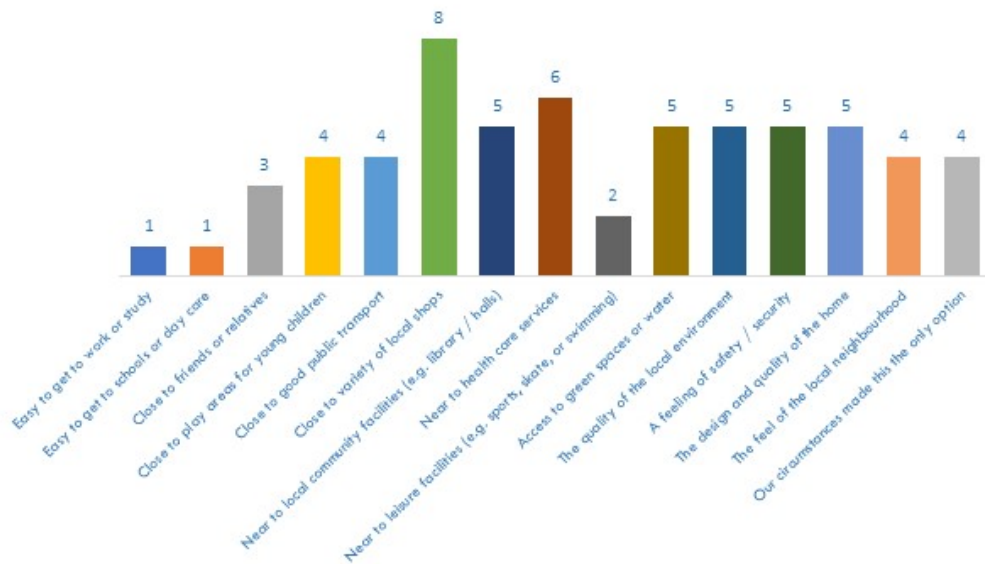
The development provides for, and enables, occupancy by a diverse range of residents who can benefit from, and support, a thriving local economy

	Residents	Developer
 <p>Opportunity</p> <p>Proximity to local centres and other key destinations enables residents to live, work and play in their surrounding neighbourhood.</p>	3.93	5.00
 <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>	4.11	4.00
 <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>	4.63	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	5.00
 <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	5.00
 <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
Average	4.22	4.80

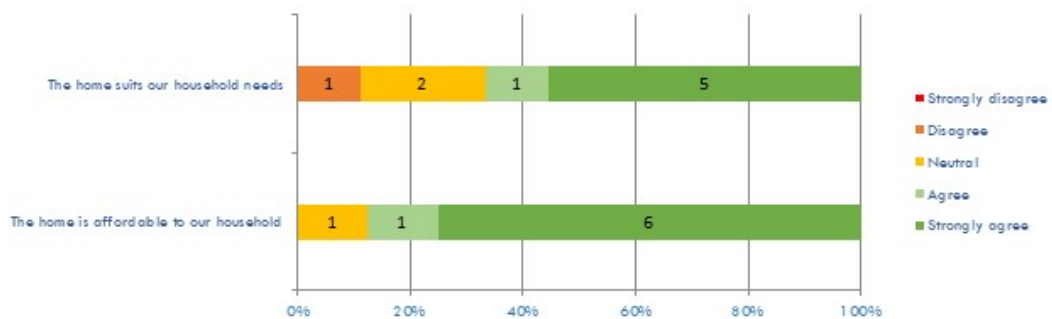
Choice

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' responses on suitability and affordability are shown below:



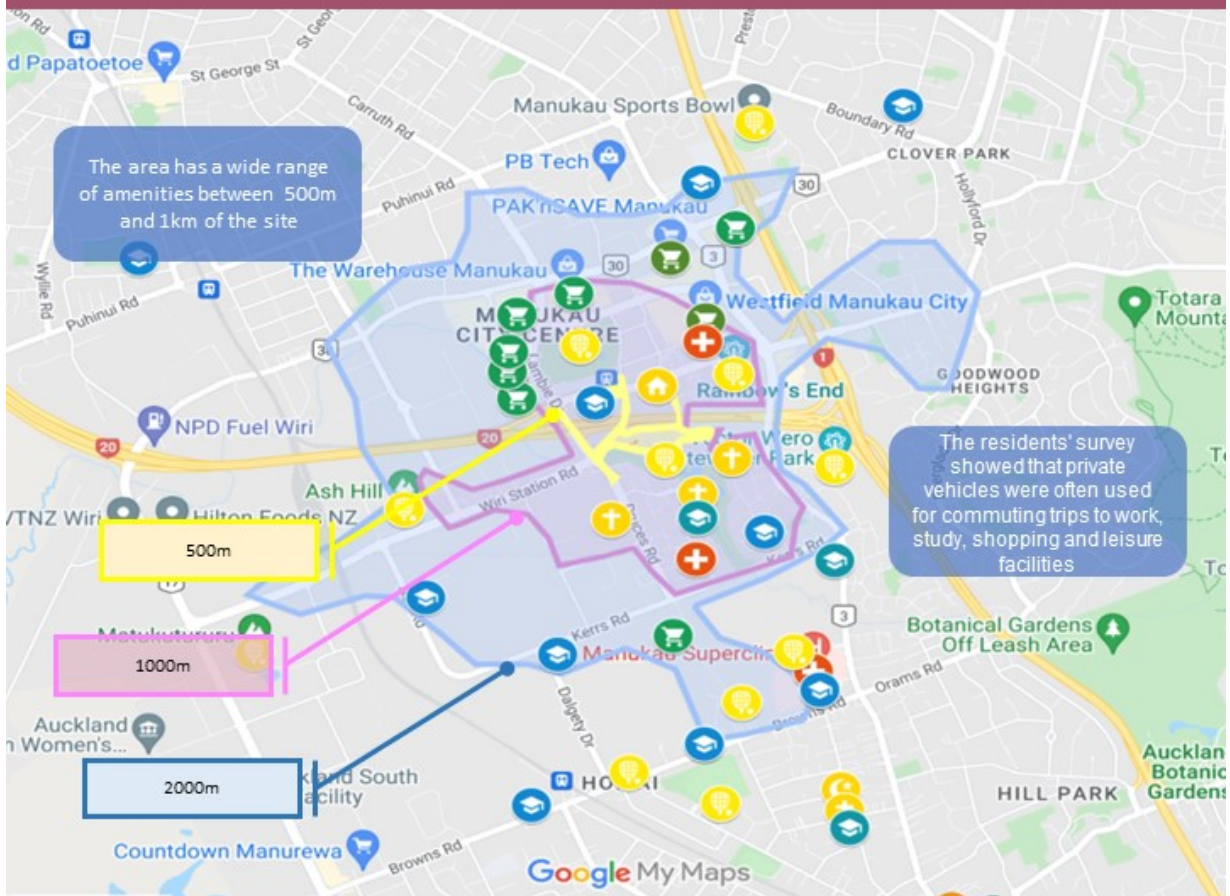
Connectivity

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

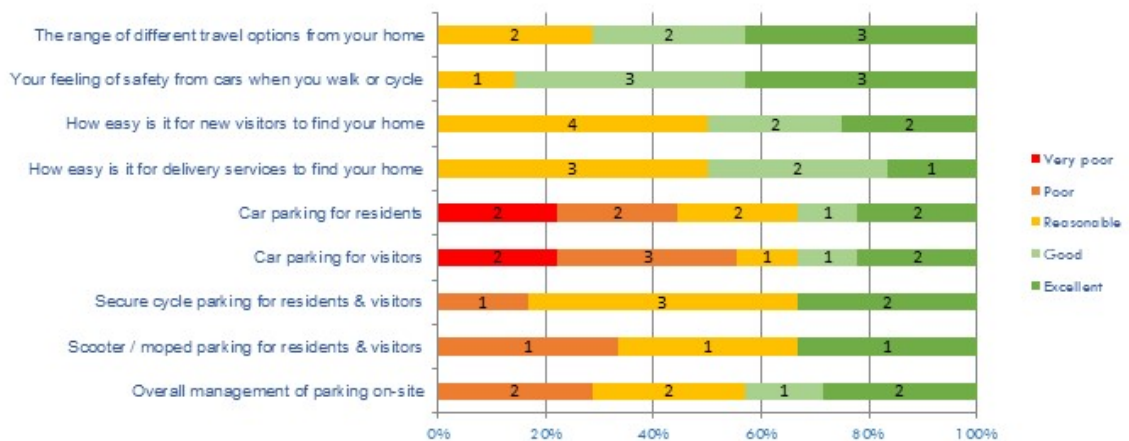
	Residents	Developer
 <p>Accessibility to key destinations</p> <p>The extent of accessibility to key destinations is based on distance, infrastructure and services that enable safe travel on foot, by cycle, on frequent public transport, by car, or with mobility aids.</p>	2.72	3.93
 <p>Permeability</p> <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	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>	4.14	3.00
 <p>Safety from vehicles</p> <p>Design considerations reduce physical conflict between cars and other users within the site and at access points.</p>	4.29	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>	3.71	3.50
 <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>	3.19	3.80
Average	3.61	3.87

Connectivity

More detail on residents' responses are shown in the map and graphs below




Additional questions on travel options and parking helped to determine residents' average scores:



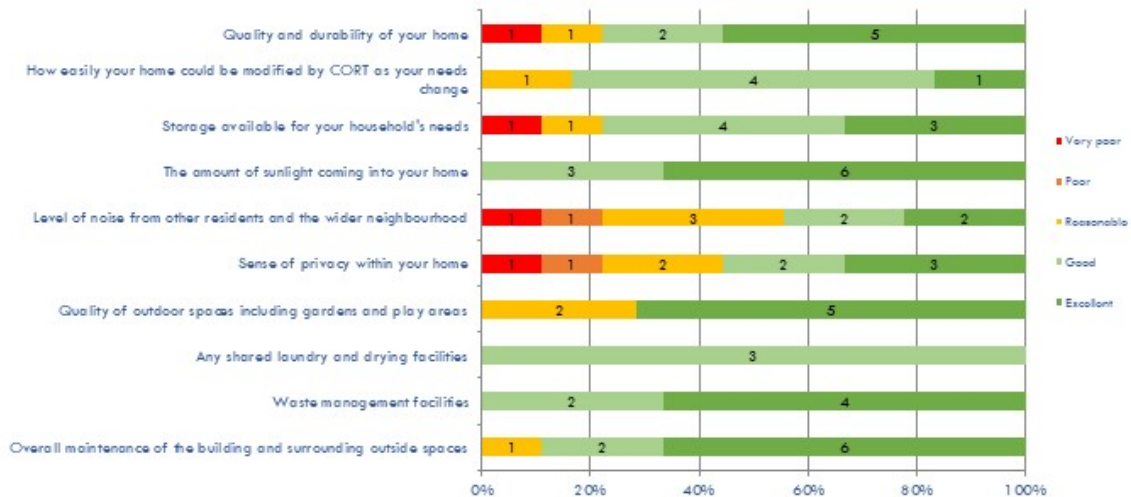
Liveability

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>	4.11	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>	3.94	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>	3.44	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>	4.33	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>	4.01	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>	3.23	5.00	
Average		3.84	4.57

Liveability

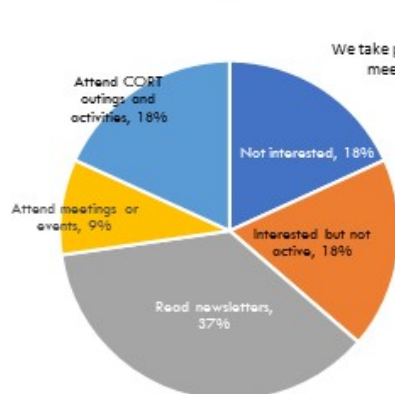
Providing quality facilities and facilitating positive interactions between residents and the wider community - A closer look at residents' responses



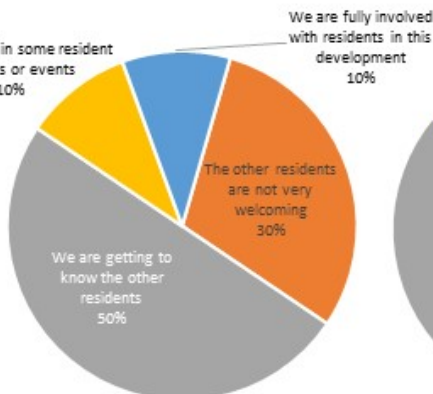
They also gave feedback on their feelings of safety and security:



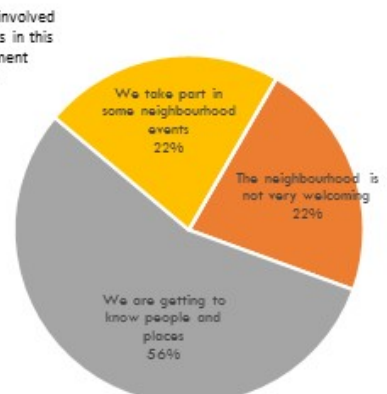
They were asked what best described their involvement with residents' activities and issues



...what best described their relationship with other residents










...and their relationship with the wider community



Sustainability

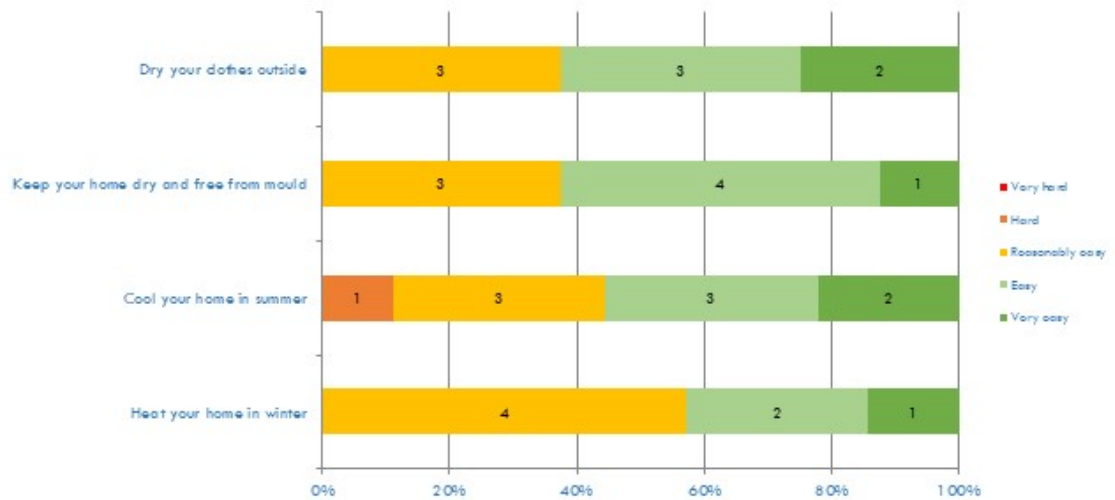
Efficient and cost-effective resource use through design, behaviour and technological advancement

	Residents	Developer
 Climate adaptability and stormwater management Design considerations account for extreme weather variations (e.g. temperature, rainfall, wind), changing sea levels, flooding and wild fire where appropriate.	N/A	4.50
 Building materials 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.	N/A	4.00
 Solar gain Building orientation takes account of seasonal variations to minimise heating, cooling and lighting requirements.	4.67	5.00
 Warmth and dryness Building design maximises thermal efficiency and comfort, and effectively controls moisture through insulation, glazing and ventilation.	3.72	4.00
 Energy and water efficiency Energy and water management maximises the use of renewable supply as well as the use of efficient appliances where appropriate.	4.25	4.00
 Recycling and composting Provision and active management of waste, recycling and composting facilities to ensure appropriate site placement and ease of use.	4.29	5.00
 Native ecology, gardening and food production Proactive attempts to enhance environmental quality and biodiversity and provision of outdoor space for gardening, and food production.	3.13	3.50
Average	4.01	4.29

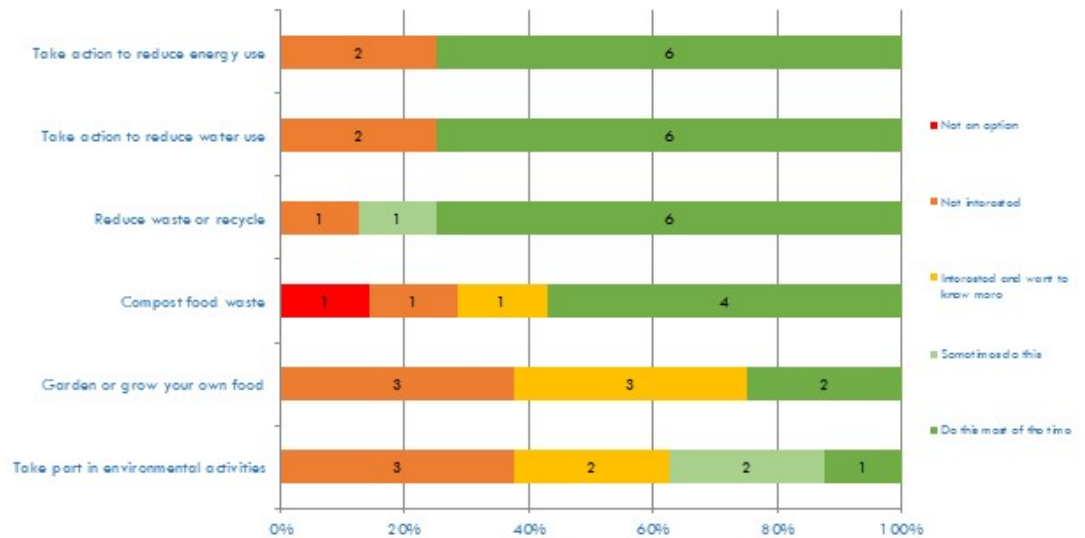
Sustainability

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:



3.1.2 Puhinui Park Terrace Houses – Manga Street

Living at Puhinui Terrace

A comparison of resident and developer perspectives

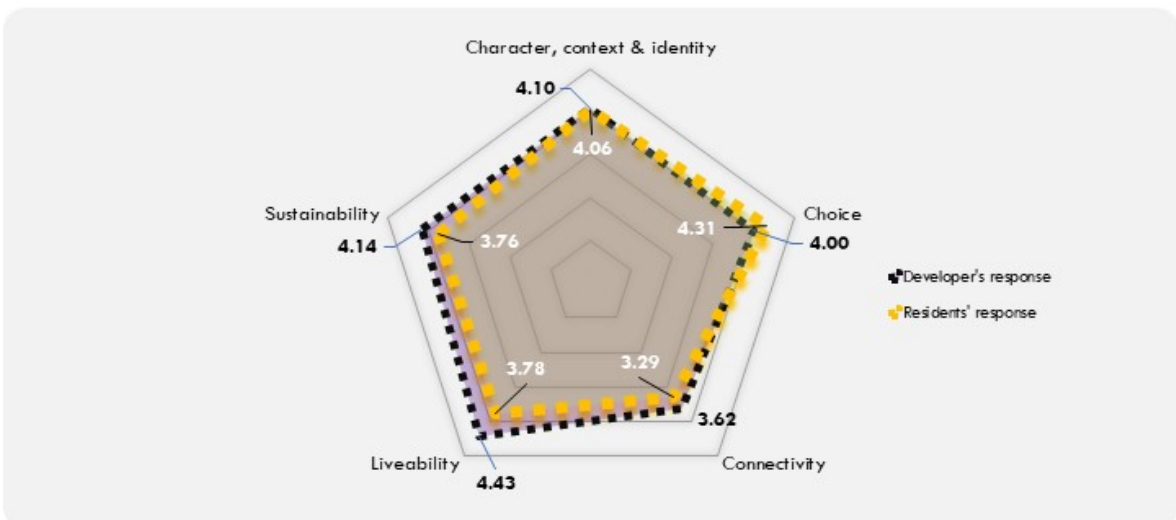


Residents and developers were asked to rate a range of aspects relating to their site, building, living spaces, and access to key destinations. The residents' average score for each topic has been adapted from their survey responses, while the developer's scores were collected during an interview and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






An overall comparison of residents and developer scores for each category can be seen below:

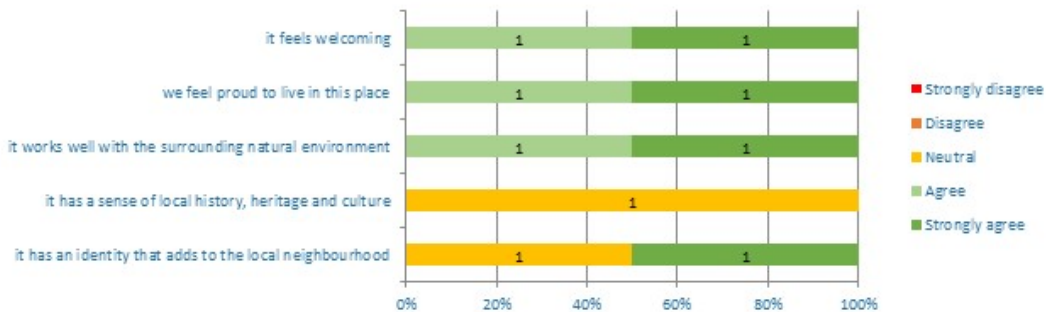


The following sections outline the results in more detail with additional information that was collected from residents, the developer, or during the independent site review.

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
 Environment and physical landscape Natural environmental elements are integrated within the site which aligns with slope and form and enhances geographic features.	4.50	4.50
 Heritage and culture The site takes account of local history, honours heritage and culture, and seeks community direction.	3.00	4.00
 Identity and sense of place Site design and layout, key features, and artistic works have been developed to create an identity and 'sense of place'.	4.25	4.00
 Building character The building design and materials integrate with, and enhance, the surrounding neighbourhood character.	N/A	5.00
 Streetscape Entranceways and frontages are designed to be welcoming, accessible, and are in context with and enhance the overall character.	4.50	3.00
Survey responses were received from 2 residents (40%) from a total of 5 households. The graph shows more information on their responses:		
	Average 4.06	4.10



Choice

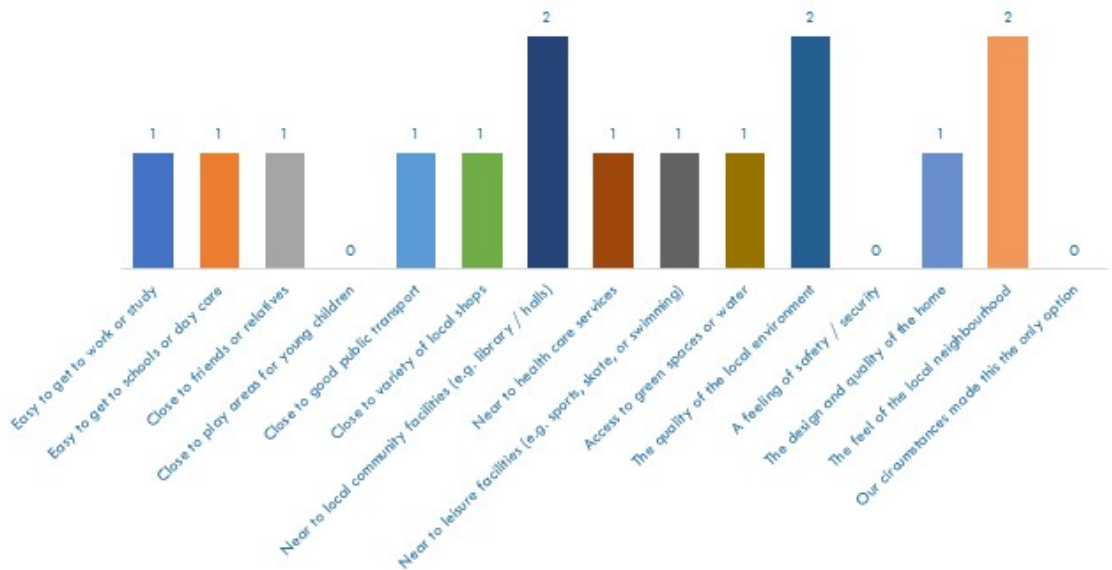
The development provides for, and enables, occupancy by a diverse range of residents who can benefit from, and support, a thriving local economy

	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>	3.93	5.00	
 <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>	4.50	4.00	
 <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>	4.50	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	2.00	
 <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	4.00	
Average		4.31	4.00

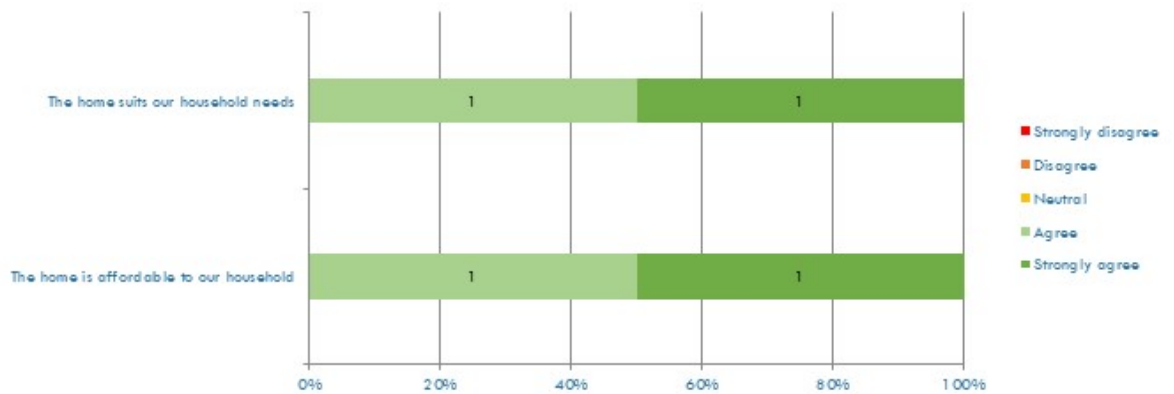
Choice

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.









The 2 residents' responses on suitability and affordability are shown below:



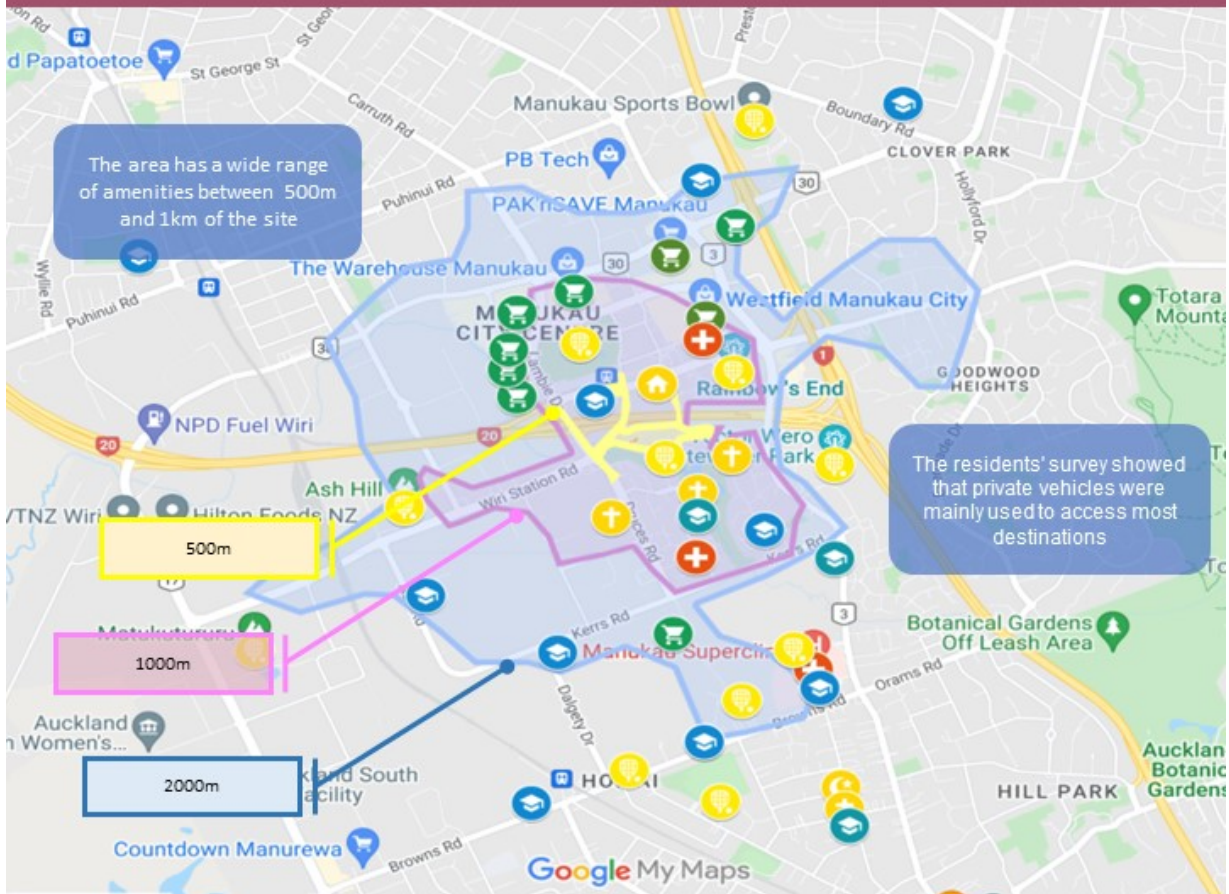
Connectivity

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

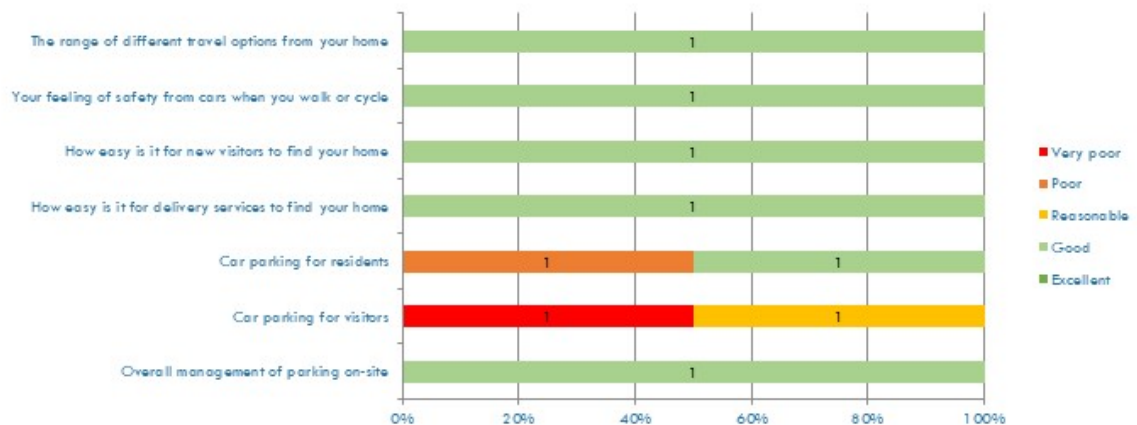
	Residents	Developer
 Accessibility to key destinations <p>The extent of accessibility to key destinations is based on distance, infrastructure and services that enable safe travel on foot, by cycle, on frequent public transport, by car, or with mobility aids.</p>	1.43	3.93
 Permeability <p>Permeability 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	5.00
 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>	4.00	1.00
 Safety from vehicles <p>Design considerations reduce physical conflict between cars and other users within the site and at access points.</p>	4.00	3.00
 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>	4.00	5.00
 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>	3.00	3.30
Average	3.29	3.62

Connectivity

The map below replicates data shown in the nearby CORT apartments' connectivity summary. Additional detail on residents' responses can be seen below.










Additional questions on travel options and parking are shown below; however, many of these were only answered by one respondent:



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>	4.50	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>	4.00	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>	3.50	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>	4.50	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>	2.88	3.00	
 <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>	3.38	5.00	
Average		3.78	4.43

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:



Both residents that answered the survey stated that they read CORT newsletters and that they were getting to know other residents and the wider neighbourhood.

Sustainability

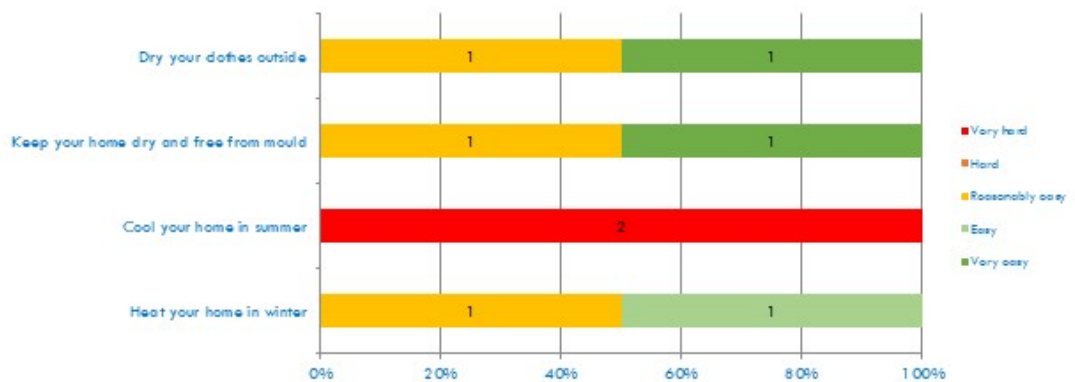
Efficient and cost-effective resource use through design, behaviour and technological advancement

	Residents	Developer	
 Climate adaptability and stormwater management Design considerations account for extreme weather variations (e.g. temperature, rainfall, wind), changing sea levels, flooding and wild fire where appropriate.	N/A	4.50	
 Building materials 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.	N/A	4.00	
 Solar gain Building orientation takes account of seasonal variations to minimise heating, cooling and lighting requirements.	4.50	5.00	
 Warmth and dryness Building design maximises thermal efficiency and comfort, and effectively controls moisture through insulation, glazing and ventilation.	3.13	4.00	
 Energy and water efficiency Energy and water management maximises the use of renewable supply as well as the use of efficient appliances where appropriate.	4.00	4.00	
 Recycling and composting Provision and active management of waste, recycling and composting facilities to ensure appropriate site placement and ease of use.	4.17	4.00	
 Native ecology, gardening and food production Proactive attempts to enhance environmental quality and biodiversity and provision of outdoor space for gardening, and food production.	3.00	3.50	
Average		3.76	4.14

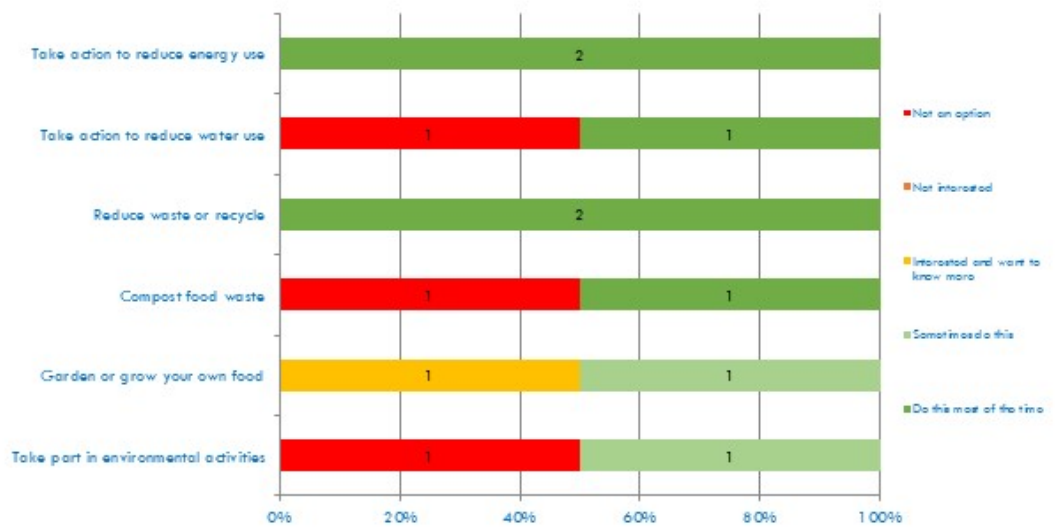
Sustainability

More information on residents' environmental behaviours

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

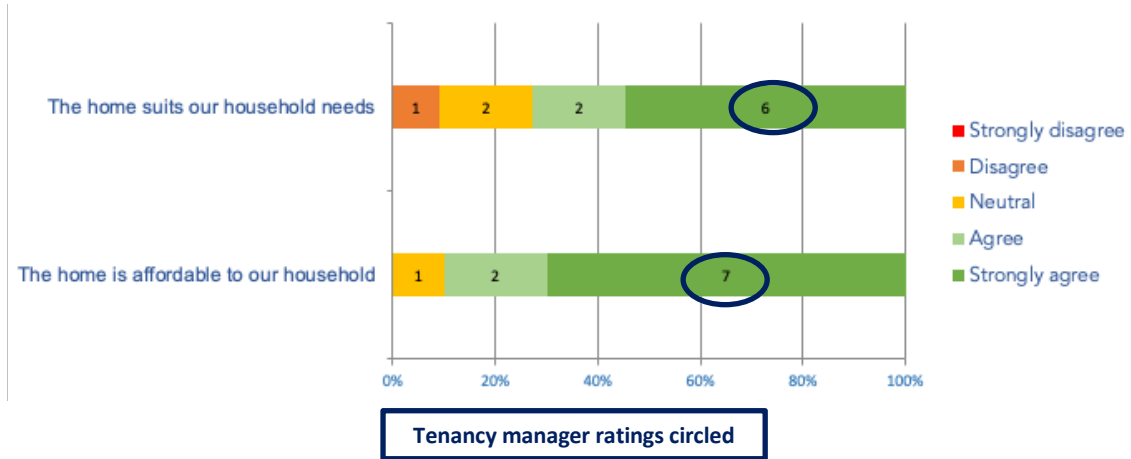


...and how often they engaged in some sustainable actions:



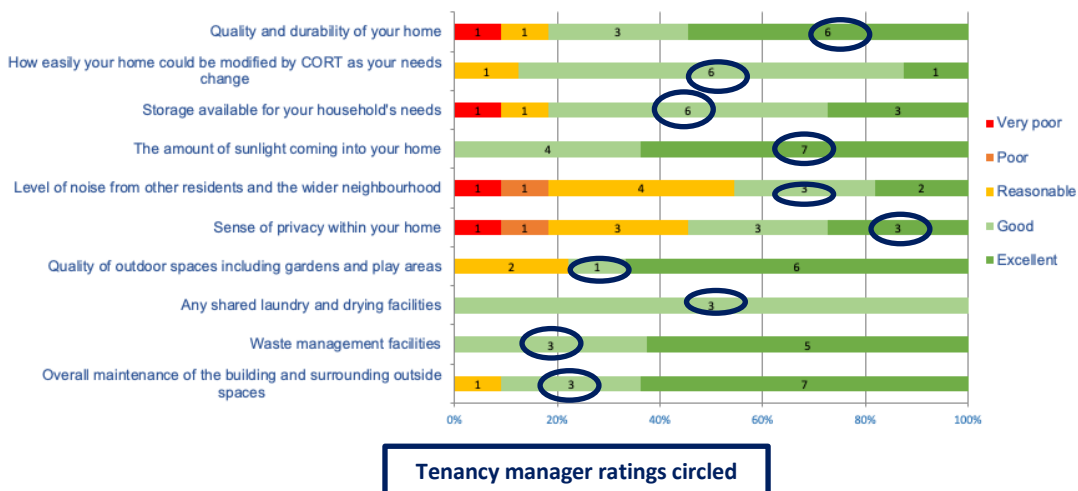
3.2 Feedback from tenancy managers

This section covers feedback from the tenancy managers for Puhinui Park. The apartments and terrace houses are managed by the tenancy managers as one development and questions to the tenancy managers were responded across the two developments. The tenancy managers’ survey responses are circled on the graphs generated from the residents’ responses, to enable a visual comparison between tenancy manager and tenant responses.



The tenancy managers strongly agreed that the Puhinui homes suited household needs and were affordable for the residents. This was slightly higher than tenant ratings; however, 72% of residents either agreed or strongly agreed that the home suited their household needs, and 90% that their home was affordable to their household. The tenancy manager noted:

“The rent amount is set by WINZ and is based on the income related rent subsidies, which means the rent will only ever cost the tenants 30% of their income.”

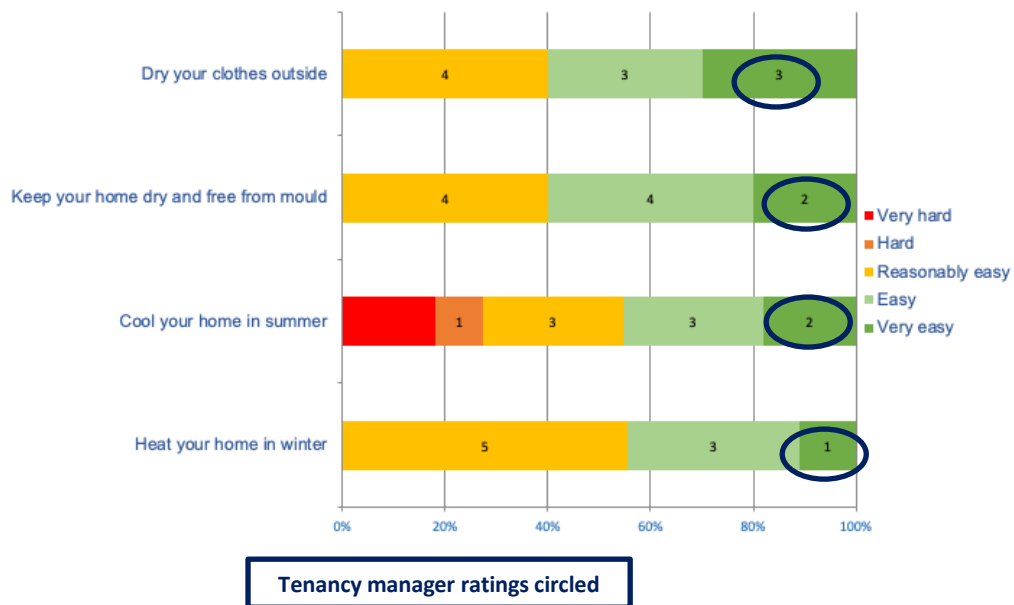


There was some variance in the perceptions about the house between the tenancy managers and residents. While the tenancy managers rated the quality and durability as excellent, they noted that there had been problems with the finishing of the apartment blocks:

“We had a few defects after the buildings were first opened and it's taken some time to get those sorted due to lockdown issues, availability of some building supplies and contractors. They've mostly been completed now.”

Some of the residents also commented about problems with the building when they moved in and this may be the reason for some of the lower residents' scores. However, overall maintenance of the building and surrounding outside spaces was rated slightly higher by the residents than the tenancy manager.

Residents rated level of noise from other tenants and the wider neighbourhood, and the sense of privacy within their home lower than the tenancy managers. The ratings were most closely aligned and positively rated for sunlight, how easily the home could be modified to meet the tenant needs, and waste management.

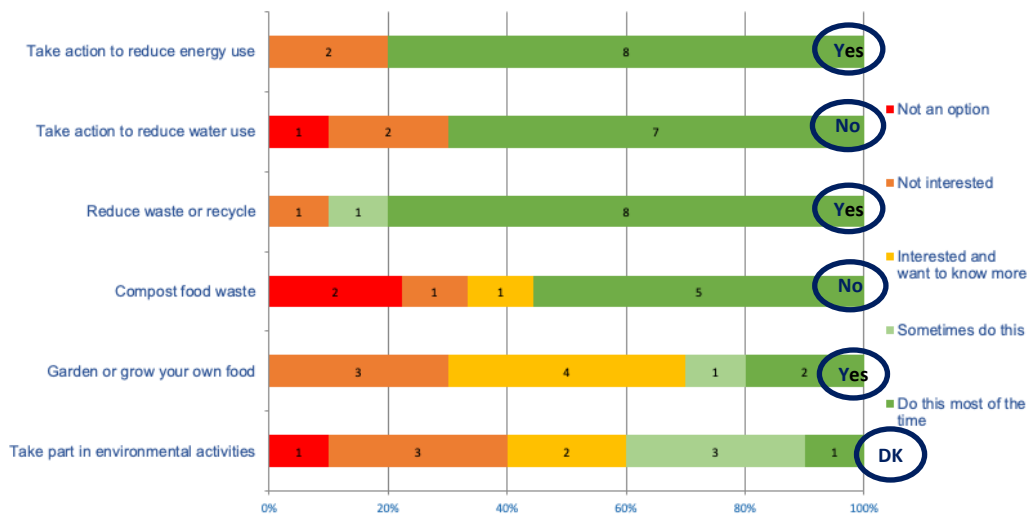


Residents moved into the terrace housing from mid-2020; however, most apartment residents have not yet lived in the apartments during the winter. Heat pumps were installed following winter 2021 or were yet to be installed. While tenancy managers rated heating the homes in winter and cooling the homes in winter as 'very easy', three of the 11 residents rated colling their home in summer as 'very hard' or 'hard'. When asked if the units overheat, the tenancy manager responded:

“Not that I'm aware of. Most of the tenants open their windows when they're home, they all have access to balcony areas [apartments], and they all have heat pumps which can be used for cooling if necessary”

“All the properties have heat pumps which cool and heat and also help keep the homes dry. All living spaces have windows and the bathroom/laundry have fans.”

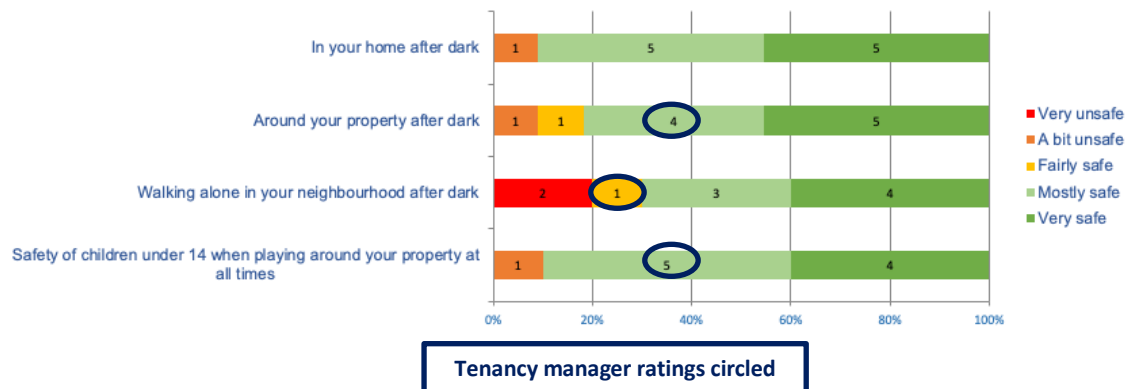
In terms of keeping homes dry and free of mould and of drying clothes outside, the tenancy managers’ rating of ‘very easy’ was higher than that of most residents, although all residents rated these between ‘reasonably easy’ to ‘very easy’.



Tenancy manager ratings circled

Tenancy managers identified that opportunities are provided to garden, alongside opportunities to reduce energy use and waste, with most residents taking action to reduce water and energy use and waste production. While a garden is provided at the apartments, and the terrace homes have their own private outdoor space, three residents identified they grow their own food most of the time or some of the time. There is no site-specific emergency plan in place and the tenancy manager wasn’t aware of any for the overall development, although residents are given information on who to contact in an emergency.

“I’m not sure about the development, but CORT Housing tenants are given information on who to contact and what to do in case of an emergency”



Overall, residents were more positive than the tenancy managers about their perception of safety around the property and neighbourhood. However, it should be noted that residents living in the apartments rated their sense of safety in all localities higher than those living in the terrace homes. Ratings for walking alone in your neighbourhood after dark showed the greatest variation both between residents and the tenancy manager. While the tenancy manager rated this ‘fairly safe’, four residents rated it as ‘very safe’, two as ‘very unsafe’ and four ‘fairly safe’ or ‘mostly safe’. The tenancy managers also noted, in reference to safety for children playing at the apartment blocks:

“The garden areas are fenced off, there isn't any play areas as such because the development is close to the local parks”

When asked what they liked most about the homes, the tenancy managers said:

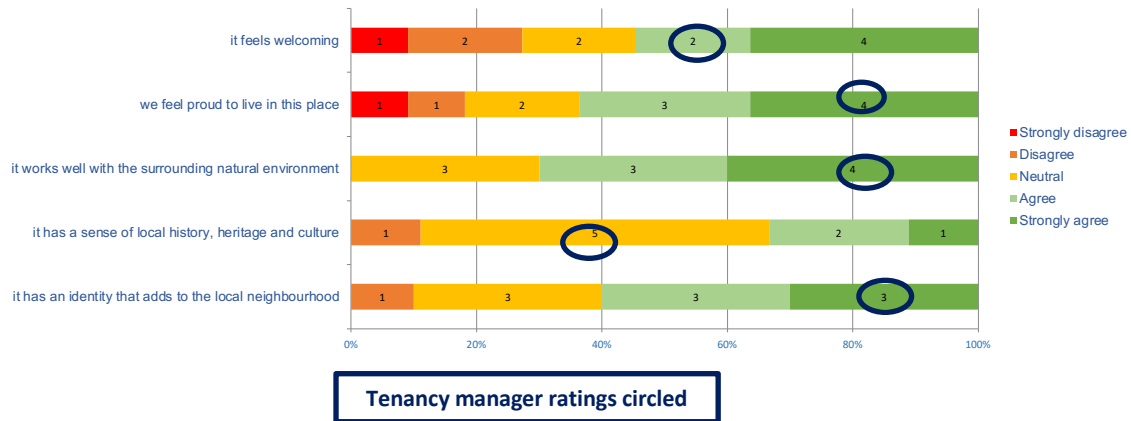
“They're in a great location - close to public transport, parks, shops and the motorway. The outlook from the properties is also really lovely....”

“They are apartments, so they are slightly smaller than our other developments, however each apartment opens out to a balcony area with a view over the pond which makes them feel more spacious.”

When asked what they liked least about the homes, the tenancy managers responded with mostly positive comments:

“I think they've been thoughtfully planned and built in terms of maximising their space and the surroundings. We had a few minor issues with defects when the buildings were first opened, however that's more to do with the contractors rather than the development itself.”

“Puhinui location is working well”



The tenancy managers ‘agreed’ that the development feels welcoming, and ‘strongly agreed’ they have pride in the development, these ratings being more positive than those of the residents. They noted that COVID-19 may be impacting on the development of a sense of community.

“It’s still quite a new development. Everyone seems friendly enough when we’ve been out there, but it appears that people mostly keep to themselves - also likely to be a consequence of the covid lockdowns.”

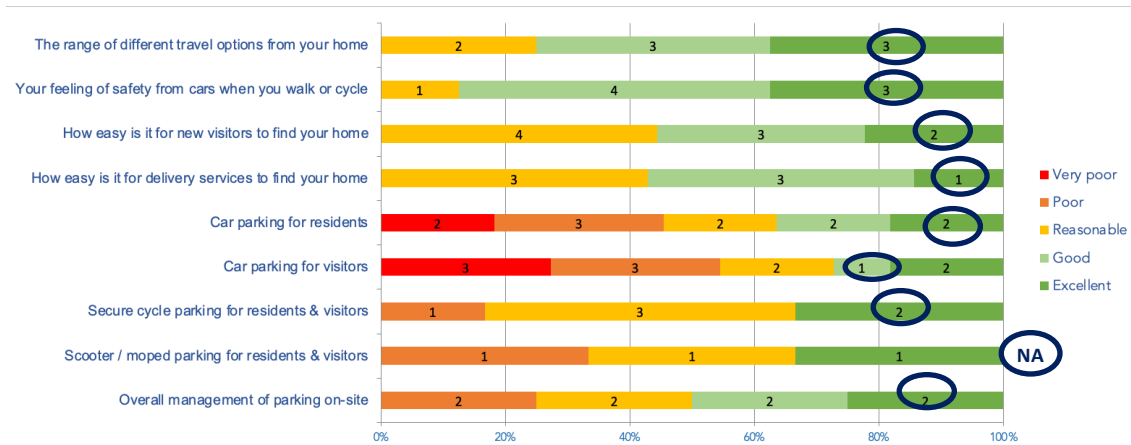
The tenancy managers also strongly agreed that the development works well with the natural environment, and noted in terms of the apartment blocks:

“There was some thought put into the colour of the two blocks and also the materials used so that it fits with the surrounding properties and the area, but also doesn’t look like an eyesore.”

The tenancy managers rated as ‘neutral’, the development’s sense of local history, heritage and culture, which was in the middle of resident scores, and ‘strongly agreed’ that it has an identity that adds to the local neighbourhood, generally more positive than the residents.

In terms of the tenant activities, the tenancy managers noted that CORT tenant activities had been disrupted by COVID-19 and this impacts on the creation of community. However, tenancy manager are hoping to be able to start providing some more activities.

“Unfortunately we’ve not been able to organise any of our usual activities - welcome bbq or our mid-winter dinners due to the lockdown restrictions. We do go out regularly to check on the properties and have been out to get the building defects sorted. We’ve sent out several surveys and our newsletters have also been going out regularly. We are about to start planning our mid-winter dinner for this year as well, so we’re looking forward to having an activity where we can get the tenants together.”



Tenancy manager ratings circled

The tenancy managers were positive about the location in terms of provision of travel options, and the layout of the development to support walking and cycling

“Puhinui location is working well. Close to shops, services, PT”

“The streets in the development are deliberately narrow to slow traffic and encourage use of public transport, and there is also restricted parking in the area - tenants only in the carpark, parking only allowed in the parking bays and no parking on the berms or street - this makes it very safe for walking and cycling. The streets are short, well lit and clearly marked and sign posted.”

“The complex is also in an area that is within walking distance to local parks and playgrounds and outdoor spaces.”

The tenancy managers were also more positive about parking than residents, noting that residents are not guaranteed a carpark when they move in, and that CORT is environmentally focussed so they encourage the use of public transport rather than car use. They also noted that the development is intentionally located near passenger transport.

3.2.1 General tenancy manager comments

Puhinui Park apartments and terrace houses are managed by two experienced tenancy managers, with each responsible for different residents. COVID-19 has impacted how CORT tenancy managers work, with two teams of CORT tenancy managers operating separately to restrict the spread of COVID-19 across the entire team.

The Manga Street terrace houses were the first to open of the CORT Puhinui Park housing, with tenants having moved in from July 2020. One of the homes was tenanted by a CORT tenant transferring from another CORT development while the remaining four are tenanted by households new to CORT community housing.

The Haroto street apartments opened in 2021 with tenants beginning to move in to the 6-apartment 10A block from June and to the 9-apartment 10B block from October. Two tenants transferred from other CORT developments with the remaining 13 apartments tenanted by households new to CORT. The tenancy managers noted that these blocks are easier to manage as they are smaller. Units are tenanted on need and CORT does not pick and choose their residents; however, they do think about where residents are placed (for example, do they need a quieter place to live?).

Puhinui Park, and especially the apartments, was built on a smaller land parcel so there were restrictions on how it could be developed, and the design was based around the available space. The design was also influenced from learnings from previous CORT developments; for example, tenants at Airfields and other developments didn't like the bathroom being accessed off their bedroom so all Puhinui units have separate bathrooms that are accessed from the main living areas, not the bedroom.

The tenancy managers talked about the importance of developing a long-term relationship with residents, including an understanding that what can seem like a small issue to someone else is often significant for a resident.

“It's about solving issues not just saying you've done something. For example, putting a camera down a drain and saying there's nothing wrong doesn't [solve the problem]... it just eliminates one possible cause....”

Other comments made by tenancy managers were:

“I think they've been thoughtfully planned and built in terms of maximizing their space and the surroundings....”

“I think that CORT Housing does an excellent job of helping tenants adjust to the changing environment that we live in. Most new houses - both public and private - are in blocks of units or apartments and there isn't a lot of green space or carparks. All of our developments are close to public transport and shops and we also provide spaces for bikes to be secured. Green spaces and carparking is always something that is taken into consideration and discussed with the development team and the tenancy team.”

3.3 Feedback from residents

3.3.1 Suitability of home for households

Most residents ‘agreed’ or ‘strongly agreed’ that the home suited their household needs; however, two respondents were ‘neutral’ and one ‘disagreed’ with the statements. All respondents providing a neutral or negative response lived in the apartments. Most residents felt that the home was affordable for their household, with nine agreeing or strongly agreeing with this.

When asked about the place they lived, six respondents ‘agreed’ or ‘strongly agreed’ that it felt welcoming, two were ‘neutral’ and three ‘disagreed’ or strongly ‘disagreed’. Similar ratings were provided for the statement ‘we feel proud to live in this place’ with seven respondents ‘agreeing’ or ‘strongly agreeing’ with this statement, two ‘neutral’ and two ‘disagreeing’ or ‘strongly disagreeing’. All neutral or negative responses were from residents living in the apartments. It is possible that these responses relate to residents having lived in the apartments for a shorter time, having moved in from mid-2021. In addition, much of this time there have been fewer opportunities for interaction between tenants due to COVID-19, and there appeared to be some tensions between tenants

3.3.2 Home comfort

All respondents found it ‘reasonably easy’ to ‘very easy’ to heat their homes in winter, with none finding it ‘hard’ or ‘very hard’ to heat their home. Most of the residents in the apartments have not lived there over a winter, while those living in the terrace houses have spent one or two winters in the home. Heat pumps were being installed in the homes from late 2021, so were not available for use in the past winter.

“Only a heater downstairs. Doesn't have a heat pump at the moment“

“Haven't been through winter yet.”

“Haven't spent winter there yet”

“Haven't lived here during winter”

Residents found it more difficult to cool their homes in summer, possibly reflecting that most had lived in their homes only for the summer. Three respondents found cooling ‘very hard’ or ‘hard’, three ‘reasonably easy’ and five ‘easy’ to ‘very easy’. Respondents commented:

“Has been very hot over summer. Have ranch-slider door open but doesn't help if no breeze. All parts of house are hot.”

“ Yes very hot”

“Got 2 fans and a heat pump and a big ranch slide to open so very easy to keep cool”

“It is possible to have an aircon for the house please. It is very hot in summer time so have to open all doors and windows for air, than big flies come inside the house”

“Brought a portable aircon as hot for [...] - gets hot everywhere. Wanted [...] a security door at front for airflow but wasn't allowed”

All respondents reported that it was ‘reasonably easy’ to ‘very easy’ to dry their clothes outside and to keep their home free of mould. Residents commented:

“Dry clothes on balcony on 2 clothes horses”

“Clothes line is sunny”

3.3.3 What the residents like about living at Puhinui

3.3.3.1 About the home

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

“Feels like a modern townhouse and living in suburbia and not city noise. Like other families and the people in the community”

“It is nice and small, easy to maintain and clean but as [...] getting older, the stairs are a problem now please”

“Everything. It's a privilege to live here”

“Success, love, happiness, hope”

“Kitchen which have direct sun”

“My own space”

“Comfortable and independent”

“First time living out on my own, loving it. Thank you :)”

“Love seeing pukekos and ducks outside. Love the outlook, its beautiful - trees and wildlife. Like the kitchen.”

“It's perfect for me and my little family thank you”

“This building is to a high standard. Everything works. Got a proper kitchen range hood”

“[Health issue] has almost gone since living here”

“It's wonderful”

“I'm very happy thank you :)”

“It's perfect”

3.3.3.2 About the development/neighbourhood

Eight residents rated the neighbourhood as ‘good’ or ‘excellent’ to live in, two as ‘reasonable’ and one as ‘very poor’. Consistent with this, when asked to describe their relationship with the neighbourhood, six respondents stated ‘we are getting to know people and places’, while two responded ‘the neighbourhood is not very welcoming’ and two ‘we take part in some neighbourhood events’. Residents commented that they enjoyed the following the most:

“Stress relief”

“Loving my new neighbourhood Thank you

“There's a little bit more of community here that feels genuine”

“Everything is great apart from the stairs please”

“Like fruit trees planted around the developments”

“I'm very happy”

“Getting to know people in the development”

“Perfect for my little family and near to my family and friends and social life”

3.3.3.3 About CORT

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

"I'm very happy cort housing"

"It's wonderful of CORT to put on activities for tenants including Christmas dinners."

"I'm very happy with corts housing Thank you"

"I'm humble and very appreciative of my home and everything"

3.3.4 What residents don't like about living at Puhinui Park

3.3.4.1 About the home

Respondents raised a variety of topics in response to being asked what they liked least about living in their home"

"Could do with an extra rubbish and recycling bin (a third one of each)"

"People going around trying their doors during in the night."

"Fighting, arguing, not enough privacy"

"Storage for my garden equipment which I dont have"

"Noise from motorway"

"Heavy doors - entrance and unit fire entrance door"

"Our neighbours"

3.3.4.2 About the development/neighbourhood

Respondents made few negative comments on the neighbourhood and development area, mostly focusing on the neighbours and privacy:

"Wish neighbours can be more welcoming"

"The neighbourhood are to nose"

"Just our neighbour but everyone else is very welcoming caring thank you"

"Yes my issue is to much nose people not enough friendly peeps here and lack of privacy."

Need more privacy around the building"

"Issues with kids threatening other children... Uni students parking in area"

Other comments made by residents were:

"Parking needs to be sorted. People are parking across footpath, blocks footpath especially for kids"

"Looks grotty just inside the glass combination door - needs cleaning and hard for some tenants to do. Don't get a nice feeling coming in to the building through combination door. Concrete looks all dirty. Not a nice building to look at."

3.3.4.3 About the design

When asked specifically about whether their laundry, kitchen or bathroom could have been designed better, five responded that nothing could be improved:

"Nothing"

"It's perfect"

"No I'm happy with my bathroom/laundry and kitchen"

"It's designed just right for me thank you"

Other comments were:

■ Kitchen

“Kitchen is lovely but main kitchen bench with sink needs a board to stop water splashing/slopping on to the floor e.g. when doing dishes. Nice pantry with lots of room and cupboards”

“Kitchen would be good to have a drawer dishwasher Otherwise perfect”

“Need a bigger pantry, it is quite narrow.”

■ Bathroom

“Bathroom - would be nice to have a window that opens. Fan is good. It's a good sized space.”

■ Laundry

“Laundry - can't fault it.”

“Laundry - would be good to have an option to have a dryer.”

“Can't open laundry door properly as it hits the bathroom door - they hit.”

More general comments across rooms were:

“Like the overflow vents in kitchen and bathroom floor even though never needed it.”

“Yes more space”

“Vanity (cupboard above sink) is too low so you need to be careful that you don't bang your head.

“Paint is cracking already around windows especially- dinette, bedroom”.

3.3.5 Involvement in residents' activities and community feel

Respondents moved in to Puhinui Park from mid 2020 (terrace housing) and mid 2021 (apartments), so tenant activities and interactions have been restricted at times due to COVID-19. However, seven residents said they were ‘getting to know the other residents’, while three said that ‘the other residents are not very welcoming’.

Residents were involved in the life of the development and CORT with six residents reading the newsletter, one attending meetings or events and two attending CORT outings and activities. Two residents described themselves as ‘interested but not active’, and two not interested. Other comments made by respondents were:

“Only activity since moving in to a CORT development was cancelled due to Covid”

“Would like to attend in future”

3.3.5.1 Safety

As noted in section 3.2, perception of safety in the development and surrounding community was rated higher by the residents than the tenancy managers. However, residents living in the apartments rated their perception of safety slightly higher, particularly around the development and neighbourhood after dark. Most respondents felt ‘mostly safe’ or ‘very’ safe at home after dark, with five feeling ‘very safe’, five ‘mostly safe’ and one ‘a bit unsafe’. Residents also felt safe around their property after dark, with five feeling ‘very safe’, four ‘mostly safe’ and one

'fairly safe' and one 'a bit unsafe'. Perceptions of safety for walking alone in their neighbourhood was also high with seven rating this as 'very safe' or 'mostly safe' one as 'fairly safe' and two as 'very unsafe'. Safety for children under 14 when playing around the property were also high with all but one response rating this as 'very safe' or 'mostly safe'. One person commented about the roading layout to reduce speeds:

“Good that people can't race in out of carpark - speed bump slows people. People travel slowly down streets such as Haroto St.”

3.3.6 Transport and parking

Residents rated the range of public transport options from their home as “reasonable’ to ‘excellent’ with three residents rating it as ‘excellent’, three as “good’, and two as ‘reasonable’ Three households did not respond to this question. While there is no bus route currently through the subdivision, the developer noted that the Residents’ Society would likely advocate for this once the development was completed. Ease of finding the home by visitors or delivery services was rated high with all residents answering this question rating it as ‘reasonable’ to ‘excellent’.

Feeling of safety from cars when walking or cycling was rated higher, with seven residents rating this as ‘good’ or ‘excellent’ and the other respondent rating it as ‘reasonable’.

Six residents identified as owning a vehicle with one owning bicycles. Carparking for residents was rated ‘poor’ or ‘very poor’ by five residents, with four rating it as ‘good’ or ‘excellent’ and two as reasonable. Carparking for visitors was rated lower than for residents with six rating it as ‘poor’ or ‘very poor,’ two as ‘reasonable,’ and three rating it as ‘good’ or ‘excellent’.

When asked if they had ever had a problem with parking at the development, four residents identified that they personally had had problems and four that their visitors had had a problem. Comments made were:

“Don't have a car. Some residents have to park on the road. Sometimes people park on site when not a resident.”

“For visitors it's difficult to find parking. People think that they own the parking in front of their house”

I don't get my self a carpark when my friend help me go shopping and park at the empty space they complain that I shouldn't park here. I feel very disappointed. I have to use carpark for some time I should be allow

“Although I was one of the first tenants to occupy the complex, I was of the view I was evicted to a carpark. I was devistated to hear other tenants that arrived after me were given priority over me. I take every precaution to ensure my car is registered and warrented to avoid received an infringement notice. I hope all tenants with dedicated carparks ensure the vehicles are compliant.”

“I'm very happy having a carpark provided for me Thank you”

“Had visitors and tenants use our parking , but it's okay we work around it”

3.3.7 Sustainability and emergency preparation

Seven respondents were engaged in activities to save water, doing this ‘most of the time’, while two were ‘not interested’ and one responded that it was ‘not possible’. Eight of the respondents took actions to save energy and nine to reduce waste, either most or some of the time. Two respondents were not interested in saving water or energy.

Composting of food waste was undertaken sometimes or mostly by five residents with another resident interested in knowing more and three residents sometimes or mostly gardened, and four take part in environmental activities. Five respondents had made preparations for an emergency, two had made no preparations, and three didn’t know.

3.3.8 Welcome Home pack

Residents were asked if they received a Welcome Home pack (a CORT tenancy information pack) when they moved into their development, with eight responding ‘yes’ two ‘no’ and one did not respond to this question. Of those who reported receiving a Welcome Home pack, seven responded that their tenancy manager explained this in detail and one was unsure if it had been explained. Four responded that they use the pack, two didn’t and two were unsure.

The following comments about the pack were made:

“[Tenant] refer to regularly and use the cleaning pack. Tenancy contract is much easier to read than with other previous housing providers. It’s simpler and easier to read - helpful not just rules. Tenancy Manager explained everything clearly.”

“Very good”

“... its very helpful”

One tenant responded that they would like to receive a Welcome Home pack.

Yes I would love a welcome home pack please Thank you

4 Conclusions

The comparison of the resident and developer perspectives shows a reasonably close relationship between the developer rating and that of residents. The ratings of the developer and residents was closer at the terrace houses; however, it should be noted that this was a small sample of residents.

The greatest variability between developer and residents' ratings, for both the apartments and terrace houses, was Liveability (providing quality facilities and facilitating positive interactions between residents and the wider community). This was mostly attributable to slight lower ratings from residents across all areas. The notable exception was perceptions of security, where residents in the terrace homes rated this lower than the developer and residents in the apartments rated sense of security higher.

Overall, both the residents and the tenancy manager were very positive about the Puhinui Park development, both those living in the apartments and the terrace houses.

Most residents 'agreed' or 'strongly agreed' that the home suited their household needs, however, two respondents were 'neutral' and one 'disagreed' with the statements. All respondents providing a neutral or negative response lived in the apartments. Most residents felt that the home was affordable for their household, with nine agreeing or strongly agreeing with this.

When asked about the place they lived, six respondents 'agreed' or 'strongly agreed' that it felt welcoming, two were 'neutral' and three 'disagreed' or strongly 'disagreed'. Similar ratings were provided for the statement 'we feel proud to live in this place' with seven respondents 'agreeing' or 'strongly agreeing' with this statement, two 'neutral' and two 'disagreeing' or 'strongly disagreeing'. All neutral or negative responses were from residents living in the apartments. It is possible that these responses relate to residents having lived in the apartments for a shorter time, having moved in from mid-2021. In addition, much of this time there have been fewer opportunities for interaction between tenants with COVID-19, and there appeared to be some tensions between tenants.

Travel by car remains an important mode for many trips, highlighting the reliance on private vehicles despite the efforts of CORT to situate these developments with very good levels of connectivity and local amenities / facilities close by. Parking provision and management was rated relatively highly by both residents and the developer, indicating relatively few issues with parking. Several residents 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, and heat pumps had either been installed or were in the process of being installed in dwellings. Residents reported mixed results in relation to keeping their homes warm in winter and cool in summer. All respondents found it 'reasonably easy' to 'very easy' to heat their homes in winter, with none finding it 'hard' or 'very hard'. However, residents found it

more difficult to cool their homes in summer, with three rating cooling as ‘very hard’ or ‘hard’, three ‘reasonably easy’ and five ‘easy’ to ‘very easy’. Respondents commented:

“Has been very hot over summer. Have ranch slider door open but doesn't help if no breeze. All parts of house are hot.”

“Yes very hot”

COVID-19 has restricted the opportunity for many of the usual tenant activities and interactions that CORT normally run as part of opening a development and the ongoing management of tenancies. Fewer organised activities and opportunities for casual interactions, particularly by those concerned with catching COVID-19, has likely reduced resident interactions. Seven residents said they were ‘getting to know the other residents’, although three said that ‘the other residents are not very welcoming’.

Residents were involved in the life of the development and with CORT, with six residents reading the newsletter, one attending meetings or events and two attending CORT outings and activities. Two residents described themselves as ‘interested but not active’, and two ‘not interested’. Other comments made by respondents were:

“Only activity since moving in to a CORT development was cancelled due to Covid”

“Would like to attend in future”

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

“Stress relief”

“There's a little bit more of community here that feels genuine”

“Perfect for my little family and near to my family and friends and social life”

“I'm very happy cort housing”

“It's wonderful of CORT to put on activities for tenants including Christmas dinners.”

“I'm very happy with corts housing Thank you”

“I'm humble and very appreciative of my home and everything”

5 References

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